EXECUTIVE SUMMARY

1.   Hospital Management in Indian Railways

Indian Railways provide medical and health services to 64 lakh railway beneficiaries through 129 hospitals and 588 Health Units spreading over 17 Zonal Railways (ZRs) and five production units. Director General /Railway Health Service is the head of Railway health care services which includes maintenance of sanitation, cleanliness and provision of safe drinking water besides providing prompt relief to passengers injured or taken seriously ill in trains or at railway stations.

This report focuses on the performance of hospitals in budgetary control, effective utilization of available manpower and assessing the efficiency in hospital administration. A sample of 17 Central Hospitals, one Super Specialty Hospital, five Production Unit Hospitals,   41 Divisional/Sub-divisional Hospitals and five workshop hospitals were selected for review. In addition, 89 Primary Health Units /Dispensaries were also selected for detailed examination.

Audit observed that there was lack of effective budgetary control. Besides variation between the final grant and the actual expenditure, there was idle investment due to improper planning. Shortage of doctors and paramedical staff had partially affected the medical and health services to patients. Medical equipment remained idle due to non-availability of skilled professionals resulting in avoidable reference to non-railway hospitals.

Incorrect assessment of requirement led to surplus and loss of shelf life of medicines. Adequate infrastructure for storage and preservation of drugs was not available in many hospitals across ZRs. Despite having incurred considerable expenditure towards repair and maintenance, audit observed several instances of failure of medical equipments. Hospital Management Information System, which was conceived in 1992-93 to take care of documentation regarding uniform Medical Identity Cards across Zonal Railways including periodical updating, maintenance of Medical History Folders and actual beneficiary data, could not be implemented till July 2014. Major Audit findings are mentioned below: