

**OFFICE ORDER (11 April/2025)**

**Subject: Review of Processes involved in extending Medical Benefits to active and retired employees in Delhi from 15.04.2025**

MCoD in its 617h meeting held on 10th July 2024 at New Delhi accorded approval for the hiring of outsourced services for examination and scrutiny of medical bills of vendors and employees/ retired employees / beneficiaries and for Centralized Processing of the Bills at Dehradun before release of payment. In the second phase the outsourced services through Third Party Administrator is Going-live at Delhi on **15.04.2025**.

This will be followed subsequently with progressive roll-out across other work-centers. The following changes in the existing policy and process for extending medical benefits to active and retired employees will apply in the first instance and subsequently across the company, as shall be intimated from time to time:

**a)** Employee/Ex-Employee/Beneficiary shall be permitted to prefer maximum two claims during a month. The Employees/Ex-employees and Beneficiaries are sensitized to club individual OPD bills and prefer **only two claims per month**. The reimbursements of such medical claims shall continue to be paid through off-cycle runs also, as has been started recently.

**b) Procedure for preferring Claims:**

I. Active Employee: - Shall make the entry of the MRC (Claim Form), on WEBICE (i.e. MRC / Special Medical Sanction/ Indoor) in respective node. The printout of the said MRC/ Special Medical Sanction/Indoor Claim Form shall be signed. The signed Claim Form along with the original Vouchers / Bills shall be submitted to a designated TPA Help Desk at the Work Centre.

II. Ex- Employee/ Beneficiary: - Shall have the option to submit the claim form in Bandhan and submit the signed and printed MRC along with original vouchers / Bills to TPA Help Desk on above lines. Additionally, Ex- Employee / Beneficiary have the option to prefer the MRC in physical mode by filling up a printed format of the Claim Form, which is also an existing practice.

III. However, Employees/Ex-Employees/Beneficiaries need not scan and upload the bills in WEBICE/BANDHAN forthwith.

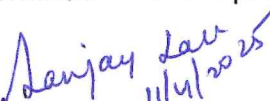
c) Retention schedule of Medical Reimbursement Claims and associated documents shall be for a period of **three years or one year after completion of audit**, whichever is later, in accordance with Government of India 'Record Retention Schedule' issued by Department of Administrative Reforms & Public Grievances.

d) Process for claiming reimbursement for home nursing care/respiratory devices/appliances/wheelchair/hearing aid/IVF shall continue as per current existing rules and procedure.

e) The helpline numbers of TPA are as follows:

| Sr. No. | Name                     | Seat Number               | Mobile Number  |
|---------|--------------------------|---------------------------|----------------|
| 1.      | Arshad (Scope Minar)     | C19, Core 4<br>VI Floor   | +91-8956750117 |
| 2.      | Shivam Rai (Scope Minar) | C20, Core 4<br>VI Floor   |                |
| 3.      | Aman (DUB)               | 2113, Tower A<br>II Floor | +91-8956750115 |
| 4.      | Gaurav (DUB)             | 2116, Tower A<br>II Floor |                |

f) Existing processes related to Medical Benefits configured in WEBICE/BANDHAN shall continue. The new process shall be aligned in WEBICE/ BANDHAN only in Delhi.

  
Sanjay Kumar Lall

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