



कार्मिक संबंध विभाग
निगमित नीति अनुभाग
ग्रीन हिल्स, भूतल, 'ए' विंग, तेल भवन, देहरादून-

248003

Department of Employee Relations

Corporate Policy Section

Green Hills, Ground Floor, 'A' Wing, Tel Bhavan,
Dehradun-248003

Tel No. 0135-2792177

No. DDN/CORP-ER/POLICY/Med Remb/2025

Dated: 14.02.2025

OFFICE ORDER (04/2025)

Subject: Review of Processes involved in extending Medical Benefits to active and retired employees

MCoD in its 617th 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 Centralised Processing of the Bills at Dehradun before release of payment. **Pilot implementation of the outsourced services through Third Party Administrator is Going-live at Mumbai, Dehradun, Ahmedabad and Vadodara on 14.2.2025.**

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

- a) Medical Reimbursement Claim (MRC) shall be submitted by Employee/Ex-Employee/Beneficiary within a period of one year from the date of treatment. In case of demise, the said claim shall be preferred for the respective employee, ex-employee, and beneficiary within a period of six months from the date of demise.
- b) 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. A structured sensitization programme shall be initiated by Corporate Separated Employees Establishment, for initial two months, educating all ex-employees to club individual bills, thereby reducing the number of claims to be processed. The reimbursements of such medical claims shall continue to be paid through off-cycle runs also, as has been started recently.
- c) Procedure for preferring Claims:
 - i. Active Employee: - Shall make the entry of the MRC (Claim Form), in WEBICE (i.e. MRC / Special Medical Sanction) in respective node. The printout of the said MRC/ Special Medical Sanction Claim Form shall be signed. The signed

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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.

- d) Retention schedule of Medical Reimbursement Claims and associated documents shall be for a period of 3 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.

- e) Process for claiming reimbursement for home nursing care/assistive devices/appliances/hearing aid shall continue as per current existing rules and procedure.

- f) The helpline numbers of TPA are as follows:

- (i) Mumbai: 8956102550 / 8956102551 / 8956102562
- (ii) Dehradun: 7387321577 / 7758947296
- (iii) Ahmedabad: 8956102558 / 8956102559
- (iv) Vadodara: 8956102560 / 8956102561

Email ID : ongc.helpdesk@mdindianetworkx.com

Central Help Desk Number: (020)25300222

Existing processes related to Medical Benefits configured in WEBICE/BANDHAN shall continue; the new process shall be aligned in WEBICE/ BANDHAN only in pilot locations.


(Vaskar Kr. Barai)

General Manager (HR)-Corporate Policy

Distribution:

1. Through ONGC Reports/BANDHAN
2. Head HR-ER of the concerned workcentres: For disseminating information to separated employees through location Separated Employee Establishment.