



No. BSNL/Admn.I/15-7/17

Dated: May 3, 2017

To  
All CGMs, BSNL

It has been observed that due to inordinate delays in settlement of medical claims, employees are seeking redressal through representing their cases to Ministers/Members of Parliament and PG Portals etc. To avoid such cases, the claim settlement process needs to be rationalized to address the issue. A method needs to be evolved at local levels outlining a transparent procedure rationalizing the tasks avoiding submission of file to the approving authority multiple times for administrative/financial approvals separately. A broad outline is suggested to prompt settlement of cases, however depending upon the requirement of the units they may evolve their own procedure best suited to them:

1. The process of routine claims needs to be standardized by identifying the tasks and documents involved in settling such claims. A check-list be prepared to ensure that all the documents have been furnished at the initial submission itself, any deficiency or shortcomings should be intimated to beneficiary immediately.
2. The process of settlement of claims should be started immediately once the claim is complete in all respects. Tasks should also be chronologically ordered and the claims may be channeled through these tasks for settlement in a defined time-frame. Reasons for inordinate delays may also be recorded in the process, to ensure time-bound processing of the cases in future.
3. If the beneficiary has complied with all the formalities and the claim is complete, administrative and financial aspect may be examined simultaneously and the amount reimbursable as per the policy be evaluated. Thereafter, the file may be submitted to the approving authority with a consolidated note seeking both administrative and financial approval.
4. The claim processing officials needs to be courteous while attending the beneficiaries especially to retired employees and status of the claims should be informed whenever enquired by the beneficiary.

If the grievances of employees are handled promptly, there will be less PG/VIP cases, which will reflect the working of the organization and enhance loyalty of the employees towards the organization.

Feedback may be sent on action taken in this direction. This issues with the approval of Competent Authority.

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To

1. PPS/PS to CMD/Board of Directors, BSNL.
2. GM (CA), BSNL CO.