

Details for registration number : DOPPW/E/2023/0048856

Name Of Complainant	R R BALASUBRAMANIAN
Date of Receipt	22/10/2023
Received By Ministry/Department	Pensions and Pensioners Welfare
Grievance Description	
This is a grievance of Shri Bhagwan Das, Retd DE, Kurukshetra regarding Non-payment of medical claims for 2018-19, 2019-20 in respect of emergency treatments undergone in non-empanelled hospital by him and his wife. A detailed representation is enclosed.	
Current Status	Case closed
Date of Action	15/11/2023
Remarks	
ATR is attached.	
Officer Concerns To	
Officer Name	Sh. Mukesh Meena (Director MOC PG)
Organisation name	Department of Telecommunications
Contact Address	Room No.606,6th Floor Mahanagar Doorsanchar Bhawan Near Zakir Hussain College Old Minto Road New Delhi
Email Address	ddgpg-dot@nic.in
Contact Number	01123221231
Print Close	



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Karnal - 132001 (Haryana)

No- A-1/Indoor medical/Bhagwan Dass/Retd DET/

Dated-13.10.2023

To

Bhagwan Dass (R97004708)

Retired DET

H no 1489, Sector-07

Urban Estate, Kurukshetra

Subject : INDOOR MEDICAL BILLS OF BHAGWAN DASS RETIRED DET (HRMS 197004708)

It is Intimated that Sh. Bhagwan Dass, Retd DET has submitted Indoor medical bill for medical treatment of self and his wife. Detail of Indoor medical bills submitted is as under :-

**DETAIL OF INDOOR MEDICAL BILLS
BHAGWAN DASS, RETIRED (HRMS 197004708)**

SR NO	PATIENT NAME	PERIOD	BILL CLAIMED	HOSPITAL NAME	Hospital Empanelled	VISIT REPORT
1	BHAGWAN DASS	21.05.2018 TO 23.05.2018	21841/-	ADESH HOSPITAL MOHRI, Shahbad	YES	YES
2	PREM LATA w/o BHAGWAN DASS	27.09.2018 TO 29.09.2018	40703/-	FORTIS HOSPITAL, MOHALI, Chandigarh	NO	YES
3	BHAGWAN DASS	25.05.2018 TO 31.05.2018	297440/-	FORTIS HOSPITAL, MOHALI, Chandigarh	NO	YES

As per BSNL MRS policy for indoor medical treatment, The BSNL Employee (working or Retired) can take treatment in empanelled hospital subject to prior intimation and Visit by concern section. However the Employee (Working or Retired) can also take treatment in Non empanelled hospital subject to submission of emergency certificate, prior intimation and Visit by concern section. Indoor medical treatment in non- empanelled hospital can be taken in emergency cases only.



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Draft reply of Indoor medical claim of Bhagwan Dass is as follows:-

Case no 01. Indoor medical claim of Rs. 21847/- for the period of 21.05.2018 to 23.05.2018 in Adesh Medical Hospital (Empanelled).

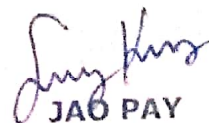
" In this regard, It is submitted that Aadesh Medical college and hospital is empanelled with BSNL. Visit report by concern section for treatment in Aadesh medical college and hospital has been submitted. Indoor medical claim of Rs. 21847/- has been approved at GMTD office Karnal. Payment will be made on receipt of funds from circle office, Ambala.

Case no 02 and 03 Indoor medical claim of Rs. 297440/- and Rs. 40703/- in FORTIS HOSPITAL, Mohali (Non Empanelled Hospital).

" In this regard, It is submitted that Fortis Hospital is Non empanelled with BSNL. Indoor medical claim of Rs. 40703/- (Case no 02) and Rs. 297440/- (Case no 03) for treatment in Non empanelled hospital. Treatment in Non empanelled hospital required administrative approval from circle office, ambala. Both Indoor medical claim have been submitted for administrative approval, Circle office, ambala. Both Indoor medical case has been returned with the remarks that As per BSNL MRS Policy Emergency certificate required for treatment taken in non empanelled hospital. Several letters have been sent to Sh. Bhagwan dass for submission of Emergency certificate for both Indoor case but till date Sh. Bhagwan dass has not submitted Emergency certificate. However in his reply , Sh. Bhagwan dass has submitted a certificate of fortis hospital, the Certificate submitted by Bhagwan dass also not accepted by Circle office due to No Emergency certificate submitted alongwith. Copy of Objection raised by circle office, Ambala is attached.

Keeping in view of the above, the indoor medical claim of Sh. Bhagwan dass (Case no 02 and 03) has been returned to Bhagwan dass.

This is issued with the approval of Competent Authority.



JAO PAY

O/o GMTD Karnal