

PRASAR BHARATI
INDIA'S PUBLIC SERVICE BROADCASTER
PRASAR BHARATI SECRETARIAT
Prasar Bharati House, 7th Floor,
Copernicus Marg, New Delhi

A-1001/10/2019-PPC

Dated: 24 Aug 2020

Office Memorandum

Sub: Standard Operating Procedure (SOP) regarding streamlining the procedure of medical claim reimbursement through e- file application of e-office.

It has been decided to streamline the procedure for approval of medical claims reimbursement received at Directorate/ PB Sectt. from various stations/Kendras of All India Radio/Doordarshan situated across the country. In view of the implementation of e- office across the PB network and due to current prevailing situation of Covid-19 in the country, the SOP for submitting/ sending the medical claims is as follows:-

(i.) Stations and Kendras are required to forward their medical claims (whether routine or emergency in nature) for the approval through e- file application of e- office only.

(ii.) The offices/Stations/Kendras where e-office is yet to be implemented, may forward through physical files till the implementation of e-office at the respective Station/ Kendra.

(iii.) Those medical claims in which admissible amount is more than the delegated financial powers of HOO or cases which involve relaxation of rules are to be forwarded to their respective Directorates or PBS through e-office within thirty days.

(iv.) In case of critical diseases as defined under CGHS/CS(MA) Rules, from time to time, the proposals may be sent within sixty days from the date of submission of claim by the beneficiary.

(v.) Medical Claims received at the Directorates or PB Sectt from the stations or kendras of All India Radio / Doordarshan for the approval are to be examined and approved within forty-five days from the date of receipt of the claims.

(vi.) However, during the examination of the claim, if any doubt arises, then the time period spent on getting clarification from the concerned station/kendra/beneficiary or empaneled lab/hospital would not be included in the above mentioned period in respect of para -(iii.), (iv.) and (v.) above.

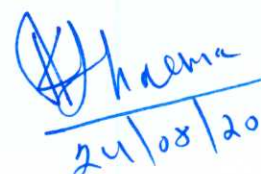
(vii.) Accountability of the medical bills which are part of the claim is entrusted to HOO, Station/Kendra.

(viii.) HOO, station/kendra are required to specifically mention about the legitimacy and illegitimacy of the medical bills which are part of the medical claim in the note sheet of the concerned medical claim forwarded to the Directorate or Secretariat through e-office.

(ix.) Further, during medical claim examination at the Directorate or Secretariat level, if any doubt arises, the same may be verified through the physical file.

(x.) Directorates, PB Sectt. and verticals of PB are directed to widely circulate this information.

(xi.) This issues with the approval of the competent authority.


24/08/20



(Alok Kumar Sharma)

Director (Pres.),PBS

tele.no.011-23118410

Email : ppcpbs@prasarbharati.gov.in

To:

1. DG, AIR, DG, DDn, DG, NSD AIR, DG, DD News
2. E-in-C(BO) / E-in-C(SI&CS)
3. All ADGs / DDGs at PB Secretariat
4. ADG(P),HQ DG:AIR/DG:DD/ All Zonal ADGs/ ADG(NABM)
5. Head (PBNS & DP) / Head of Sales PB
6. DDG(A)/DDG(HR)/Director(HR),DG:AIR.
7. DDG(A)/DDG(HR)/DDG(E-HR), DG:DD
8. DDG(Tech), PBS for uploading this order on PB Website
9. All AIR Stations / DD Kendras through respective SCOR Sections
10. DDG (Central Archives), PBS, New Delhi
11. Hindi Unit for Hindi Version
12. Office Orders Folder.

Copy to :-

1. SO to CEO
2. PS to M(F)
3. O/o CVO PB Doordarshan Bhawan.