



ISO: 9001, 14001
& OHSAS: 18001
Miniratna
Category-I

नॉर्थ ईस्टर्न इलैक्ट्रिक पावर कॉरपोरेशन लिमिटेड

भारत सरकार का उपक्रम



NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED

(A Govt. Of India Enterprise) CIN-U40101ML1976GOI001658

"BROOKLAND COMPOUND", LOWER NEW COLONY, SHILLONG-793003

Office Order No. 07

Dated: 15.02.2022

Approval is hereby conveyed towards aligning the administrative mechanism in respect of annual ceiling under Clause 3.2.2(a) of the "NEEPCO Contributory Scheme for Post-Retirement Medical Facilities "as hereunder for mitigating the hardships of retired / separated employees:

Clause	Existing Provision	Modified provision
3.2.2(a)	Out-patient/ Domiciliary treatment a) for outpatient treatment/ domiciliary treatment taken in empaneled hospital, wherever available, reimbursement may be allowed for the purpose of clinical tests & examination as in case of regular employees. Further, the costs of medicine and other OPD expenses may be reimbursed as per actual subject to a ceiling of maximum of last basic of retired/separated employee per annum whichever is less	Out-patient/ Domiciliary treatment a) for outpatient as well as domiciliary treatment, reimbursement shall be allowed for the purpose of clinical tests & examination as in case of regular employees. Such treatment and tests must be availed from the empaneled hospitals wherever available. b) Further, the costs of medicines and other OPD charges shall be reimbursed at actuals subject to a ceiling of the maximum of the last basic of retired / separated employee the pay scale of a serving employee or Rs.50,000/- per annum whichever is higher.

Approval is also conveyed towards direct payment to empaneled hospitals offering cashless treatment facility in case of IPD treatment of retired / separated employees which shall however be regulated by the following modalities: -

1. The nominated signatory for issuing the 'letter of authorization' for extending credit facilities to the concerned beneficiary shall clearly indicate in the 'letter of authorization' itself regarding the production of Medical Card, entitlements, admissibility of the patient etc. The 'letter of authorization' shall also clearly indicate that the cost of inadmissible / unentitled items shall be borne by the beneficiary or by his/her spouse and spouse/ children of deceased employee directly to the concerned Hospital.
2. The bill should be raised by the concerned hospital after adjustment/recovery is made on account of difference of charges for providing higher category of accommodation / telephone/diet charges / cosmetic or luxury items or any inadmissible/unentitled items. (A sample list of inadmissible/unentitled items annexed)
3. The concerned retired / separated employee for self or spouse has to bear 25% of the total bill amount which may be claimed by such persons for final settlement as per admissibility. Further, if any amount remains recoverable, the concerned retired / separated employee or spouse of deceased beneficiary shall be requested to refund the amount within a period of 30(thirty) days failing which such facility shall remain suspended till the due amount is refunded to the Corporation.
4. The concerned hospital shall raise 2(two) distinct bills, one for 75% of the admissible amount as per NEEPCO Medical Attendance Rules and the other on the patient for the balance 25% of the admissible amount plus the amount to be borne by the patient which will then be claimed for reimbursement.
5. A list of non-reimbursable items may be circulated for guidance of empaneled hospitals so that the bills of non-reimbursable items are not raised to NEEPCO.
6. If any fraud is detected in the amount claimed by the retired / separated employee or his/her spouse, the post-retirement medical facilities shall be permanently withdrawn for both the retired / separated employee and his/her spouse. As a fraud thwarting mechanism, 10-15% of the bills shall be subject to



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- Internal Audit scrutiny. On detection of fraudulent claims in IPD / OPD claims, the facility shall be withdrawn permanently.
7. In case of emergency hospitalization, the concerned retired / separated employees or his / her spouse has to inform NEEPCO's authorized doctor of the nearest location within 72 (Seventy-Two) hours of hospitalization by Mail /WhatsApp/ SMS etc.
 8. The database and digital record of retired / separated employees shall be captured / updated in the ERP system and shall be accessible to the retired employees from "anywhere" internet access on a dashboard called "PRMB" on the lines of Employee Self Service (ESS) in ERP. IT Wing shall create such structure in the ERP so that retired / separated employees lodge their hospitalization request on line and link is automatically forwarded.
 9. Physical reimbursement / direct payment shall not be liable to be admissible in case the injury / disease or illness is directly or indirectly attributable to venereal diseases, or intentional self-injury, intemperance or the use of intoxicating drugs or liquor or banned substances.
 10. This facility can be availed in all empaneled/approved hospitals of NEEPCO or NTPC. If such hospitals are not available the beneficiary can be treated in any nearby hospital but the bill will be restricted to the rates of the nearest approved/empanelment/authorized hospital only as per Clause no 6.7.3.2.1 of NEEPCO contributory scheme for PRMF.
 11. Wherever, cashless treatment facility does not exist the existing procedure of physical reimbursement shall continue.

This issues with approval of the Competent Authority.
Rajbhasa version shall follow

[R FANCON]

Manager (HR)

NEEPCO Limited, Shillong-793003

Dtd.15.02.2022

Memo.No. Pers/25/28/ 863-77

Copy to:

1. The ES to CMD, NEEPCO Limited, Shillong-793003 for favour of kind information of CMD.
2. The SES /ES to Director (P)/ Director (T)/Director (F) for favour of kind information of D(P) / D(T) / D(F).
3. The ES to CVO, NEEPCO Limited, Shillong-793003 for favour of kind information of CVO.
4. All Executive Directors, NEEPCO Limited for kind information.
5. HoP'S, NEEPCO Limited, Shillong, AGBPS/ AgGBPS/ DHPS/KaHPS/KHPS/PHPS/RHPS/TGBPS/THPS/ WahUmiameHEP for kind information.
6. All HoD's NEEPCO Limited, Shillong, Guwahati, New Delhi for kind information.
7. The Chief General Manager (HR)/ (F), NEEPCO Limited, Shillong-793003 for kind information.
8. The General Manager (HR), NEEPCO Limited, Shillong-793003 for kind information.
9. The General Manager (M&HS), NEEPCO Limited, Shillong-793003 for kind information.
10. The Coordinator, NEEPCO Ltd., Kolkata/Itanagar/Guwahati for kind information.
11. The Secretary, NEEPCO, PRMF Trust
12. All Nodal Officers, PRMF.
13. The Deputy General Manager (HR) TBS, NEEPCO Limited, Shillong-793003 for kind information and uploading in retired employee's desk.
14. The Heads of HR/M&HS, NEEPCO Ltd., Guwahati/New Delhi/ AGBPS/ AgGBPS/ DHPS/KaHPS/KHPS/PHPS/RHPS/TGBPS/THPS/ WahUmiameHEP for kind information
15. The Deputy Manager (Hindi), NEEPCO Ltd., Shillong-793003 for information and necessary action



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ANNEXURE-A

LIST OF NON-REIMBURSABLE ITEMS

Sl.No.	Item
1	Air mattress /Alpha mattress
2	Alcohol swab
3	Any oil / body lotion / comb / deodorant/ hair conditioner / moisturizer/room freshener
4	Apron plastic / carry bags / diapers / gown/sanitary pad/ tooth paste/trolley cover
5	Bar soap / body wash / dental floss / face wash/ mirror/ talcum powder/shampoo
6	Barber charges /blades/brush / buds/razor/ shaving lubricant
7	Beauty services / dietician charges
8	Bed towels / cosy towels / wet wipes/tissue paper
9	Belts / braces / knee braces / knee immobilizer/ leggings/ shoulder immobilizer/spacer
10	CD charges / Identification bracelets
11	CPAD / CPAP equipment/ DVT Pump /Bipap machine / ECG Electrodes
12	Diabetic footwear / foot cover/ shoe cover/slippers/splint arm
13	Eye pad / shield / micro shield /spectacles / Contact lenses
14	Hair removing cream/ hand cream/ hearing aids / lip balm/ lozenges / petroleum jelly
15	MRD charges/ Nebulizer mask/Thermometer/ Pulseoxymeter device / Spo2 probe