

Agricultural and Processed Food Products Export Development Authority

April 2023

SOP for settlement of Medical claims of APEDA serving and retired employees .

1. Background

At present employees of APEDA including serving and retired are governed APEDA Revised Medical Attendance Rules 2015 (w.e.f. 1.8.2015) and will be effective from the date it is approved by the Authority. The revised medical rules are in line with the CGHS pattern with contributions from the employees as per the Grade Pay.

The employees are required to submit their claims for reimbursement including OPD treatment.

Though the settlement and payments are made timely, there is a need to frame timelines and define the channels in the matter so that they get the payment in time. Hence this SOP.

2. Scope

This document outlines the details of processing of claims and payments to be made, channels involved and timelines thereof.

This document will apply for both serving and retired employees.

Accordingly, the following SOP is prescribed in the wake of streamlining and prescribing time-lines on various steps involved.

3. Standard Operating Procedure (SOP) for processing and settlement of claims of employees of APEDA

Sl.No.	Activity	Channels involved	Time-lines
1	Submission of claims by the concerned serving and retired	<u>B&F Division</u> Claims to be submitted to B&F Division for reimbursement of OPD and indoor treatments.	All claims should be submitted within 30 days of completion of treatment/diagnosis/discharge from hospitalization
2	Processing and settlement of claims	<u>B&F Division</u> All claims should be processed and payment made. For special cases not covered under the rules, B&F Division will forward the claims to P & A	15 days from date of receipt of claims 7 days from date of receipt of claims

		<p>Division</p> <p><u>Channel:</u> Dealing Hand→AGM/DGM→HOD and back</p>	
3	Processing of special cases	<p><u>P& A Division</u> All such claims to be processed for placing before the Medical Committee</p> <p><u>Channel:</u> Dealing Hand→AGM/DGM→HOD and back</p> <p><u>Note:</u> (i) Medical Committee will consider the cases in its meeting to be held every fortnight and make necessary recommendations. (ii) The Committee will be chaired by the senior most HoD available.</p> <p><u>P& A Division</u> (i) The recommendations of the Medical Committee will be processed and submitted to the competent authority for approval. (ii) After approval of the competent authority, approved claims will be sent to B&F Division for processing and payment. (iii) In other cases, the concerned employees/retired officials will be informed.</p> <p><u>Channel:</u>As above</p>	<p>10 days from date of receipt of claims</p> <p>3 days from date of receipt of minutes of the Medical Committee</p> <p>5 days from date of receipt of minutes of approval of the competent authority</p> <p>5 days from date of receipt of minutes of approval of the competent authority</p>