



Association of Scientific & Technical Officers

Registered with the Registrar of Societies, Uttarakhand Govt., Regd. No. 172 (1967-68)

OIL AND NATURAL GAS CORPORATION LIMITED, Mumbai

ऑयल एण्ड नेचुरल गैस कॉर्पोरेशन लिमिटेड, मुंबई



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Ref. - ASTO/MUM/MED/DB/08/2023

Date: 07.08.2023

To,
I/C- Medical
NBP, Green Heights
ONGC Ltd,
Mumbai

Subject: Timely clearance of medical bills (including dental bills) and creation of segregation node in online system.

Respected Ma'am,

ONGC is unequalled in providing medical facilities to its employees and their dependents. Employees (regular and retired) claim medical reimbursement through the recently developed online system. It is observed that there has been long pendency of reimbursement bills since the beginning of the new online system of clearance of bills. For Dental Bills, the period is almost **more than 4 months**.

Monthly there are more than 4000 bills claimed by employees, which are attended by regular doctors over and above their assigned OPD and PME consultation work.

Presently, there is Only One Dentist posted at Panvel who has to clear All Dental Bills of employees, pertaining to the Mumbai region. To add to the workload, the Dentist has to go through all the bills to identify the dental bills pertaining to his/her domain. There is no separate node, neither in SAP nor Webice, to segregate dental bills from the pool of all medical bills.

So, considering the present scenario of delayed clearance of bills and system-bound time-consuming activities that can be avoided altogether to enhance efficiency, the below suggestions are submitted for your consideration:

1. Firstly, doctors posted at offshore should be entrusted with clearance of regular employee bills through online mode. There are 15 + process platforms and 20 + Rigs where two doctors are deputed in 14 days on/off pattern, previously these doctors were involved in clearing of bills when bills were processed in offline mode.
2. Presently, regular employee bills are processed through Webice, and Retired and Credit based OPD & IPD Claims are processed through SAP. A node can be created to segregate all bills like homeopathic, ayurvedic, allopathic, **and Dental** along with delegating those bills to respective doctors' SAP and Webice accounts.

This will result in better delegation so that the time taken in searching for bills pertaining to his/her domain can better be utilized to attend to the clearance of pending bills.



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It is also requested that the recently developed requirement of handwritten notes for the declaration of claiming any bill for the first time by each individual may please be reevaluated. Instead, the following updation may be done in the system:

1. Auto-population of the "Check box" to confirm that bill is being submitted for the first time before each submission.
2. Auto rejection of bills with repeated exact combinations of Invoice Number & Date by the system.

As a part of continuous system improvement and considering the hardship of employees this may be taken up on priority.

With Kind Regards,

S K Srivastava

S K Srivastava
President,
ASTO Mumbai
CC:

1. ED-HRO, Mumbai
2. Chief Medical Services – Dehradun