



पावर ग्रिड कॉर्पोरेशन ऑफ इंडिया लिमिटेड
Power Grid Corporation of India Limited
सूचना का अधिकार अभिनियम 2005 के अंतर्गत केन्द्रीय लोक सूचना अधिकारी
Central Public Information Officer under the RTI Act, 2005
केन्द्रीय कार्यालय, 'सौदामिनी', प्लॉट नं.2, सेक्टर-29, गुडगांव, हरियाणा-122007
Corporate Centre, 'Saudamini', Plot No. 2, Sector-29, Gurgaon, Haryana-122007



CP/RTI/2017/4231

Date: 22nd December, 2017

Shri Binay Kumar,
MIG -21A, Housing Colony,
Bartand, Dhanbad,
Jharkhand – 826 001

Sub: Information under Right to Information Act, 2005.

Sir,

This has reference to your online RTI request dated 9th December, 2017 for providing information under RTI Act, 2005.

The desired information is attached at **Annexure-I**.

First Appeal, if any, against the reply of CPIO may be made to the first appellate Authority within 30 days of the receipt of the reply of CPIO. Details of Appellate Authority at Corporate Centre, Gurgaon, under RTI Act, 2005 is as below:

Shri Sanjeev Singh,
Executive Director (CMG) & Appellate Authority
Corporate Centre, Power Grid Corporation of India Limited
"Saudamini", Plot No. 2, Sector-29, Gurgaon – 122007, Haryana.
Email ID: sanjeev@powergridindia.com
Phone No. 0124-2571962

Thanking you,

भवदीय,

(अजय होलानी)

अपर महाप्रबंधक (के.आ.) एवं के.लो.सू.अधिकारी

Email ID: cpio.cc@powergrid.co.in



MEDICAL ATTENDANCE AND TREATMENT RULES

- 1.0 **Scope**
- 1.1 The POWERGRID Medical Attendance Rules apply to all regular employees, Trainees, Apprentices (other than Apprentices under the Act), and their families, Deputationists from Government Departments and other organisations are entitled to such additional medical attendance and treatment as is provided in their parent departments and is specified in the terms and conditions of their deputation. Apprentices (under the act) and casual employees (not their families) are entitled only to emergency treatment for injuries sustained during and in the course of their duty or training, as the case may be.
- 1.2 Temporary/Work-charged/daily-rated employees, with over one year of service, will be given free indoor and outdoor treatment in the Company's Hospital for themselves and their families.
- 1.3 Diet charges as per rules will be recovered from the employees in case of indoor treatment of the employees and their families.
- 2.0 **Definitions**
- 2.1 **"Authorized Medical Attendant"** (AMA) means the Doctor appointed by the Company who is its own employee or one who is authorised under these Rules to attend on the employees of the Company.
- Until such time an Authorised Medical Attendant is appointed or where there is no provision for such an appointment in a place where company's Sub-station/establishment may be located, the controlling officer of the employee concerned will exercise the powers of the Authorised Medical Attendant.
- 2.2 **"Specialist"** under the Allopathic system of medicine means the following:
- i) MBBS with PG Diploma from a recognised Indian University.
 - ii) MBBS with PG Degree from a recognised Indian University (i.e. MS/MD etc.);
 - iii) MBBS with DM/MCH (after MS/MD which are super speciality qualification);
and
 - iv) MBBS with UK qualifications as per Medical Council of India's list of recognized qualifications i.e. MRCP/FRCS/MRCOG etc. (appended as Annexure-I).
- 2.3 **"Government Hospital"** includes;
- a military hospital
 - a hospital maintained by a local authority



- any other Hospital with which Central/State Government has arrangements for treatment of Government Servants.

Note:

Hospitals run by Railway Administration and other Public Undertakings may be covered under the definition of Government Hospitals. Thus, medical expenses incurred in connection with treatment taken at such hospitals can be reimbursed to the employees under these Rules.

2.4 **“Employee”** means whole-time employee of POWERGRID including Deputationists, Trainees, Apprentices (other than Apprentices under the Act) and casual employees on daily rates.

2.5 **“Family”** means self, spouse (only one), two surviving children including legally adopted children (below 25 years) and parents subject to members being dependent on the employee. The restriction regarding numbers of children shall not apply in respect of existing employees (as on respective date of Pay revision order) who are availing the facility of Medical Attendance & Treatment for existing numbers of children. However, the restriction of age i.e. 25 years shall apply to all the children. Further, the restriction of 25 years of age for dependent children will not be applicable for physically handicapped or mentally retarded children dependent on the employee.

Note:

1. A parent will be considered as wholly dependent on an employee only if the monthly income of the parent or the combined monthly income of both parents (if both parents are alive) does not exceed three thousand rupees. However, the amount of pension drawn by the parents shall be ignored while computing the above limit of Three Thousand Rupees.
2. The medical facility to the spouse and dependant children of an employee is admissible irrespective of their place of stay, provided it has been with approval of the corporation. This dispensation is not admissible for parents of the employee, who are otherwise dependant on the employee, but are not residing with the employee.
3. The condition of residence of wholly dependent parents may be relaxed temporarily in respect of such bachelor employees who have been allotted bachelor accommodation (and not family accommodation) in the company's township; provided that the parents of the bachelor employee concerned are wholly dependent on them but have to reside at a place other than the place of posting of such employees. This relaxation will be applicable only till such time the employee remains in bachelor accommodation and shall stand withdrawn as soon as family accommodation is allotted to them in company's township.
4. For determining the dependency of family members other than parents, the same criteria shall be adopted as is followed by the Central Government for this purpose. In other words, sons/unmarried daughters



of the employee who are employed otherwise than on part time/daily rated/casual basis shall be regarded as gainfully employed and accordingly not entitled to medical facilities. Even in the case of above family members who are in part time/daily rated/ casual employment, these facilities shall be admissible only if they are otherwise dependent on the employee and their monthly income from such employment is not more than Rupees three thousand.

5. The divorced daughter of an employee may be considered to be dependent upon the employee concerned and eligible for medical facilities, if her income from employment and or maintenance allowance granted to her by the Court and payable to her by her erstwhile husband, if any, does not exceed Rs. 1,000/- per month. Decree of divorce from a Court of competent jurisdiction shall be considered as sufficient proof of legal divorce.
6. Female employees shall have the option to declare their parents-in-law as family members, in lieu of their parents. The condition of dependency, as existing for the parents shall apply. Option exercised by a female employee in this regard may be changed only once during the entire service period.
7. The parents of a deceased employee shall continue to be treated as dependant of widow of the deceased employee who has got employment in POWERGRID on compassionate grounds. Consequently, the parents of the widow of the deceased employee will not be treated as dependant.
8. The medical facility will be admissible to the childless employees belonging to Muslims and Christian community in respect of one child only provided the employee has been given the legal guardianship of the child by the competent Court of Law subject to restriction of age as defined above.

2.6

"Medical Attendance" means attendance in hospital or at the residence of the employee including such pathological, bacteriological, radiological or other methods of examination for the purpose of diagnosis as are available at the Company's hospital or failing that, in any Govt./Notified Hospital/Laboratory or in any private Hospital/ Laboratory and are considered necessary by the A.M.A. and such consultation with a specialist or other Medical Officer/Sr. Medical Officer in-charge certifies to be necessary to such extent and in such manner, within India as the specialist or Medical Officer, may in consultation with CMO/Sr. MO in-charge determine. If the tests are conducted in private hospitals/laboratories, the reimbursement of such expenditure will be made up to the limit of what would have been admissible had the tests been carried out in a Government Hospital/Laboratory. For this purpose, the rates prevalent in the nearest Govt./Notified Hospital will be taken as the criterion. In all matters of doubt, the opinion of the Chief Medical Officer or M.O. in-charge of the Company's hospital will be final.



- 2.7 "Pay" for purposes of these Rules will be the amount drawn monthly by an employee as pay which has been sanctioned for the post held by him. It will also include special pay, personal pay or such other emoluments e.g. non-practising allowance for Medical Officers specially classified under the rules as "Pay". In the case of Trainees and Apprentices, pay would mean the actual stipend drawn.

Pay/Pay ranges wherever mentioned in these Rules are as per the pre-revised pay (1987) structure.

- 2.8 "Patient" means POWERGRID employee or a member of his family to whom these Rules apply and such others as are provided for in these Rules and who requires medical attention.

- 2.9 "Treatment" means the use of all medical and surgical facilities essential for the recovery or for prevention of deterioration in the condition of the patient.

Note : 1 Confinement

In the case of female employee and families of male employees, treatment includes confinement at the hospital of the Company or notified hospital or at a Government hospital/Maternity Centre as well as pre-natal and post-natal treatment or in any private hospital subject to the condition that the reimbursement of charges for confinement at private hospital is limited to what would have been admissible had the confinement been carried out at notified/Govt. hospital.

Note: 2 Dental Treatment

Dental treatment can be obtained from any Dental Surgeon. Charges for supply of denture, cleaning, polishing of teeth, filling of teeth with gold, Orthodontia treatment on account of cosmetics will not, however, be admissible. In other cases, however, for orthodontia treatment, reimbursement will be made on the merits of each case subject to the approval of Dy. General Manager on the advice of Authorised Medical Attendant. Consultation charges for treatment received from Dental Surgeons and the charges for various types of dental treatments are as per Batra hospital rates. The reimbursement for dental treatment charges shall be restricted to the specified percentage of rates depending upon classification of cities (100%, 80% & 60% for A, B1 & B2 and unclassified cities).

Note: 3 Eye-sight testing

Employees and their families may have their eye-sight tested for glasses once in every three years on the recommendations of the A.M.A. at a Government hospital/Notified hospital, if no such arrangements exist at Company's hospital and if any fees are incurred for this purpose, the same will be reimbursed. The condition of three years may be relaxed on



the advice of AMA. The above concession does not include the provision of spectacles at the cost of the Company.

Note: 4 Treatment for immunizing and prophylactic purposes

Reimbursement of charges incurred on treatment of the employees and their families for immunizing and prophylactic purposes in a Government/Notified hospital will be permitted only in the case of communicable diseases viz. (1) Cholera (2) Typhoid group of fevers (TAB) (3) Plague (4) Diphtheria (5) Whooping cough (6) Tetanus (7) Polio (8) Haemophilus influenzae b Bacteria (Hib) subject to ceiling of Rs.500/- or rate of empanel hospital and (9) Hepatitis A and Typhoid subject to ceiling of rate of empanel hospital in the location subject to ceiling of Rs. 900/- for Hepatitis A, Rs.250/- for Typhin VI single dose & Rs.150/- for Tyvax VI single dose or actuals, whichever is less (10) Hepatitis B subject to ceiling of Rs. 350/- per child per dose and Rs. 580/- per adult per dose or rate of empanel hospital of the location or actuals, whichever is less.

Note: 5 Vaccinations inoculations etc.

The cost of vaccinations, inoculations and injections taken by the employee, his family and servants for prophylactic and immunizing purposes to secure health certificates under international travel regulations before commencement of such travel will be reimbursed by the Company, provided the journey is undertaken at the cost of the Company.

Note: 6 Treatment of Diabetes

The cost of Human Insulin and Gluco-strips limited to 30 strips per month shall be reimbursed on prescription by the treating Doctor. The prescription shall be valid for one month. In case of further requirement of insulin and gluco-strips, fresh prescription of the treating doctor shall be required.

Note: 7 Implantation of Pace Maker

Reimbursement of medical expenses incurred by the employee towards implantation of Pace Maker for self and/or dependent family members shall be regulated in accordance with the rates charged by All India Institute of Medical Sciences (AIIMS), New Delhi. A list of various types of Pace Makers, the cost of which is reimbursable will be arranged to be notified by the Management from time to time.

Note: 8 Reimbursement of Supply Items/Accessories

Reimbursement of items like Urobag, Ringer Lactate, Venfloan No. 18, B.T. Set, T.V. Drip set, Disposable Syringes etc. prescribed by the Attending Doctor/Physician and which are essential for the recovery and prevention of deterioration in the condition of the patient may be regulated and reimbursed in consultation with the AMA.



Note:9 Reimbursement of expenses on purchase of Artificial limbs/appliances

Expenses incurred by an employee towards purchase/replacement/repair/adjustment of artificial appliances for Self and/or dependent family member(s) may be reimbursed on the recommendations of and in consultation with the AMA, only for such items as included at Annexure-II. Reimbursement of expenses incurred on items mentioned in the Annexure-II may be regulated in accordance with the rates charged by All India Institute of Medical Sciences or the Local Municipal Hospital at the places where the employee is undergoing treatment.

Note:10 Reimbursement of expenses incurred towards removal of Kidney stones by Lithotripsy

Reimbursement of medical expenses incurred by the employees towards removal of Kidney stones by Lithotripsy shall be limited to the rates charged by All India Institute of Medical Sciences, New Delhi. Charges towards accommodation, investigations, medicines etc. shall be limited to the entitlement of the employee concerned.

Note : 11 Reimbursement of expenses incurred towards Intra Ocular Lens (IOL)

Expenses incurred towards Intra Ocular Lens (IOL) required for Cataract operation of the eye shall be allowed upto a maximum ceiling of Rs. 5000/- per lens, subject to actuals.

Note: 12 Expenses for Physiotherapy Treatment

Reimbursement of Medical expenses incurred towards Physiotherapy treatment taken in Government/Notified hospitals on reference by AMA may be allowed.

Note: 13 Expenses for treatment of Sterility and Infertility

All employees and their family members will be eligible for reimbursement of expenditure incurred for treatment of sterility and infertility subject to the condition that the treatment is undergone from Government/Notified Hospitals. Any treatment taken from private hospitals/RMPs will not be reimbursed.

3.0

Treatment at the Dispensary /Hospital of the Company

All employees and their families are entitled to free medical attendance and treatment in POWERGRID dispensary/hospital. In the case of severe illness, Company's ambulance van can be utilised at the discretion of the A.M.A. for bringing the patient to the dispensary/hospital. Patients will not ordinarily be treated at their residence except in the case of acute disease or when the A.M.A. considers movement of the patient is injurious to his recovery. Patients requiring hospitalisation will be admitted to the



Company's hospital and will be entitled to the following facilities at Company's expenses:

- a) Use of all medical and surgical facilities available at the hospital;
- b) The employment of such pathological, bacteriological, radiological or other methods as are considered necessary by the A.M.A.;
- c) Supply of such medicines, vaccines, sera or other therapeutic substances as are ordinarily available in the hospital. Cost of medicines etc. prescribed by the A.M.A. but not available at the hospital will be reimbursed;
- d) Such consultations with a specialist as the A.M.A. may consider necessary;
- e) Such accommodation and such nursing as are ordinary provided at the hospital to the patients.

3.1 Rates for the cost of diet to be charged will be published from time to time by the Company/Head of the Sub-station.

4.0 **Treatment as Indoor Patients at Govt./Notified Hospitals**

4.1 Where a Company hospitals does not exist at the station of duty of the employee or arrangements for the requisite treatment do not exist at the Company's Hospital and A.M.A. of the Company refers the case for admission to another hospital, or the employee is residing at a distance of more than 5 kilometers from the Company's hospital, the employee and his family members who require hospitalisation, can be admitted to the nearest Government/Notified hospital, subject to the availability of accommodation.

4.2 While under treatment in such hospitals, the employee will be entitled at Company's expense to the facilities mentioned at Rule-3 above, including accommodation as suited to his status.

The provisions regarding accommodation and treatment charges in Notified hospitals shall be as per the notification(s) issued by the company from time to time. If the medical Superintendent of the hospital certifies that accommodation suited to the status of the employee was not available and his admission to hospital could not be delayed without danger, accommodation of a higher class may be allotted but, if such higher accommodation is allotted only at the request of the employee he will himself have to pay the additional expense.

4.3 Charges for any special nursing will also have to be paid for by the employee(s) unless it is especially directed by the A.M.A. or the Medical Superintendent of the hospital.



4.4 Ambulance charges for admission to the Government/Notified hospital, if recommended by A.M.A. will be reimbursed. Company's transport should normally be utilised.

5.0 **Treatment from Private Medical Practitioners**

5.1 Where there is no A.M.A of the Company at the station of duty of the employee or the employee is not residing in the township or is on leave or on tour at another station, he and his family members may receive medical attendance and treatment from private registered medical practitioners of their choice at their residence or at the residence of the Doctor or at the latter's consulting room.

5.2 Consultation fees charged by the Doctor will be reimbursed subject to the ceilings mentioned at Annexure-III.

5.3 Rates/Charges reimbursable in respect of stitches/dressing to employees (including their families) will be as mentioned at Annexure-III.

5.4 The term "Registered Private Medical Practitioner" does not include practitioners of the Ayurvedic, Unani and Homeopathic system of medicine. It, however, includes a Government Doctor authorised to engage in private practice.

5.5 The above concession of medical attendance and treatment by private registered medical practitioners does not include :

- i) Treatment in connection with the testing of eye-sight for glasses.
- ii) Dental treatment, treatment for sterility, mental and venereal diseases.
- iii) Cases where hospitalisation was necessary, expenses in respect of the first consultation/treatment only will be reimbursed.

6.0 **Reimbursement of Medical Expenses and the procedure thereof**

6.1 The cost of medicines which are required and recommended by A.M.A. or a Registered Private Medical Practitioner, as the case may be, will be reimbursed on submission of a claim as hereinafter prescribed.

Medicines can be obtained from any chemist/druggist on the prescribed prescription by the doctors and reimbursement claimed. Cost of such medicines listed and inadmissible by the Ministry of Health and so notified by them from time to time shall not be reimbursed except with the specific approval of the AMA. Wherever convenient, medicines should be procured from the Super Bazaars situated in the various localities, especially in the case of chronic patients. No medicine will be supplied by the doctors from their clinic to the patients. However, in emergent cases where administering of any medicine is essential in the interest of the ailment of the patient, the sample can be supplied by the doctor.



Normally the medicines will not be prescribed for more than three days at a time. In case the medicines have to be supplied for more than 3 days, the reasons have to be recorded.

- 6.2 The cost of the following medicines is not reimbursable:
- a) Medicines which are of food value;
 - b) Medicines in the nature of toiletries; and
 - c) Medicines, which are of a prophylactic nature, except to the extent specifically provided for in these rules.

Note:

Where cheaper substitutes of equal therapeutic value are available, the less expensive one should be used as far as possible. The list of medicines not reimbursable is available with the Finance & Accounts Department.

- 6.3 All pathological, bacteriological, radiological and other tests should be conducted at the Company's hospital/dispensary or at Government/Notified hospitals or institutions. Any charges payable will be reimbursed as per Annexure-III.

- 6.4 Refund of hospital charges will be made if the patient is admitted to a Government/ Notified hospital and not otherwise. When there is no Government/Notified hospital within the reach or a Government/Notified hospitals certifies that there is no vacancy or in an emergency where it is not possible to go to a Government/Notified hospital, refund of hospital charges will be made subject to the Project Administrator/General Manager being satisfied about the necessity of going to any other hospital.

- 6.5 All payments of medical expenses should be made by the employee in the first instance. Claims for refund of medical expenses should subsequently be submitted on prescribed form accompanied with an essentiality certificate from the A.M.A. and bills, cash receipt and cash memos (unless issued by Government hospitals) should be duly stamped, wherever necessary.

The claims on receipt, should be checked with reference to the rules and countersigned for the admissible amount by the Controlling Officer of the employee as specified under the Delegation of Powers before being forwarded to the Accounts Department for final check and payment. Necessary forms shall be prescribed by the General Manager/Project Administrator/Head of the Sub-station.

- 6.6 Claims for refund of medical expenses incurred on the advice of a Registered Private Medical Practitioner for treatment at a Government hospital, when permitted under these rules should also be routed by the



employee to the Controlling Officer through the M.O. In-charge of the Company's hospitals/dispensary at place of his duty, unless there is no such Company's Medical Officer. The Medical Officer in-charge of the Company's hospital/dispensary at the station will examine the claim from the point of view of it being reasonable or not and will countersign the Essentiality Certificate attached to the application if he considers the claim to be in order and reasonable. In the event of it not being so, he will forward the claim to the Controlling Officer of the employee with his remarks and recommendations and latter will dispose off the claim himself or obtain orders of superior authority, as may be deemed fit by him.

- 6.7 Claims for refund of medical expenses should be submitted within three months of the date of the completion of the treatment as shown in the Essentiality Certificate. No refund/claims will be entertained after the said period.

Note:

Time-barred claims may be admitted beyond 3 months but within one year from the date of completion of the treatment, provided that the Controlling Officer is satisfied in each case that the delay in submission of the claims is for reasons beyond the employee's control.

7.0 **Medical Treatment in respect of families of employees in special circumstances**

- 7.1 The families of employees who are deputed/posted by the Company abroad for training or any other purposes will continue to be entitled for free medical attendance and treatment at the cost of the Company in terms of these Rules, if they do not accompany the employee abroad, irrespective of the place they may be residing at, in India.

- 7.2 Similar concessions in respect of the family of an employee transferred to another station of the Company in India will be admissible for a period of three months only from the date of transfer, if the employee is unable to take his family to the new station for reasons such as want of suitable accommodation, children's education, wife's confinement etc.

- 7.3 The concession will be admissible for family of the employee normally residing with the employee when any member falls ill on proceeding to an outstation. Such reimbursement of medical expenses incurred at outstation will be allowed if the employee goes on regular and sanctioned leave including casual leave to outstation and falls sick there.

8.0 **Travelling Allowance**

Employees and their families will be entitled to payment of travelling allowance in terms of T.A. Rules of the Company when directed by the A.M.A. for medical attendance or treatment to another M.O./Specialist or hospital outside the station at which the employees is posted but within the District. T.A. for one attendant/escort will also be allowed if it is



certified by the A.M.A. that it is unsafe for the patient to travel unattended. In case of reference made to M.O./Specialist or hospital outside the District, specific prior sanction of the General Manager/Project Administrator/ Head of the Unit should be obtained by the A.M.A. before referring the cases to Medical Officers/ Specialists and hospitals/sanitarium situated outside the district, such as may be Often necessary in the case of special diseases e.g. T.B., Polio, Cancer, Mental diseases etc. Failing this, the T.A. claims and claims for reimbursement of medical expenses will not be accepted.

Note:

Executive Director of the Region or General Manager (I/C) of the Region delegated power of an Executive Director¹ can by a notification, which can be modified, if needed from time to time, allow treatment in neighbouring district hospital doing away with requirement of case to case approval, subject to following :

- i) Hospital(s) falling in neighbouring district is nearer in distance than hospital(s) in the same district.
- ii) Facility of such hospital(s) in neighbouring district is being availed by company's employees.
- iii) On reference being made by the A.M.A. for treatment as already prescribed.
- iv) Restricting to specified sub-station/group head quarter/office from where hospital(s) of neighbouring district is nearer.

9.0

Grant of advances for medical attendance and treatment

9.1

For treatment of employees and their entitled family members as in-patients in hospitals, medical advance limited to Rs.10,000/- may be granted to the employees borne on the regular establishment of the company including trainees recruited under Company's own training schemes. The advance can be drawn for one illness/hospitalization and in more than one installment also, subject to the ceiling of Rs.10,000/- at any one time.

Provided, however, where the expenditure is likely to be more than the ceiling amount, of Rs.10,000/- second or subsequent advance can be granted to the employee concerned on submission of a part-bill against the earlier advance drawn by him subject to the aforesaid ceiling.

9.2

The actual amount of advance to be granted shall be decided keeping in view the recommendations of the AMA as regards the nature of disease, likely duration of hospitalisation and anticipated expenditure thereon vis-a-vis the amount reimbursable for the illness/hospitalisation as per the entitlement of the employee concerned.



- 9.3 In the event of emergency, an ad-hoc medical advance limited to one month's Basic Pay + D.A. of the employee concerned, or Rs. 10,000/- whichever is less, may be granted where in-patient hospital treatment is required. This is admissible without recommendation of Authorised Medical Attendant only in respect of remote locations where AMA is not available. This is not admissible where notified hospitals exist.
- 9.4 The amount of advance granted shall be adjusted against the medical reimbursement claims submitted by the employee for reimbursement of the expenditure as admissible under the rules; and the balance, if any, will be recovered from the pay/other dues of the employee concerned. In case of failure to present the reimbursement claim/ adjustment bill within the period of three months from the date of discharge from hospital, the entire amount of advance will be recovered in one instalment.
- 9.5 An employee who is desirous of availing this facility of medical advance shall apply in the prescribed form at Annexure-IV. However, in case an employee's condition is such that he is unable to make the application personally and receive the payment, another employee of the company may present the application for advance on his behalf, depending upon the facts and circumstances of the case and at the discretion of the Management. The advance will be booked in the name of the applicant (employee concerned or some other employee on his behalf, as the case may be) and it shall be the responsibility of the applicant to arrange for adjustment of the advance within the stipulated period.
- The authority for sanctioning the advance shall be the employee's Head of the Department.
- 10.0 **Reimbursement of medical incurred in emergencies**
- Refund of medical expenses in relaxation of these Rules may be allowed as per the Delegation of Powers.
- 11.0 **Medical treatment to Outsiders at Dispensaries/ Hospitals of the Company.**
- 11.1 Outsider means any person who is not an employee of the Company or a member of the employee's family as defined in these rules. This term will include relatives and servants of the employees, contractors, and their workmen in the premises of the Company, employees of the bank, police, post office, schools, cooperative stores, clubs, etc.
- For treatment of the above categories of outsiders, the following rules shall apply:
- 11.2 Contractor's Workmen
- a) According to the Workmen's Compensation Act, in the case of a workmen who sustains personal injury by accident arising out of and in the course



of employment whilst engaged by contractors for the purposes of carrying out trade or business of the Company, the liability of the Company to compensate the Workman or his dependents, where such liability exists, is the same as in the case of the Company's servants, except that the compensation so paid may be recovered by the Company from the contractor by whom the workman was directly engaged.

- b) It is the responsibility of the contractor, and not of the Company to provide medical aid for his labour. But where due to non-availability of any other doctor in the vicinity, medical aid has to be provided by the Company's Medical Officer, the contractor should submit through the Company's Officer for whom he is working, a written requisition in duplicate stating that he is agreeable to bear the charges for such aid. The Company's Officer will forward one copy of the requisition to the Accounts Officer with a covering letter giving Work order No. and date. He should also certify in all final bills of contractors whether he has countersigned any medical requisition or not. If so, he should furnish full details of such requisitions. The Medical Officer will maintain a record, in duplicate, by carbon process, of all contractors' labour who are either treated in the company hospital or given first aid at the Company hospital and sent on to other hospital. Separate statements should be made out for each contractor and duplicate copies of statements should be sent every month to the Accounts Officer (works) so that the latter can effect recoveries from the Contractors' bills.
- 11.3 Employees of Police, Excise, Postal, Banks, Telephone/Telegraph departments etc., will be entitled to such out-patient treatment on such terms and conditions as are mutually agreed upon between the department and the head of the Sub-station concerned. The facilities to be extended and the charges to be levied under this agreement shall be clearly spelt out. For indoor treatment, charges shall be as given in para 11.5.
- 11.4 Dependents and relatives of the employees; employees of the school, Community Centers, Canteens, Clubs etc. Charges for out-patients facilities to be extended by the Company shall be on the basis of the monthly payment to be decided upon by the Head of the Sub-station. Charges for indoor treatment will be as indicated in para 11.5.
- 11.5 Charges to be recovered for operation on out-siders will be as notified by the Management from time to time.
- 12.0 **Medical certificates and private practice**
The Company's Medical Officers will not issue any certificate other than what they are required to do under the company's rules or in the Company's interest. The only exception will be that they may issue certificates for life insurance policies and accept payment for them subject to the relevant rules, but this should not interfere with their work under the Company.



The rate of charges for other cases may be fixed by the Company from time to time, and will be available with the C.M.O.

In the preceding paragraphs, wherever a doctor is permitted to retain a part of the fees, specific mention about it has been made. In all other cases, the fees will be entirely credited to the Company.

13.0 **Interpretation**

If there be any doubt regarding interpretation or application of these Rules, it should be referred to the Chairman, POWERGRID and his decision in the matter will be final.

14.0 **Diet charges**

The Diet Charges per day to be levied in the Company's hospital from the employees, who get in-patient treatment for self and their families in the Company hospital, will be as notified from time to time. Recovery will be made through deduction from the salary.

15.0 **Checklist for medical refund claim**

Before forwarding the medical bills to the Finance & Account Department, it should be seen that:

- a) The claim is submitted within three months, in the prescribed form (at Annexure-V and Annexure-VI) from the date of completion of treatment.
- aa) The number of medical claims to be preferred by an employee may not exceed two in a calendar month.
- b) The bill is signed by the employee and countersigned by an officer as per the Delegation of Powers.
- c) The declaration in the application is signed by the employee, and in case the claim is in respect of dependent parents, the following certificate is added. "Certified that the parents are wholly dependent upon me and actually residing with me".
- d) The certificate is signed by the Private Medical Practitioner with his qualification and Registration Number.
- e) The receipt given by the Doctor is stamped wherever necessary.
- f) Essentiality certificate given by the Company's Medical Attendance accompanies in the case of employees who take treatment in the Company's hospital in the Township.
- g) In case treatment is undertaken in Government Hospital; allocation sheet, minimum facility certificate and form 'B' accompany.



- h) The certificate granted by the Doctor contains name of disease and period of treatment, date of consultation and dates of administration of injection and the nature of injection such as intravenous or intramuscular, as also the name of patient to whom essentiality certificate is issued.
- i) If professional charges for administration of injection are claimed, medicine being supplied from doctor's dispensary; the name, quantity, cost of medicines are also to be furnished in the essentiality certificate. If the injection/medicine is supplied free of cost, the same is specifically certified as such by the private medical practitioner.
- j) The claim for cost of medicines is supported by cash bills from the shops and prescription of the Private Medical Practitioner.
- k) Details of laboratory tests and X-rays are furnished along with the receipts for admitting the corresponding rates in Government/Notified Hospitals.
- l) In the case of employees living in the township, if the treatment is undergone in other than Company's hospital, the employee should be on leave (other than casual leave). The nature and period of leave is specified by the employee in column 7 of the application and the same verified.
- m) Claims for reimbursement of hospitalisation in hospitals other than Government/Notified hospitals are not entertained (except in confinement cases).
- n) Claims are not admitted when treatment for dental/sterility/mental/venereal diseases is undergone with the private registered medical practitioner.

16.0 Medical treatment to temporary / work charged / daily rated employees

16.1 Medical identity card to temporary/workcharged/daily rated employees with more than one year's service will be issued by the HR Department indicating their rate of pay and identity/token number in lieu of staff number for the purpose of maintaining records in the hospital.

16.2 The temporary/work-charged/daily-rated employees will apply to the HR Deptt. in the prescribed form for identity cards for treatment of their families, including dependent parents. The applications received through the departmental officers, will be checked for correctness of service particulars and identity cards issued directly to the employees.

16.3 As and when they are discharged from service, their identity taken along with the Medical attendance card will be collected by the concerned officers and sent to the HR Deptt. The controlling officers will inform the Chief Medical Officer immediately after their discharge, under intimation to the HR Department.



- 16.4 With regard to the diet-charges, the daily rate will be converted as monthly salary by multiplying it by 25. The diet-charges notified for regular employees in different pay slabs will be made applicable to this category also after ascertaining the monthly salary of the temporary employee, as indicated above.
- 17.0 **Rules for ambulance service at hospitals**
- 17.1 Ambulance service will be provided free of charge to cases eligible for free treatment requiring admission as in-patients only.
- 17.2 Dangerously or seriously ill cases will be given priority for providing ambulance facilities. Employees are requested to indicate, wherever feasible, the nature of illness and its seriousness when requests for ambulance are made. Requests for ambulance will be complied with subject to availability and/or prior bookings and seriousness of cases.
- 17.3 The ambulance will be used only over motorable roads. The use of the ambulance will be normally limited to a radius of 20 kilometers from the Company's hospital.
- 17.4 In case of patients eligible for free treatment other than those requiring admission as in-patients, ambulance service may be provided free of charge if in the opinion of the attending doctor, it is necessary to transport the patient by an ambulance on medical grounds, such as inability to walk on account of fracture in the leg or blindness or very old age or mental illness etc.
- 17.5 If, after arrival at the hospital, the doctor finds that the use of the ambulance was not warranted on any of the grounds mentioned in paras 17.1 and 17.4 above, the ambulance charges will be recovered from the employee.
- 17.6 Ambulance service will not be made available for dropping patients at their homes or at other places after out-patient treatment. They will be required to make their own arrangements for returning from the hospital. However, in exceptional cases, non ambulant patients will be permitted the use of ambulance under instructions from the Chief Medical Officer or the Medical Superintendent or one of the Medical Officers, in the absence of any one of them, this discretion will be used by the attending doctor.
- 17.7 Ambulance service will be provided free of charge to drop the discharged in-patients at their residence within a distance of 20 kilometers, if in the opinion of the doctor of not less than the rank of Medical Officer, the ambulance service is necessary in that case. If the residence is beyond these limits but within 30 kilometers, Chief Medical Officer's permission will be required.
- 17.8 Requests for ambulance to bring paying cases (ERNE cases) who are residing within the township will be complied with, subject to availability of the ambulance. In other cases, the employees will have to make their



own arrangements. The only exception will be cases arising out of accidents for which the Chief Medical Officer's approval will be required. After arrival at the Hospital, if it is found that incorrect or misleading information has been furnished, in addition to recovering the ambulance charge, disciplinary action may also be taken against the employee.

- 17.9 Use of ambulance for medico-legal cases connected with employees or their dependent eligible for free treatment will be charged for, except when in the opinion of the attending doctor, it is necessary to transport the patient by ambulance on medical grounds.
- 17.10 In cases of accidents while on duty, ambulance will be provided free of charge.
- 17.11 The user of the ambulance will ensure that:
- a) For in-coming cases, the Doctor or the Nurse of the Maternity Ward or the Casualty, certifies the use of the ambulance as free or paid, and
 - b) For out-going cases an ambulance slip issued by the doctor treating the case should be obtained and presented to the casualty nurse.
- 17.12 When a patient eligible for free treatment is referred to the Government Headquarters Hospital, ambulance will be provided only if a doctor of not less than the rank of a Medical Officer certifies that it is not safe for the patient to travel by any other transport.
- 17.13 All cases brought by ambulance should present themselves at the casualty room and not at the out-patient department (except in cases of confinement where the patient will be taken directly to the Maternity Ward) and then directed to the Medical Officer in the out-patient department after registering their names in the ambulance register.
- Likewise, all patients to be dropped should present themselves at the casualty room with the necessary authorisation of the Medical Officer for registration before getting into the ambulance. In all paying cases, the Casualty Nurse of the Receptionist/Nurse will record "TO PAY" in the Ambulance Register and in the Ambulance Trip Sheet.
- 17.14 The charges for ambulance trip will be as fixed by the Management from time to time.
- 17.15 The ambulance will be used for transporting dead bodies.
- 17.16 Any matter regarding the use of the ambulance not covered by these Rules will be referred to the General Manager.
- 18.0 **Employees sent abroad for training / short-term assignment.**
- Medical facilities appropriate to the status of the employee(s) will be provided subject to the clearance by Reserve Bank of India/Government for Foreign Exchange.

