

पावर ग्रिड कॉर्पोरेशन ऑफ इंडिया लिमिटेड
POWER GRID CORPORATION OF INDIA LIMITED
सूचना का अधिकार अधिनियम 2005 के अंतर्गत अपीलीय अधिकारी
APPELLATE AUTHORITY UNDER RTI ACT, 2005
SRTS-II, RHQ, Singanayakanahalli, Yelahanka Hobli, Bangaluru-560064

Ref:SRTS-II:RTI:F-1434:22-23/Appeal

Dt: 17.11.2022

Appeal Reference No: PGCIL/A/E/22/00050

Name of Appellant : A Hanumanha Char
Flat No.2, Sri Guru Manor, 3rd Cross
Amarjyothi Layout, Bangalore

Name of Public Authority : Power Grid Corporation of India Ltd
Southern Region Transmission System-II
Bengaluru –

Respondent : Shri K.V. Satyanarayana
Sr. General Manager &
Central Public Information Officer
POWERGRID, SR-II, Bengaluru.

Ref:1.RTI application : PGCIL/R/E/22/298 Dt: 23.08.2022

2.Reply : SR-II: RTI:F-1396:22-23/298/3477 dated 22nd September, 2022

ORDER

Grounds of Appeal:

The Appeal U/S 19 of RTI Act, 2005 received in this office on 21.10.2022. Being aggrieved by the information provided by the CPIO, POWERGRID, SR-II, Bangalore, vide his letter No. SR-II: RTI:F-1396:22-23/298/3477 dated 22nd September, 2022 against the Request of the Appellant vide application No. PGCIL/R/E/22/298 Dt: 23.08.2022, the Appellant has filed this appeal on the following grounds:-

The Appellant has stated that CPIO has provided incomplete, misleading or False information with respect to 05 queries in the application dated 23-08-2022, further stating that *incomplete and vague responses*.

Queries raised :

1. Requested for relevant extracts of all discounts/rebates or concessions offered by the empanelled hospitals :Copies of the relevant extracts of the agreement offering the discounts not forwarded.Requested to send photo copies of the relevant page/pages only(1c)
2. A vague reply that the discounts/rebates or concessions offered by the empanelled hospitals are being informed to the employees as and when requirement arises.(1d).My request was whether such information has been communicated to the retired employee or not?Answer that as and when requirement arises is a vague reply and does not reply exactly my query.What is as and when requirement arises may be defined?(1d)

3. My query that **non**-communication of such information regarding the discounts/rebates will make retired employees responsible for non-availment of such discounts and the unilateral deduction without such communication is justified or not has not been replied. (1e)

4. I have asked the details of deductions made from my claim referred in subject RTI and only lumpsum deduction has been communicated, without item deductions. My request for itemized deductions viz against consultation, pathology charges etc may please be communicated (2)

5. My query for specific reply for the applicability of discounts/rebates to procedures like ECG and Echo charges has not been answered as hospital is not allowing the discounts (3)

Upon receipt of the said Appeal, CPIO, POWERGRID, SR-II, was called and the grievance made in the Appeal was explained to CPIO and CPIO furnished that the RTI request was replied vide letter No. SR-II: RTI: F-1396:22-23/298/3477 dated 22nd September, 2022 based on the information received from the departments concerned.

I have examined the replies furnished by the CPIO and documents connected in the matter. It appears that appellant is not satisfied with the information provided by the CPIO.

On the above circumstances the CPIO was directed to examine the RTI application and furnish the reply specific to the query raised and deal with the same in accordance with the provisions of the RTI Act. The reply of CPIO is enclosed herewith.

With this the Appeal stands disposed off and a copy of the order may be sent to the appellant.

Filed 22/9/22

**Executive Director & Appellate Authority, SR-II
Tarun Bajaj**

Distribution:

1. A Hanumanha Char
Flat No.2, Sri Guru Manor, 3rd Cross
Amarjyothi Layout, Bangalore
2. CPIO, POWERGRID, SR-II, Bangalore

Ref: SR-II: RTI:F-1434:22-23/

 Date: 15th Novemeber,2022

 Shri A Hanumantha Char
 Flat No.2, Sri Guru Manor 3rd Cross
 Amarjyothi Layout
 BANGALORE 560 094

Sir,

Sub: Information sought under RTI Act, 2005 —reg.

This has reference to your online application vide **Ref.No.:PGCIL/A/E/22/00050 dated 21/10/2022** seeking information through appellate authority . As directed by the appellate authority, the information sought against the above appeal is furnished below.

Sl.No	Appeal query ref .no	Original RTI query ref no.	Reply
1	1	1C	Discounts/rebates or concession offered by Hospitals are enclosed herewith.(Annexure to Q.1.C)
2	2	1D	The discounts /rebates or concessions offered by the empaneled hospital is being informed to the employees as and when queries are raised'- it is meant that uploading such circulars was not done in the past. Such a request has been received by us for the first time. Hence, 'as and when queries are raised', clarifications are provided. <u>Now, provisions have been made in POWERSETU (POWERGRID portal for retired employees)</u>
3	3	1E	The discounts /rebates or concessions offered by the empaneled hospital is being informed to the employees as and when queries are raised'- it is meant that uploading such circulars was not done in the past. Such a request has been received by us for the first time. Hence, 'as and when queries are raised', clarifications are provided. <u>Now , provisions have been made in POWERSETU (POWERGRID portal for retired employees)</u>
4	4	2	Deduction statement attached (Annexure to Q.2)
5	5	3	Reply from Hospital is attached(Annexure to Q.3)

Thanking you,

Yours faithfully,



 (K.V.SATYANARAYANA)
 Sr.General Manager & CPIO
 e-mail id: sr2cpio@powergrid.co.in
 Tel.No.: 080-23093711

Encl.: Annexure – Q.1.C,Q.2 and Q.3

Copy to: ED(SRTS-II), Appellate Authority, POWERGRID, SRTS-II, Bangalore - for kind information.

- f) As a special case, 10% discount IP Billing (excluding Medicine, Consumable, Implants and Blood products) at the hospital rate and 10 % discount on OP consultations and OP Lab and Radiology investigation shall be allowed by the Hospital.
- g) The issuance of a valid Admission slip by Power Grid Corporation of India Limited shall form an irrevocable binding commitment on the part of Power Grid Corporation of India Limited for payment up to the amount committed by it in relation to the services rendered by the Manipal Hospital to the employees under this agreement.
- h) Power Grid Corporation of India Limited shall not withhold any payment of the Manipal Hospital because of existence of any dispute between Power Grid Corporation of India Limited and the employee or the Manipal Hospital and the employee.
- i) In case of delay/ failure of payment within the timelines agreed, Manipal Hospital shall, along with the other rights contained in this agreement, have a right to suspend cashless services, until such time the payments are made.

5. EMERGENCIES:

In case of emergency, IP admission shall be provided by the hospital based on Photo Identity Card thereafter the hospital must intimate to Power Grid Corporation of India Limited, Southern Region Transmission System - II HQ office and the referral letter shall be issued to the hospital within 48 hrs/next working day.

In the event of failure on the part of the employees to furnish referral letter issued by Power Grid Corporation of India Limited within 48 hours, then the Hospital at its sole discretion may extend further medical services on credit basis after obtaining necessary undertaking from the employee or may proceed with the collection of pre deposit as per their normal business practice, which shall be refunded to the employee upon receipt of the necessary authorization from Power Grid Corporation of India Limited subsequently.

6. TERM:

This Tenure of new Agreement is effective from 25.03.2022 to 24.03.2023 (12 months 20 days) and is extendable on mutually agreed terms. The agreement may be terminated by either party by giving minimum notice of one month after settlement of all dues.

The prior termination shall not affect the liability of Power Grid Corporation of India Limited to pay for the service charges in relation to the employees availing the services of Manipal Hospital before receipt of such termination notice. In such an event all the amounts due and payable by Power Grid Corporation of India Limited to Manipal Hospital shall become due and payable at once.



Emp No: 60020545
 Shri HANUMANTHA CHAR A
 Claim ID. M21000045223

Particulars	Bill Amount	10% Discount as per MOU with Hospital	Net Amount Paid
Consultation	1,000	-100	900
Lab Test	2,150	-215	1,935
Lab Test	4,190	-418	3,772
Medicine	4,236	0	4,236
Total	11,576	733	10,843

Total Payment of Rs.10,843 is released in Two Parts i.e, Rs.10,625/-on 22.03.2022 and Rs.218/- on 30.08.2022

बी. राउत

Bhimasen Rout
 General Manager(F&A)-PEPPC
 Bengalure

भीमसेन राउत/BHIMASEN ROUT
 महाप्रबंधक (विद्युत एवं लेखा) / General Manager (F&A)
 एनएचपीड, वल्लोयार-II क्षेत्रीय मुख्यालय/POWERGRID, BRTS-II, NHQ
 भारत सरकार का उद्यम / A Government of India Enterprise
 सिंगानकाहल्ली/Singanayakanahalli,
 तेलहंका हॉबली, बंगलूरु/ Telahanka Hobli, Bangalore-560 084

RE: Deductions from my Medical Claim Reg

ANNEXURE-3

Guruprakash B N <guruprakash.bn@manipalhospitals.com>

Tue 08-11-2022 20:43

To: Manikandan A (ए. मणिकंदन) <amanikandan@powergrid.in>;

Cc: Bhimasen Rout (बी. राउत) <brout@powergrid.in>; Mithilesh Kumar (मिथिलेश कुमार) <mithilesh@powergrid.in>; Sangita Das (संगीता दास) <sangitadas@powergrid.in>; Unnikrishnan C (उन्नीकृष्णन सी.) <unnikrishnan@powergrid.in>; James Bastin U (जेम्स बास्टिन यू.) <james.bastin@powergrid.in>; Pranam HP <Pranam.HP@manipalhospitals.com>;

Importance: High

📎 1 attachment

MANIPAL-COLUMBIA-ASIA-2022-MOU.pdf;

Warning: This email has not originated from POWERGRID. Do not click on attachment or links unless sender is reliable. Malware/ Viruses can be easily transmitted via email.

Dear Sir,

We would like to clarify that as per the signed MOU, discounts on OP services will be as mentioned below -----

- 10% on Consultations &
- 10% on Lab and Radiology **ONLY**

Kindly communicate the above information internally.

In the below mail, by oversight clarification on discounts was not given. We apologize for the inconvenience.

Assuring you of our best at all times.

With warm regards,

Guruprakash
Manipal Hospitals**From:** Guruprakash B N**Sent:** 28 September 2022 10:58**To:** Manikandan A (ए. मणिकंदन) <amanikandan@powergrid.in>**Cc:** Bhimasen Rout (बी. राउत) <brout@powergrid.in>; Mithilesh Kumar (मिथिलेश कुमार) <mithilesh@powergrid.in>; Sangita Das (संगीता दास) <sangitadas@powergrid.in>; Unnikrishnan C (उन्नीकृष्णन सी.) <unnikrishnan@powergrid.in>; James Bastin U (जेम्स बास्टिन यू.) <james.bastin@powergrid.in>**Subject:** RE: Deductions from my Medical Claim Reg

Dear Sir,

Kindly note that , as per the signed MOU there is a discount of 10% on OP Consultations and OP Investigations. This has been communicated to our teams internally.

Please let me know if any challenges are there.

11/9/22, 10:17 AM

RE: Deductions from my Medical Claim Reg - Sangita Das (संगीता दास)

From: Manikandan A {ए. मणिकंदन} <amanikandan@powergrid.in>

Sent: 28 September 2022 10:41

To: Guruprakash B N <guruprakash.bn@manipalhospitals.com>

Cc: Bhimasen Rout {बी. राउत} <brout@powergrid.in>; Mithilesh Kumar {मिथिलेश कुमार} <mithilesh@powergrid.in>;

Sangita Das {संगीता दास} <sangitadas@powergrid.in>; Unnikrishnan C {उन्नीकृष्णन सी.} <unnikrishnan@powergrid.in>;

James Bastin U {जेम्स बास्टिन यू.} <james.bastin@powergrid.in>

Subject: RE: Deductions from my Medical Claim Reg

Dear Sir,

Pls refer the MOU with POWERGRID. In this connection, please confirm the whether any discount is applicable for OP patients in respect of Echo Cargiogram and ECG Packages as per the MOU entered between us.

Pls expedite the same as early as possible.

With best wishes,

A Manikandan

CM (HR)

POWERGRID/SRTS-II RHQ Bangalore

9480687477

From: Unnikrishnan C {उन्नीकृष्णन सी.} <unnikrishnan@powergrid.in>

Sent: Wednesday, September 28, 2022 10:32

To: Manikandan A {ए. मणिकंदन} <amanikandan@powergrid.in>

Cc: Bhimasen Rout {बी. राउत} <brout@powergrid.in>; Mithilesh Kumar {मिथिलेश कुमार} <mithilesh@powergrid.in>;

Sangita Das {संगीता दास} <sangitadas@powergrid.in>

Subject: RE: Deductions from my Medical Claim Reg

Dear Sir,

As per the trailing mail of ex employee and non clarification(whether 10% discount applicable on Echo cardiogram and ECG package) of point mentioned in the trailing mail, the Echo cardiogram and ECG package claimed by the ex employee will be paid in full. If there is any changes regarding the discount part in Echo cardiogram and ECG package , the same may kindly intimate us for future recovery.

Regards,

Unnikrishnan

From: Manikandan A {ए. मणिकंदन} <amanikandan@powergrid.in>

Sent: Tuesday, September 27, 2022 18:14

To: Unnikrishnan C {उन्नीकृष्णन सी.} <unnikrishnan@powergrid.in>

Cc: Bhimasen Rout {बी. राउत} <brout@powergrid.in>; Mithilesh Kumar {मिथिलेश कुमार} <mithilesh@powergrid.in>;

Sangita Das {संगीता दास} <sangitadas@powergrid.in>

Subject: RE: Deductions from my Medical Claim Reg

Dear Sir,

The MOU of the Manipal Hospital is attached. In terms of payment under clause 4(f) of the MOU, the discount allowed for OP treatment is given. Copy attached.

This is for your information and further necessary action please.

Manikandan

From: Unnikrishnan C (उन्नीकृष्णन सी.) <unnikrishnan@powergrid.in>

Sent: Tuesday, September 27, 2022 17:46

To: Manikandan A (ए. मणिकंदन) <amanikandan@powergrid.in>

Cc: Bhimasen Rout (बी. राउत) <brou@powergrid.in>; Mithilesh Kumar (मिथिलेश कुमार) <mithilesh@powergrid.in>;

Sangita Das (संगीता दास) <sangitadas@powergrid.in>

Subject: FW: Deductions from my Medical Claim Reg

Dear Sir,

Please find the trailing mail from Shri. A H Char, retired HoF SR II in which he has claimed Medical bill from M/s.Manipal Hospital, Yeshwanthpur. As per the MoU with the Hospital, there is a discount of 10% on OP Consultations and OP Lab and Radiology investigations. As per retiree, the hospital denied the discount on Echo cardiogram and ECG package mentioning discount is not applicable in it . In this regard, it is requested to kindly clarify whether **Discount is applicable or not** for further processing. The claim put on hold for clarification in this regard . Kindly do the needful.

Regards,
Unnikrishnan

From: HANUMANTHACHAR ARLEKATTI <ahchar2006@gmail.com>

Sent: 23 September 2022 13:43

To: Shashi Prakash Tripathi (शशि प्रकाश त्रिपाठी) <spatripathi@powergrid.in>

Cc: Bhimasen Rout (बी. राउत) <brou@powergrid.in>

Subject: Re: Deductions from my Medical Claim Reg

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Dear Sir,

Kindly reply to my above email.

Further I have submitted another Medical Claim request with ID No:M22000022648.

This is for the treatment taken in the Manipal Hospital Yeshwantpur for Cardiac Treatment which is a continuous life long treatment. I availed the discount as per MOU.

On enquiry with the coordinator for POWERGRID in this Hospital, he stated that

the discount is not applicable to ECG & ECHO tests. Though in the Bill POWERGRID name

is mentioned they have not given the discount, hence I couldn't do anything.

So I request you not to DEDUCT AGAINST THESE PROCEDURES AND REQUEST YOU

TO GET IT CLARIFIED FROM HR AS THE HOSPITAL COORDINATOR HAS SPOKEN

TO HR NODAL PERSON.

Kindly take note of the above while processing the same. Further I request you

to release the discount deducted by you in my earlier claim in respect of ECG & ECHO procedures.

Thanking you

A HANUMANTHA CHAR

On Mon, 19 Sept 2022 at 13:51, HANUMANTHACHAR ARLEKATTI <ahchar2006@gmail.com> wrote:

Dear Sir,

This has reference to my Medical Claim ID: M21000045223 submitted on 18-03-22. An amount of Rs.951/- was deducted from the Pathological Test Charges. The reasons for deductions are stated as 15% discount reduced as per MOU with the hospital.

The breakup of Pathological charges are as follows:

Echo	1750/-
ECG.	300/-

Hygiene & Infection Control

11/9/22, 10:17 AM

RE: Deductions from my Medical Claim Reg - Sangita Das (संगीता दास)

With ref to the above I request you to clarify the following:

- 1) What is the percentage of discount as per MOU (15% or 10%)
 - 2) Whether the MOU terms and conditions have been informed to the retired employees? If so, the circular ref as the same is not seen in the Superannuation Employee Portal
 - 3) Whether this discount is applicable on Hygiene & Infection control Charges which are due COVID19 pandemic precautions?
 - 4) Whether the discounts are applicable to Echo and ECG? The Hospital (MANIPAL YESVANTAPUR) POWERGRID coordinator categorically says they are not covered under the radiology and accordingly discounts are not applicable. Even the google search states that NO RADIATION INVOLVED IN THESE (ECHO&ECG) PROCEDURES.
- You are requested to clarify the above at the earliest.

--
CA HANUMANTHA CHAR A
Retired HoF-SRTS II
Emp No: 60020545
B.Com.,FCA.,FCMA.,
Contact No : 94495 99023

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CA HANUMANTHA CHAR A
B.Com.,FCA.,FCMA.,
Contact No : 94495 99023

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