INDIRA GANDHI NATIONAL OPEN UNIVERSITY

ADMINISTRATION (CDN) DIVISION

F.No. IG/Admn./CDN/MRC/25/251

Date: 18/07/25

21

Circular

As per recommendation of the 48th meeting of Medical Review Committee (MRC) of the Indira Gandhi National Open University (IGNOU) held on 14/10/2024 and with the approval of the Competent Authority, to issue the consolidated notification regarding medical bills, which are as under:

Guidelines for Medical Claim

The University has in principle, adopted Govt. of India Central Services (Medical Attendance) rules for providing medical facilities to its employees. Consequent upon adoption of 7th pay commission recommendations and amendments in the Medical Attendance rules, revised procedures and guidelines to be followed by all staff members while submitting their medical claims are briefly explained. This will facilitate processing and reimbursement of medical claim much easier and faster. The guidelines have been given in Part A,B,C,D,E & F.

The staff members are requested to adhere to these guidelines.

Part- A. Consultancy rate for OPD/IPD

1. **Consultation fee** (reference circular no. 14/Admn/cdn/2023/479 dated: 13/12/2023)
   OPD consultation; **Rs. 350/-** as per CGHS rates (for all empanelled hospitals and other than empanelled hospitals/clinic)

   IPD Consultation: **Rs. 350/-**

2. Employees residing within a radius of 5 km from IGNOU Campus, Maidan Garhi and Asiad Village should preferably consult the IGNOU panel doctors at the Campus Health Centre to avoid extra expenditure incurred on consultancy taken by hospitals/clinics.

The contact details of IGNOU panel doctors are as under:-

Sr. NO.	Doctor's Name	Address	Phone Numbers
1.	Dr. (Mrs.) Manmohan Kaur (Physician & Gynecologist)	Health Centre (IGNOU) Monday to Saturday 8.30 AM to 10.30 AM	9810518450
2.	Dr. Aayush Mittal (Homeopathy Doctor)	Health Centre (IGNOU) Tuesday and Friday 2.30 PM to 4.30 PM	8800898605
3.	Dr. Ajay Agarwal	D-10, Green Park Main (Lower Ground Floor) New Delhi – 110 016 (6.00 PM to 8.00 PM)	9810830670
4.	Dr. (Mrs.) Meenakshi Agarwal (Physician & Child Specialist)	D-10, Green Park Main (Lower Ground Floor) New Delhi – 110 016 (6.00 PM to 8.00 PM)	9810830670

Part-B. General Instruction

(Reference Circular No. F.No./IG/CDN/Med/08/1114 Dated: 08/10/2010)

1. While visiting doctors for treatment, it should be ensured that doctors should prescribe the medicines only pertaining to their field of specialization. An Ayurvedic Doctor should not prescribe non-Ayurvedic medicines and vise-versa.

2. The OPD treatment from non-panel private practitioners is restricted to 10 days for Allopathic treatment and 20 days for Ayurvedic/Homoeopathic treatment. If OPD treatment is beyond the prescribed limit, the consulting doctors may specify reasons thereof.

3. A Proper Cash receipt from doctor should be obtained for the consultation fee paid by the employee. Receipts given on the prescription slip or mentioned in the Certificate are not acceptable for the purpose of reimbursement.

4. **The medical bills must be submitted within 180 days from the date of completion of the treatment.** However, the late submission of bill under unavoidable circumstances will be considered as per CS (MA) rules. **[Reference: circular no. F.No. IG/CDN/Medical/2015-16 Dated: 18/11/2015]**

5. General **Health Tonics, Vitamins** and **medicines of cosmetic nature** are **not reimbursable**. The Notified & published list of non-reimbursable medicine is also available which can be seen in Medical Attendance rules. **[Reference: circular no. F.No. IG/CDN/Medical/37/2015/7324 Dated: 13/03/2015]**

6. The University may ask for used wrappers and bottles of medicine to check fraudulent claims. The employees are therefore, required to keep the used wrappers/bottles of costly medicines / injections with them till their medical claims are settled.

7. The medicine should be purchased from an authorized chemist for allopathic/Ayurvedic/Homeopathic medicines. Where medicines/injections are dispensed by the doctors an emergency, they should mention the name, batch number & cost of medicines in their letter heads. Medicines dispensed by Homeopathic/Ayurvedic doctors that do not have batch numbers or are dispensed in 'Pudia' or small hand made packets are not reimbursable **[Reference: Circular F.No.: IG/Admn./CDN/2022/1537 dated: 14/10/2022]**.

8. For treatments of **Diabetics, Arthritis, BP, Hypertension** etc., maximum 3 months medicine can be prescribed by the treating doctor under one prescription. The employee will have to submit a certificate from the doctor after 3 months regarding the status of the health of the patient and further continuance of medicine/ treatment if required.

9. Any test prescribed by the treating doctor should be undertaken at IGNOU empanelled hospital or diagnostic centres. Tests done at non-panel Labs will be restricted as per CGHS rates only.

   Reports must be enclosed with the claim form, where the cost of tests exceeds Rs. 500/-. [as per recommendation of 36th MRC "the test report can be seen by Panel doctor only in case of any doubt]

10. While submitting medical claims all **enclosures should be properly attached to avoid loss in transit** like Cash Memo which have delicate paper. All IPD/OPD claims are to be claimed through **Samarth Portal** and submitted with the signed printout of claim in **Samarth Portal** with Medical Bills in original.

11. The empanelled hospitals/diagnostic centers will extend discounts on rates / charges. **To avail the discount the employees are required to produce their respective Identity Cards/Health Card at the hospital counter at the time of registration / admission. The employees will ensure that the discount is availed while making payments**. Any difficulty faced by the employees in the matter of discount should be reported to this division for remedial measures. **Non-availing of discount will be at the risk & cost of the employee concerned**.

12. Proper GST bills need to be taken for claiming costs of medicines / diagnostic test etc.

Part- C. Hospitalization

1. **Emergency Treatment/ Hospitalization**

In case of an accident or any other serious emergency, treatment can be taken in the nearest available non-panel hospital also. A Certificate should be obtained from the hospital with regard to the type of emergency and the same be furnished with medical claim for reimbursement. **In such cases reimbursement may be made as per CGHS rates**. **[F.No. IG/CDM/MRC41/2017/211]**

2. In case of non-availability of appropriate class of bed in the hospital, next higher category of bed available can be availed. However, consequential increase in the cost of treatment, if any, due to change in type of bed will be born by the employee. A certificate from the hospital regarding non-availability of entitled class of bed should also be obtained and attached with the medical claim for the purpose of reimbursement. **[Reference: Circular no. F.No.: IG/CDN/MRC/41/2017/211 dated 02/11/2017].**

3. **Entitlement of beds is as under:**

(a) Entitlement of accommodation

Sr. NO.	Corresponding Basic Pay drawn by the Officer in Seventh CPC	Private Hospitals empanelled under CGHS	Rate per day (Rs.)
1.	Up-to Rs.36,500	General Ward	1500/-
2.	Rs. 36,501/- to Rs. 50,500	Semi-private Ward	3000/-
3.	Rs. 50,501/- and above	Private Ward	4500/-
ICU Charges- Rs. 5400/- for all categories of ward entitlement (General Ward/Semi-private ward/Private ward) (For Non-NABH accredited hospitals the charges shall he 15% less) ICU charges are inclusive of Room Rent			

[Reference Swamy Handbook page no. 294]

4. **Diet Charge**

Diet charges are not reimbursable except in the following two cases:

Sr. NO.	Basic Pay Range	Private hospital/ Panel hospital
1.	Up to Rs. 11,160/- Pay/ Pension/ family pension	For TB/Mental disease Patients.
2.	Up to Rs. 7,450/- Pay/ Pension/ family pension	For general diseases.

[Reference : circular no. F.No.IG/Admn-Cdn/Med/08/1114 Dated 08/10/2010]

5. **Medical Advance**

The medical advance is applicable for hospitalization purpose only. As per CS (MA) rules upto 90% of the estimated expenditure is granted in case of major illness like **Bypass surgery, Kidney transplant, major Cancer treatment, Hepatitis B**. In other types of treatment a maximum 50% of the estimate.

In case of hospitalization and for medical advance, detailed estimate of expenditure should be obtained from the hospital wherein following information should be given by the hospital.

a) Name of disease
b) Whether any procedure is involved.
c) No. of days the patient requires hospitalization
d) Room rent
e) Procedure charges, if any
f) Test & medicine charges.

6. **Eye-Cataract Treatment**

Treatment of cataract will be restricted as per current CGHS rate as under:

IOL Procedure Charges = Rs.14258/-or actual cost whichever is less

Cost of IOL lens = Rs.6500/-or actual cost which is ever is less
[Reference Circular No. F.No. IG/Admn/CDN/2020/2023 dated 09/09/2020]

Part- D. Dental Treatment

The rates of dental treatment will be restricted as per CGHS approved rates.
[Reference: circular No. F.No.IG/Admn/CDN/2022/1538 dated:14/10/2022]

Part- E. Physiotherapy

As per the decision taken in the 43rd MRC meeting henceforth the reimbursement rate of physiotherapy undertaken in private/non-panel clinic/hospitals has been revised from Rs. 300/- (maximum) per-session/per-day to Rs. 450/- (Maximum) per-session/per-day (in case of multiple therapies). However, the existing individual physiotherapy rates per therapy/per session will remain unchanged at Rs. 90/-. **[Reference: circular no.IG/CDN/43rd/MRC/2019 dated 10/01/2019]**

Charges per modality are as follow:

1. Short Wave Diathermy (SWD)	=	Rs.90/-
2. Interferential Therapy (IFT)	=	Rs.90/-
3. Ultrasound Therapy (US)	=	Rs.90/-
4. Paraffin Wax Bath (PWD)	=	Rs.90/-
5. Hydro Collator Packs	=	Rs.90/-
6. Lymphavision	=	Rs.90/-
7. Traction Unit	=	Rs. 90/-
8. Cold Packs	=	Rs.90/-
9. Exercise therapy and mobilization	=	Rs.90/-

Part F. Family Dependency

The government servant concerned can avail medical facilities under CS(MA) Rules, 1944, in respect of himself/herself as the case may be and the family members residing with him/her and covered under the relevant rules, provided –

(I) Spouse – Joint declaration may be submitted in case spouse is working in Govt/autonomous body, where medical reimbursement facility is available.

(II) Government employee will not lay claim for medical claims in r/o his/her spouse, if such spouse is in receipt of some /fixed medical allowance.

(III) Son – Dependent son(s) upto 25 years or marriage or Starts earning whichever is earlier.

(IV) Daughter- Till she starts earning or get married, whichever is earlier.

(V) Parents- for availing claims in r/o parents/parent-in-law (female) the income limit for dependency of Rs.3500/- plus amount of dearness/relief on the basic pension of Rs.3500/- as on date of consideration.

18/07/25

Assistant Registrar
(CDN)

Copy:

1. All Directors of School/Heads of Divisions / Units /Cetres/Cells
   All Regional Directors

2. Dy. Registrar (Rajbhasha) – For Hindi Version