

INDRAPRASTHA POWER GENERATION COMPANY LTD.

&

PRAGATI POWER CORPORATION LTD.

(An Undertaking of Govt. of NCT of Delhi)

(Regd. Office: Himadri, Rajghat Power House Complex, New Delhi-110 002)

Corporate Identity Number (CIN) – U40103DL2001SGC111530

Tele Fax No. 011-23273565; Website : www.ipgcl-ppcl.gov.in

No. : CMO/20-21/F-1/25

Dated : 21.07.2020

OFFICE ORDER

Sub: Procedure for verification of medical claim bills pertaining to Lock Down period from 20.03.2020 to 30.06.2020 after expiry of Health Advisory period, and safety precautions for employees/medical beneficiaries intending to visit dispensaries/CMO's office, and prevailing period of Covid-19 pandemic upto 30.09.2020 and review thereafter.

In order to contain spread of corona virus, all the employees/medical beneficiaries/DVB pensioners/family pensioners were advised vide Health Advisories dated 20.03.2020, 29.03.2020, 20.04.2020, 26.05.2020 and 04.06.2020 to avoid visiting dispensaries and CMO office for verification of medical reimbursement bills, and telephonically obtain OPD numbers for prescription/repeat prescription for chronic ailments. It was advised that such employees/medical beneficiaries/pensioners would report to concerned dispensary/CMO's office for necessary entries/submission of bills for verification after expiry of period of Health Advisory.

2. Pursuant to relaxation in conditions/lifting up of Lock Down in Delhi, and to streamline the process of record entry of OPD prescription/consultation/referral obtained telephonically during Lock Down/submission of medical claim bills for verification, the following procedure is being notified for information and compliance by all concerned for getting the OPD numbers of repeat prescriptions/consultations etc recorded in their opted dispensary and submit their medical reimbursement claims accordingly.

3. USE OF PRESCRIPTION SLIPS & BILL VERIFICATION BY MO I/c/MO OF DISPENSARIES UPTO 30.09.2020:-

- (a) With a view to take safety precaution against the continuing spread of Corona Virus Covid-19, and its transmission through various surfaces, it has been decided that during the prevailing period of Covid-19 pandemic, prescription slips will be used by the MO I/c / MO of dispensaries for advising/recording prescriptions consultation. For the backlog period (including the period of health advisories w.e.f. 20.03.2020 to 30.06.2020). For one individual/patient, multiple repeated prescriptions on various dates may be given on one OPD slip.

Contd. P/2.

- (b) All prescriptions on OPD Slips for backlog including the period of health advisories will be dealt in one go. The daily number of MPCs will be 25 – 30 MPCs per day which is inclusive of both serving employees and retirees. The number may vary according to workload in the dispensaries. CMO is authorized for this i.e. CMO can reduce or increase the daily number of MPCs depending on workload in the dispensaries.
- (c) **Bill verification:** Medical bills of IPGCL-PPCL, and DVB (PT) medical beneficiaries which are complete in all respect shall also be verified by AMAs of the dispensaries along with issuing prescription on OPD slips of the backlog and current bills which are above the amount as mentioned at S.No.4 below.
- (d) **With effect from 01.07.2020 fresh/current cases** – all will be dealt on daily basis as per past practice.
- (e) Any medical beneficiary (Both IPGCL-PPCL & DVB-PT) willing to get repeat OPD number for chronic ailments telephonically can do so, if desired, and the doctor on duty at the dispensary will prepare the OPD slip at the time of telephonic repeat OPD itself which may be collected by the medical beneficiary later on any working day as per timings of the dispensaries. This procedure will be applicable upto 30.09.2020 and will be reviewed thereafter as per situation of Covid-19 pandemic.
- (f) IPGCL-PPCL & DVB-PT medical beneficiaries will take prior appointment from respective dispensaries (telephone numbers are given in enclose Annexure-I).

4. DIRECT SUBMISSION OF BILL UPTO 30th JUNE 2020, & DURING THE PREVAILING PERIOD COVID-19 PANDEMIC INITIALLY UPTO 30.09.2020:-

- (a) In view of the present environment of daily increasing number of Covid-19 patients, and the Government's advice that senior citizens of age 65 years and above should not come out as they are high risk subjects, it is therefore advisable that DVB pensioners/family pensioners of age 65 years and above may depute their representative to visit the dispensaries for OPD prescriptions, as far as possible, and in order to contain/avoid physical interaction at various stages in dispensaries/offices, it has been decided that OPD medical claims during the prevailing period of Covid-19 pandemic upto 30.09.2020 including the period of Health Advisories (20.03.2020 to 30.06.2020), for serving employees may be allowed to be submitted directly to Finance Department on the basis of self certification of telephonic OPD number (without verification from MO I/c /MO of dispensary or counter verification from office of CMO). However, clarification with regard to admissibility of medicines/any other clarification, if any, required at the time of passing of bills by Finance Dept. may be obtained from the office of CMO.

(b) **FIANCIAL LIMIT FOR DIRECT SUBMISSION TO FINANCE DEPTT. FOR SERVING EMPLOYEES IS AS FOLLOWS:-**

- (i) In a single day upto Rs.4,000/-.
- (ii) In a month upto Rs.10,000/- .

Bills above this limit will be verified by AMAs of the concerned dispensary and countersigned by CMO. For DVB (PT) medical beneficiaries, DVB ETBF-2002 O.O. No. Mgr (F)/PT/20-21/28 dated 18.06.2020 will be applicable.

5. Single window service for OPD prescriptions and bill verification for back log period and upto 30.09.2020:-

- (i) **Medical beneficiaries, both serving and pensioners-** Medical beneficiaries will give particulars of repeat OPD Number (Consultation) to the person at the window of the Dispensary i.e. employee number, MPC number, MPC registration number, date of repeat OPD number/repeated OPD number/telephonic consultation.
- (ii) **Safety -** The person at the dispensary window will wear face mask, gloves, face shield, and keep hand sanitizer (70% of alcohol based).
- (iii) **Temperature screening -** Temperature of all visitors will be taken by Temperature Gun – if Gun shows temperature of 99 degree Fahrenheit or above, then person will be advised to go home and take appropriate health measure.
- (iv) **All visitors will be sanitized** by hand sanitizer managing the window.
- (v) **A plastic interface between the patients and medical staff/doctors** is to be made by respective dispensary incharges to minimize the transmission of Covid-19 virus.

6. Referral of Covid-19 patients to designated hospitals:-

In order to avoid spread of Covid-19, a medical beneficiary tested Covid-19 positive, requiring referral for medical treatment in a panel hospital will send by WhatsApp to MO I/c / MO of the opted Dispensary, copy of his/her front and back of MPC alongwith last internal used page. MO I/c /MO of the opted dispensary will use Prescription Slip to refer a Covid-19 patient to the designated panel hospital. MO I/c / MO of the dispensary will forward to the CMO by WhatsApp the

Contd. P/4.

copy of MPC received from the medical beneficiary alongwith copy of OPD Prescription /referral slip. The OPD referral slip obtained by the medical beneficiary will be submitted to the concerned panel hospital who will thereafter send by WhatsApp to the MO I/c / MO of the concerned dispensary (in case of admission in emergency) and to the CMO, IPGCL-PPCL, the Intimation of Admission alongwith soft copy of front & back of MPC (Medical Prescription Card), the referral duly filled up by the AMA on hard copy, and the said hospital will keep all hard copies with it for submitting the same alongwith credit bill. CMO office, on receipt of Intimation of Admission from the designated panel hospital, will issue the Referral Letter by WhatsApp to the concerned panel hospital and the employee also, original will be retained by the CMO office for its subsequent linking with the credit bill. Existing terms and conditions with regard to admission procedure and submission of complete documents with credit bills, will remain the same as per MOU with the panel hospital. This procedure will be subject to review by the CMO from time to time depending upon the situation of Covid-19 pandemic.

7. Submission of credit bills:-

The responsibility to ensure all documents are complete lies with the AMA of the panel hospital. Credit bills will contain original IOA (initially sent by WhatsApp to CMO), copy of front & back of MPC, referral page of MPC or WhatsApp copy of Referral OPD Slip, copy of pay slip, copy of employee's Identity Card, all signed by the employee. Empanelled hospitals will submit their credit facility bills once in a month in a box to be kept in the office of CMO, and shall be opened according to Health Dept., GNCTD, MOHFW, GOI, and ICMR guidelines on survival Sars-CoV-2 virus on surfaces.

8. Safety of employees:-

- (i) The staff receiving/scrutinizing/verifying the bills will wear mask, hand gloves and keep sanitizer on his table. Staff managing the single window will wear face shield additionally.
- (ii) The concerned controlling officer will arrange for the above mask, hand gloves, sanitizer and face shield. Face shield is re-usable after proper washing, and hand sanitizer (70% alcohol based) is to be available at all times.

9. This issues with the approval of Competent Authority.

K. B. Gupta
21.07.2020
(Dr. K.B. Gupta)
Chief Medical Officer

Copies to:

1. PS to Managing Director.
2. Secretary, DVB ETBF-2002.
3. Director (HR), IPGCL-PPCL.
4. Director (Finance), IPGCL-PPCL.
5. Director (Technical).
6. GM (HR).
7. GM(Finance).
8. AGM (HR).
9. All M/O Incharges of dispensaries.
10. Dy. Commandant, CISF.
11. Manager (Pension Trust), DVB ETBF-2002 (Pension Trust).
12. Dy. Manager (Fin), DVB ETBF-2002 (Pension Trust).
13. Pensioners Association WhatsApp Group.
14. Notice Board.
15. Office file.
16. All Designated Hospitals.
17. Sr. Manager (IT) :- with the request to please upload on Company's website (Employee's corner)

Sr. Piyush - for uploading

Contact numbers of office of CMO and various dispensaries of IPGCL-PPCL:-

Sl. No.	CMO Office / Name of the Dispensary	Contact with Desig.	Contact No.
1.	CMO Office:-	Landline No.	011-23277135
	Dr. K. B. Gupta	CMO	7838874047
	Ms. Sharda Sharma	Sr. PA	8527133566
2.	GTPS Dispensary:-	Landline No.	011-23378497
	Sh. Rajiv Kumar	Jr. Pharmacist	9818778245
3.	RPH Dispensary:-	Landline No.	011-23272773
	Dr. A. K. Singh	Asstt. CMO I/c RPH Disp.	9717694811
	Dr. N. Bhandari	Asstt. CMO	8826601776
	Sh. Narender Kumar	Jr. Pharmacist	9871046035
	Sh. Michal	Sr. Dresser	9717303650
	Sh. Pramod Kumar Verma	AG-II	9311396434
4.	SKK Dispensary:-	Landline No.	011-26349101
	Dr. Nidhi Goel	Asstt. CMO I/c SKK Disp.	9717698330
	Sh. Bhupender	Jr. Pharmacist	9560149815
5.	Bawana Dispensary:-	Landline No.	011-27792285
	Dr. R. K. Laur	Asstt. CMO I/c PPS-III Disp.	9717698355
	Sh. Satish Kumar	Jr. Pharmacist	9812577297, 8826359096

Signature
21.07.2020