

**BHARAT SANCHAR NIGAM LIMITED**  
**(A Government of India Enterprise)**  
**O/o the Chief General Manager, Punjab Circle,**  
**Sanchar Sadan, Plot No. 2, Sector 34-A,**  
**Chandigarh.**

To

All SSA Heads/IFAs in Punjab Circle,  
CE (civil/Electrical), CMTS-Sec-49 Chd.

No. Accts/Genl/Indoor Medical/115-16/63

Dated at Chd, the 18.06.16.

**SUB: Discrepancies in the cases of outdoor waiver limit –reg.**

It has come to the notice of this office that the cases of outdoor waiver limit being received in this office are not properly checked by the SSAs and the discrepancies pointed out by this office are cleared by the SSAs after lapse of considerable time which leads to the delay in settlement of the case. The delay in final approval of waiver directly increase the infliction to the patient suffering from chronic disease.

The following are the checks that are to be carried out at SSA level before forwarding the case to Circle office.

1. It has been generally observed that cases of waiver are received after the completion of the waiver period whereas the waiver for outdoor limit is to be applied in advance. In case the period of waiver has already elapsed, copies of the vouchers for test/medicines etc are to be attached with the claim to ascertain the actual expenditure and recommendation of amount for waiver should be as per actual expenditure.
2. It has also been observed that if the patient has taken indoor treatment i.e. treatment given by the hospital during the period of waiver, the bills of indoor treatment are also attached with the claim which is irregular, as waiver for outdoor limit is approved only for outdoor treatment.
3. It has never been mentioned in the claim whether the balance of outdoor limit has been exhausted or not, if not exhausted balance available is to be mentioned in the claim.
4. The estimates received from the Doctor are forwarded without application of the CGHS rates for the tests etc. mentioned in the estimate whereas, the claim is to be forwarded as per CGHS rates. Fresh estimate is to be obtained for each period of waiver.

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5. The period of waiver should not be more than six months and is not to be splitted to the next financial year.
6. If any of the case has been delayed for submission of settlement due to the completion of documents, proper reasons are to be explained for delayed submission in order to avoid further delay in getting clarification:

It is therefore requested that before forwarding of the cases for approval by competent authority, it must be ensured that case is complete in all respects in view of the points given above as the competent authority has viewed the delay very seriously.

This has been issued with the approval of competent authority please.

  
Dy. GM (Finance)  
O/o the CGMT, BSNL,  
Punjab Circle,  
Chandigarh

Copy to:-

Endst No: Genl./Indoor Treatment/permission/Corr./11 Dated at Chandigarh the 22.06.16

All Heads of SSAs/IFAs in Punjab Telecom Circle.

CE(Civil/Electricals), CMTS, Sector 49 CHD.

All DAs in General Section for necessary action please.

  
A.D.(Genl.)