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निगमित चिकित्सा सेवाएँ  
सत्यपाल वाही चिकित्सालय, ओएनजीसी, देहरादून  
Oil and Natural Gas Corporation Limited  
Corporate Medical Services  
Satya Pal Wahi Hospital, ONGC, Dehradun

CMS/CCMB/ONGC/1/2023-24

06.10.2023

### Sub: Criss-Cross examination of medical bills by work centres

Subsequent to the Internal Audit of Medical Processes & in order to ensure separation of maker-checker in medical bills approval process, all medical bills of one work centre shall be examined by MO of another work centre. Accordingly, system has been developed in SAP for auto-routing of workflow for examination of medical bills by MO of another work centre. The remaining process of medical bills approval shall continue as per current practice. This system is applicable for all medical bills (including MRCs / Special Sanction file/Empanelled vendors' viz. doctors/ hospitals/ diagnostic centres/ physiotherapy centres/ pharmacy bills). The combination of work centres for swapping the above authorization in SAP/webice is as follows:

S No	Maker Location	Approver Location
1	Dehradun	Mumbai
2	Mumbai	Dehradun
3	Delhi	Sivasagar
4	Sivasagar	Delhi
5	Kolkata	Rajahmundry
6	Rajahmundry	Kolkata
7	Jorhat	Silchar
8	Silchar	Jorhat
9	Agartala	Hazira
10	Hazira	Agartala
11	Bokaro	Kakinada
12	Kakinada	Bokaro
13	Ankleshwar	Mehsana
14	Mehsana	Ankleshwar
15	Baroda	Ahmedabad
16	Ahmedabad	Baroda
17	Cambay	Jodhpur
18	Jodhpur	Cambay
19	Uran	Goa
20	Goa	Uran
21	Chennai	Karaikal
22	Karaikal	Chennai



In this regard, the process has already been implemented on production level w.e.f **21.09.2023**.


Please refer to the online meeting held on 14.09.2023 regarding the subject matter for needful. On the basis of above meeting, following methodology is to be adopted for smooth functioning of Medical Bill Examination Process:

Sl. No.	Type of Bills	Process & Procedure to be adopted
1.	Empaneled Hospital IPD Bills	<ul style="list-style-type: none"> <li>• Hard copies to be examined &amp; verified by MED HR of the parent location as per SOC/ MoU &amp; any correction/ deductions to be documented on the hard copies</li> <li>• The bills to be forwarded after verification in VIMS by MED HR of parent location to MO of Criss-Cross location.</li> <li>• <b>The corrected hard copies to be sent via DAK to the respective Criss-Cross location weekly/fortnightly.</b></li> <li>• MO of Criss-Cross location to approve in VIMS after verification of hard copies. Any further correction/ Deduction to be documented by MO on the hard copies</li> <li>• <b>After approving the bill, the same hard copies to be returned to the parent location through DAK weekly/fortnightly.</b></li> </ul>
2.	Empaneled Pharmacy Bills	<ul style="list-style-type: none"> <li>• <b>Movement of Hard copies not required.</b></li> <li>• Hard copies to be verified by the MO/ Pharmacist of the parent location as per MoU &amp; admissibility of medicines.</li> <li>• After necessary correction, MED HR of parent location to forward the bills in VIMS to MO of Criss-Cross location.</li> <li>• MO of Criss-Cross location to approve the bills in VIMS.</li> </ul>
3.	Empaneled Specialist/Diagnostic Centre/Physiotherapy Centre/Day care Bills	<ul style="list-style-type: none"> <li>• <b>Movement of Hard copies not required.</b></li> <li>• Hard copies to be verified as per rule by the MO of the parent location.</li> <li>• After necessary correction, MED HR of parent location to forward the bills in VIMS to MO of Criss-Cross location.</li> <li>• MO of Criss-Cross location to approve the bills in VIMS.</li> </ul>



4.	Special Sanction Bills i.e. Day care /IPD treatment availed in non-panel hospitals	<ul style="list-style-type: none"> <li>• <b>Movement of Hard copies not required as soft copies of the bill is annexed in DISHA file.</b></li> <li>• DISHA file to be initiated with due examination &amp; verification of the claim by concerned MED HR/SEE of parent location.</li> <li>• DISHA file to be forwarded to I/c Medical/ HMS of the parent location who will forward the same file to I/c Medical of Criss- Cross Location.</li> <li>• I/C Medical/ HMS of criss-cross location to examine &amp; verify the annexed bill as per rule &amp; the same DISHA file to be forwarded to the I/c Medical/ HMS of parent location.</li> <li>• Financial Concurrence (If required) by In-charge/ Head Finance of the parent location.</li> <li>• AA &amp; ES to be accorded by the competent authority of parent location as per relevant BDP clause.</li> <li>• After AA &amp; ES of DISHA files, DISHA file number to be mentioned by MED HR/SEE of parent location in SAP/ Webice.</li> <li>• Approval as per work flow.</li> </ul>
5.	OPD MRCs	<ul style="list-style-type: none"> <li>• <b>Movement of hard copies not required as they remain with the ONGC beneficiaries.</b></li> <li>• Soft copies to be verified as per rules by the MED HR/ SEE of the parent location.</li> <li>• After necessary correction, MED HR/ SEE of parent location to forward the bills in Webice/ SAP to MO of Criss-Cross location.</li> <li>• MO of Criss-Cross location to verify &amp; approve the bill on the basis of soft copies in Webice/ SAP.</li> </ul>

- All the MRC bills of retired employees & active employees lying in the MO level are to be cleared as much as possible before the payroll period in a given month.
- All the Medical bills are to be diligently examined & verified with respect to admissibility, rates etc at Medical HR Level (Parent Location) before forwarding to MO level (New Criss Cross location) for approval be it in VIMS, SAP & Webice.
- The hard copies shall be duly sent by proper DAK system of ONGC on a weekly/fortnightly basis & details shall be maintained in the register/Computer. The responsibility of physical movement of bills shall remain with concerned HR section at parent as well as criss-cross locations.
- All efforts shall be made to minimise the pendency of medical bills so as to achieve timely clearance of medical bills in near future.

  
(Dr Peet Vasan Bihari)

CGM-CMS  
06.10.2023

**Distribution:** All Concerned