DELHI DEVELOPMENT AUTHORITY
MEDICAL CELL G-BLOCK (PRESS BUILDING), FIRST FLOOR, VIKAS SADAN
I.N.A., NEW DELHI – 110023

Azadi Ka Amrit Mahotsav

F.No. F(1)SOP/2024-25/MC/1150 Dated:- 04.06.2024

Subject: SOP for timely processing of Medical Claims by all Zones/CAUs/Vikas Minar

As per the minutes of meeting no. CAO/DDA/2024/20 dated 14.05.2024 regarding action to be taken by Medical Cell in respect of meeting held with representatives of DDA Engineers Welfare Council (Regd.) under the Chairmanship of CAO, DDA on 03.05.2024, a SOP (Standard Operating Procedure) needs to be drafted to be followed by all Bill Processing Units of DDA handling medical cases for timely processing of all Medical Claims.

1) **Background:**

At present, employees of DDA including serving and retired employees are governed by DDA Medical Rules and Regulations. The DDA Medical Rules are in line with the CGHS pattern with contributions from employees as per the Pay Level.

The Medical Beneficiaries are required to submit their Medical Claims whether IPD/OPD/Chronic/Post-Operative **within 6 months** of treatment at their respective Zones/CAUs/Minar for payment.

Though the settlements and payments are made timely, there is a need to frame timelines and define the channels for processing of claims so that the payment can be made in time.

2) **Scope:**

This document outlines the details of processing of claims and payments to be made/channels involved and timelines thereof. The SOP will apply for both serving and retired employees.

Accordingly, the following SOP is prescribed in the wake of streamlining and prescribing timelines on various steps involved.

3) **Standard Operating Procedure (SOP) for processing and settlement of Medical Claims**

(a) For General purpose

S.no.	Particulars	Channels involved	Processing Time
1	**Processing of claims**	After diary to Dy. CAO to AO and to AAO for further marking	2-4 days
2		AAO to dealing hand for processing	Within 1 day of receipt
3		Deficiency letters*, if any to be issued by dealing hand	Within 5 days of receipt of claim from AAO
4		Dealing hand to AAO after processing (including corrections, if any)	Within 10 days for panel and 15 days for non-panel
5		AAO to AO for approval	Within 4 days of receipt
6		AO to Dy. CAO for approval	Within 2 days of receipt
7		Dy. CAO to CAO (if any)	Within 2 days of receipt
8		CAO to concerned Zone/Minar	Within 7 days of receipt

9	**Payment processing**	Dy. CAO to AO to AAO to dealing hand	Within 2 days
10		Dealing hand to AAO for pay order sign	Within 4 days
11		AAO to AO & back to dealing hand	Within 2 days
12	**Payment in account**	Dealing hand to AAO for sign	Within 2 days
13		Dealing hand to Bank	Within 4 days

***Reply to Deficiency letters should be given within 15 days of receipt by beneficiaries. If no reply submitted (even if for extensions), then it shall be presumed that the beneficiary has nothing to state and the claim will be processed as per details available on record.**

(b) In case of Cancer/Heart disease/Heart Attack/Paralytic Attack/accidental/Respiratory failure/decongested lungs cases (also covered in cashless) (File should be marked with Specified Treatment)

S.no.	Particulars	Channels involved	Processing Time
1	**Processing of claims**	After diary to Dy. CAO to AO and to AAO for further marking & back to dealing hand	Within 2 day
2		Deficiency letters*, if any to be issued by dealing hand	Within 3 days of receipt of claim from AAO
3		Dealing hand to AAO after processing (including corrections, if any)	Within 6 days for panel and 8 days for non-panel
4		AAO to AO for approval	Within 1 day of receipt
5		AO to Dy. CAO for approval	Within 1 day of receipt
6		Dy. CAO to CAO (if any)	Within 1 day of receipt
7		CAO to concerned Zone	Within 4 days of receipt
8		Dy. CAO to AO to AAO to dealing hand	Within 1 day
9	**Payment processing**	Dealing hand to AAO for pay order sign	Within 2 days
10		AAO to AO & back to dealing hand	Within 1 day
11	**Payment in account**	Dealing hand to AAO for sign	Within 1 day
12		Dealing hand to Bank	Within 2 days

***Reply to Deficiency letters should be given within 15 days of receipt by beneficiaries. If no reply submitted (even if for extensions), then it shall be presumed that the beneficiary has nothing to state and the claim will be processed as per details available on record.**

(d) All OPD cases should be cleared within 15 days of receipt.

This will be effective from **1st July 2024**.
Submitted for kind approval, please.

04/06/2024.
Chief Accounts Officer

Copy to:

1) PS to VC,FM,EM
2) PS to CAO
3) All Dy. CAOs of CAUs/Vikas Minar
4) All AO of CAUs/Vikas Minar

04/06/2024.

Chief Accounts Officer