

AIREG-TRV

Lakhs of CGHS Beneficiaries are allowed to submit claims physically.

Then why not for Thousands of AI Retirees???

AIREG-TRV writes to AIAHL, UTIITSL and Ministers.

Miseries of Air India Retired Employees

UTIITSL Claim submission & Reimbursement process??

From

PK Anandan panandan@gmail.com Jul 20, 2023,
Air India Retired Employees Group-Trivandrum

To

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Minister for Civil Aviation and Minister for Health -hm.moca@nic.in,hfm@gov.in

Dear Sirs

Repeat Request for Physical submission of claims.

As you all are aware, AIAHL has rolled out a UTIITSL portal for submission of claims for reimbursement vide Letter No.HQ/AIAHL/CFO/2023/133 dt 20.04.2023.

The difficulties faced by the retirees who are not tech savvy / who are sick/ who are staying alone due to family compulsions etc etc have been explained in our previous mail dated 16.6.23. Regret to note that it has neither been acknowledged nor replied by AIAHL which is supposed to look after the welfare of the AI Retirees who are virtually on the street consequent upon the disinvestment.

The grim fact is that the retirees are really uncomfortable with the online procedures set by the company and they are not able to submit their claims through portal due to various reasons explained in the earlier mail.

Many retirees are completely disheartened and have decided to forgo their claims due to the insistence of submission through portal.

We are enclosing a copy of the OM/Circular issued by the Ministry of Health through CGHS Directorate wherein you will find *how compassionate the Govt. to the aged beneficiaries* and *how they are allowing beneficiaries to avail treatment etc even without coming to Wellness centres*. WCs even permit aged beneficiaries to consult the doctor on video calls.

Probably you and I may be tech savvy but this is not the case of hundreds of retirees all over India who are frequently running from hospitals to hospitals.

Hence, *we request you to realise the sympathetic consciousness of others' distress and sufferings together with a desire to alleviate it*.

As requested vide our earlier mail, kindly permit the retired employees who are really suffering due to various reasons and unable to submit claims through UTIITSL portal to forward their claims through courier/ speed post. Their claim data can be uploaded in the portal by UTIITSL with the help of Data entry operators.

We can understand that this is a digital era which may be forcing you to adopt a digital format for submission of claims. But it is not an exaggeration to bring to your kind attention the fact that *CGHS is fully digitalised*. Despite this, *CGHS is allowing lakhs of beneficiaries to submit their Medical Reimbursement Claims in physical form* to the respective WC or AD office.

That is the level of human considerations extended by the Health Ministry.

It is also a fact that the quantity of claims will be negligible once the cashless facility becomes operational. As such the above appeal should be given a serious thought to alleviate the hardships of the aged retirees who are at the fag end of their lives.

Non Settlement of Claims already submitted. Inordinate delay!!!

Thousands of Claims have already been submitted in the UTIITSL Portal. Now it is almost 3 months and not even a single claim has been settled till date. The claims are pertaining to the period from October 2022 and people are opening the portal daily only to see that *the green line is stuck up at the 3rd stage* which says " documents verified" .

At this pace, one wonders how much time it will take to cross the L1 approval and L2 approval barriers and finally reach CFA sanction.!!!

Can some of the retirees expect the reimbursement at least during their lifetime!!!
This is the thought of every retired employee today.

There is no need to highlight the fact that Air India Retirees do not get any PENSION since it is a well-known fact to all of you. So the difficulties faced by the retirees in meeting the cost of medicines, hospitalisation treatment, Chemotherapy, Dialysis etc for the last ONE YEAR is beyond words! Even though the Govt. has approved cashless OPD and IPD facilities from March 2023, the scheme is yet to be operationalised even after 4 months of approval by CGHS.

Under these circumstances, it shall be appreciated if you could take some drastic action to process and settle all the long pending claims which have already been submitted. Similarly Claims exceeding One Lakh may be given some priority to settle within 15 days.

Submitted for favourable consideration.

Yours Sincerely

P.K. ANANDAN 9496275616
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Non-Pensioner CGHS Beneficiary
For Air India Retired Employees Group-Trivandrum (AIREG-TRV)

Copy to

- 1) The Hon.Minister for Civil Aviation
- 2) The Hon.Minister for Health & family Welfare

Respected Sirs

We are constrained to bring the following few lines for your kind attention since the retired employees never get any update or replies to our queries from AIAHL regarding the implementation of the cashless medical facilities assured by the Govt. Moreover, the retired employees do not have a strong Association or Union to resolve the issues.

At the time of disinvestment of the National Carrier in January 2022 the retired employees of Air India were given an assurance that the existing medical facilities will be protected. Accordingly, the Govt was kind enough to provide us alternative medical facilities through CGHS by providing CGHS cards in July 2022. Now it is almost ONE YEAR, the cashless OPD and IPD facilities are not yet started. The AI retirees, who do not get any pension after retirement, are virtually on the streets now and are at the mercy of God. There is *no clarity on anything* and the *AIAHL is struggling to find a way out*. Many HCOs are reluctant to offer cashless facilities to AI Retirees since they have not been taken into confidence about the prompt settlement of their bills by UTIITSL.

Presently the retirees are making payment for all the medical expenses including Chemotherapy, Dialysis from Oct 2022 and the company has rolled out a scheme for submission of claims for reimbursement through UTIITSL online portal in April 2023. The AI Retirees who are at the fag end of their lives are not tech savvy and struggling to submit it online. As mentioned above, *when lakhs of CGHS beneficiaries are permitted to submit their claims physically to CGHS* offices, why can't AIAHL adopt a similar scheme for AI retirees who are much less in numbers.!!!

At the same time , though they insist on online submission which is digital, *we wonder why the claims are not being settled digitally!!! Even after 4 months* of submission.

The Retirees solicit your kind intervention in the matter and resolve all the pending issues.

Submitting our appeal to you Sir for an urgent perusal.

Thanking You
Yours Sincerely

P.K.ANANDAN
Air India Retired employee & CGHS Beneficiary
For Air India Retd.Employees Group-Trivandrum