# Help document for Services related online claims for ONGC Ex-employees:

Following is the top most part of Bandhan portal (bandhan.ongc.co.in) where Ex-employee logs in the system:

औएनजीसी जित्त ONGC	Be Portal for	an Retired	Find Reti	red ONGCians   V	Feedback   Contact	t Us	
a		Home	ONGC at a Glance	Online Claims	Download Forms	Conclave	Obituary
A.	-	TECHNOLOG CENTER FO THE BLIN	GY SUPPORTED BY ONDC D ANNEDARAD		ongc		2

On pressing **Online Claims** button in Bandhan portal system takes user to following screen:

Bandhan - ONGC Ex-Employee Service	
Employee Number: 00000031 Date of Birth: Welcome Tooki Gupta !	Enter your date of Birth as recorded in ICE HR
<ul> <li>Payment Slip</li> <li>For Month: 01 Vear: 2007 Get Payment Slip</li> <li>Address</li> <li>Cellphone Details</li> <li>Bank Details</li> <li>Medical Reimbursement Claim</li> <li>Medical Payment Report</li> <li>FORM 16 LIC</li> <li>Email Details</li> <li>Spectacles claim</li> <li>Asha Kiran</li> </ul>	
Note - Incase of any discrepancy please contact Retired Employee Cell Kindly provide your latest Cellphone number to the concerned Retired Employee cell to enable system based SMS messages. <u>Help document for Medical Reimbursement</u>	

Here Ex-employee needs enter his/her Date of Birth.

Employee Number: Date of Birth: <b>Welcome</b>	00000031 [: ] 07 4007 Tooki Gupta !	() ()			
Payment Slip		For Month: 01	▼ Year: 2007	- Get	Payment Slip
O Address					
Cellphone Details	5				
🖸 Bank Details					
Medical Reimbur	sement Claim				
Medical Payment	Report				
FORM 16 LIC					
Ernail Details					
Spectacles claim	1				

Above services for ex-employees are explained below:

## 1. Payment slip

Ex-employee or beneficiary needs to enter the Month and Year for which Retired payment slip is required to be viewed. E.g. To view July 2014 payment slip user needs to enter 07 and 2014 and press '**Get Payment Slip**' button as shown below :

Payment Slip	For Month: 07 👻 Year: 2014 💌 Get Payment Slip

On pressing the button pay slip will appear as following;

NAME Maales Dam Gunta			CPF N	10.	31	BILL	800
UNIT Ex Employee Supera		PAN NUMBER				М	
EARLIEST RETRO DATE 01.11.2 BANK ACCOUNT NO 2420220000 PCS ADMIN RY1	013	DT. OF DT. OF	BIRTH RETD.	H /SEPN.		00.00.	0000
EARNINGS	DEDUCI	IONS		EXEMPT	ION/O	THER 1	NCOM
IGKANI SANMAN 2974.00				b)	Exemp		/1
				TOT EA	RN.	2974	.00
				TOT DE NET PA	DN. Y	2974	1.00
This is a computer generated ddress: - Tooki Ram Gunta -//o NUANT DOLD	l payemnt slip	which do	es not	: requi	re an	y sigr	nature

Message: Ensure the PAN no. mentioned in the slip is correct. In the absence of PAN no. / correct PAN no., the Income tax will be deducted at higher rate after the threshold limit of taxable income.

#### 2. Address service

This modified service allows ex-employee to apply for change in Settlement/Beneficiary Address available in system.

A button for 'Edit/Create' has been added in the service as shown below:

O Bourport Slip			
O Payment Silp			
<ul> <li>Address</li> </ul>			
🔘 Cellphone Details			
🔘 Bank Details			
O Medical Reimbursem	ent Claim		
O Medical Payment Re	port		
O FORM 16 LIC			
🔘 Email Details			
🔘 Spectacles claim			
🔘 Asha Kiran			
Care Of:	c/o T R Gupta		
Street and House No.:	1/2		
2nd Address Line:	34 ROAD		
City/Postal Code:	DEHRADUN		
District:	UTTRANCHAL	$\searrow$	
State:			
Country:			Edit/Create

On pressing this '**Edit/Create**' button system will open the fields in editable mode for allowing user to record changes in the address type. Previous values will still be shown in the editable format.

Care Of:	c/o T R Gupta	
eet and House No.:	1/2	
2nd Address Line:	34 ROAD	
City/Postal Code:	DEHRADUN	
District:	UTTRANCHAL	
State:		
Country:		Edit/Create Update

After changing the details user will press '**Uptdate**' button to update the values in system in IT 0006 (**subtype 20** for **Settlement Address** – where ex-employee is alive, or **subtype 30** for **Beneficiary Address** – in case of demise of employee).

A common report will be executed by concerned REC HR user to unlock this change/creation and the same will be reflected in this service as well as HR master for the ex-employee.

On unlocking by HR user a mail and an SMS will be sent to employee's mail ID and mobile number.

#### 3. Cellphone details service

Modified Cellphone details service allows ex-employee to apply for making changes in Entering or Editing his Mobile Phone details.

A button for 'Edit/Create' has been added in the service as shown below:



On pressing this 'Edit/Create' button system will open the fields in editable mode for allowing user to record changes in the Mobile number. Previous values will still be shown in the editable format.



User needs to enter his/her mobile details in above editable field and press **UPDATE** button. The updated value will be saved in Infotype **0105** subtype CELL. A report will be given to HR user of Senior Employees Establishment.

On unlocking by HR user a mail and an SMS (on new number) will be sent to employee's mail ID and mobile number as available in system.

#### 4. Bank Details:

Here user can view his/her bank details after selecting 'Bank Details' radio button:

O Payment Slip
○ Address
Cellphone Details
<ul> <li>Bank Details</li> </ul>
O Medical Reimbursement Claim
Medical Payment Report
O FORM 16 LIC
C Email Details
◯ Spectacles claim
🔘 Asha Kiran
Payee Name: CMT DAURCARADI
Bank Key: Piblipesseen
Bank Account: TE Papage 1001 0215
Note - Incase of any discrepancy please contact Retired Employee Cell

#### 5. Medical Reimbursement Claim

Here Ex-employee is prompted to enter his/her PAN number. System first validates the entered PAN number and on successful validation allows user to enter the details of Medical claim.



PAN No.: Validate PAN No.

After pressing 'Validate PAN No' system takes user to another screen to allow entering the details of medical bills:

<ul> <li>Outdoor</li> </ul>	🔘 Indoor
Claim Month:	08
Year:	2014
Denter De	tails 🛃 Print Medical Reimbursement

In this screen user can enter details of bills or print the already submitted medical details. On pressing **Enter Details** button system allows user to enter details of bills:

SL, No.	Patient Information	Age	Nature of illness	Doctor	Claim Type	Date	Amount Claimed	Advance Taken	Bill No.	
	-				-		0.00	0.00		
	-				-		0.00	0.00		
	-				-		0.00	0.00		1
	-				-		0.00	0.00		1
	•				-		0.00	0.00		1
	-				-		0.00	0.00		

Year: 2014

#### 6. Medical payment report

Claim Period: Month: 08

In this service user enters the period for which he/she requires the report on **medical claims payments** or **status of claims** raised by him/her. After entering the dates and pressing the '**View Report**' system shows the output in printable format.

O Payment Slip
OAddress
Cellphone Details
O Bank Details
O Medical Reimbursement Claim
<ul> <li>Medical Payment Report</li> </ul>
O FORM 16 LIC
C Email Details
O Spectacles claim
🔿 Asha Kiran
<ul> <li>Medical Payment Details</li> </ul>
O Medical Claim Status
Claim Date From: 01.05.2014 👘 To: 30.06.2014 👘 View Report
Note - Incase of any discrepancy please contact Retired Employee Cerry

### 7. Form 16 LIC

Through this service user can get the Form 16 received from LIC for the Leave Encashment payments made by LIC on behalf of ONGC during the period the ex-employee was in service of ONGC.

#### 8. New service for Email Address

A new service for **Email Details** has been added to allow ex-employee to apply for making changes in Entering or Editing his Email Address.

A button for 'Edit/Create' has been added in the service as shown below:

O Payment Slip	
○ Address	
🔿 Cellphone Details	
🔘 Bank Details	
◯ Medical Reimbursement Claim	
Medical Payment Report	
O FORM 16 LIC	
<ul> <li>Email Details</li> </ul>	
◯ Spectacles claim	
🔿 Asha Kiran	
Email ID: TEST123@YAHOO.CO.IN	Edit/Create

On pressing this 'Edit/Create' button system will open the fields in editable mode for allowing user to record changes in the Email address. Previous values will still be shown in the editable format.

O Payment Slip		
○ Address		
🔿 Cellphone Details		
🔘 Bank Details		
🔘 Medical Reimbursement Claim		
Medical Payment Report		
O FORM 16 LIC		
<ul> <li>Email Details</li> </ul>		
◯ Spectacles claim		
🔿 Asha Kiran 💦 N		
Email ID: TEST123@GMAIL.com	Edit/Create	Update

User needs to enter his/her mobile details in above editable field and press **UPDATE** button. The updated value will be saved in Infotype **0105 subtype MAIL**. A report will be given to HR user of Senior Employees Establishment.

# On unlocking by HR user a mail (on new mail id) and an SMS will be sent to employee's mail ID and mobile number as available in system.

#### 9. Spectacle Reimbursement process

A new service has been created for Ex-employee to claim reimbursement of cost of Spectacles. On selecting the '**Spectacles Claim'** service ex-employee will be required to enter the details of the bills for Spectacles/Contact lens purchased by him/her as shown below:

	ayment S address ellphone ank Deta ledical Re ledical Pa ORM 16 L mail Deta	ilip Details ills simbursement Claim lyment Report LIC				
٥s	pectacle:	s claim				
ΟA	sha Kira	n				
Block	k Year					
Fro	om: 2	014 To: 2015	Year of Av	/ailment: 2015		
Bill No*:         ABC/1234         Bill Date:         01.07.2014         Image: Transmission         Description         Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>						
Claim Detaile						
	ann Deu		A	Deletion	Dill Ave avert	Clairs Aussuret
	Select	Full Name	Age	Relation	Bill Amount	
	✓	Tooki Gupta	081	Self	4,000.00	4,000.00
	<	Rajeshwari Gupta	074	Spouse	2,000.00	T <sup>2,000.00</sup>
						-
$\checkmark$						
Icer	tify that t	he claim is submitted	in system is a	as per company policy	1.	
Suk	omit					

On pressing the '**Submit**' button system will update the entry for the claim in IT 9940 in locked mode. Ex-employee will then be required to submit the bills to concerned **HR user of Senior Employees Establishment** (SEE) for approval/unlocking of the claim for payment through salary.

System will check the eligibility of the ex-employee or his/her dependant from medical card details in IT 9919 (Medical card History).

On unlocking of record through a report system will create payment record in Infotype **0015** in locked mode. This locked record will then be processed by **PCS** user of Senior Employees Establishment through **ZPYUNLOCK\_RETD** as is being done for other payments for exemployees.

Kindly note that on unlocking by HR user a mail and an SMS will be sent to employee's mail ID and mobile number as available in system (Infotype 0105 subtype MAIL for email address and subtype CELL for mobile number)

#### 10. New service for Asha Kiran Process

A New service is being provided to Ex-employee or his/her beneficiary with simplified screen to enter his/her Asha Kiran claim. On choosing this service system will ask user to select one or multiple (maximum 4) types of situation under which payment is sought under this scheme.

ASHA KIRAN					
Payment for					
Select Situation Types:					
🗌 01 Natural Calamities					
02 Food suppliments/Vitamins	Life support/Nourishment				
🗌 03 Old Age mobility issue					
04 Support to dependent Parents/in laws/Grand children					
05 Financial Emergencies					
06 Victim of act of Terrorism					
07 Any other Emergencies					
Back Total Amount 0.00					
I certify that here mentioned claim is according to company policy.					
6	101.03 (197-1				
Income Details					
PRBS Income	0.00 Interest Income	0.00			
Aggarni Samman Inc.	2,472.00 Other Income	0.00	Total Income	2,472.00	Update Income

On selecting each situation type system will bring forth the Data entry screens for selected situation type as shown below:

Payment for				
Payment for         Select Situation Types:         Ø 01 Natural Calamities         Ø 20 Food suppliments/Vitamins/Life support/Nourishment         Ø 30 Old Age mobility issue         Ø 4 Support to dependent Parents/in laws/Grand children         Ø 5 Financial Emergencies         Ø 6 Victim of act of Terrorism         Ø 7 Åny other Emergencies         Total Amount       0.00				
Income Detaile				
Income Details           PRBS Income         0.00 Interest Income         0           Aggarni Samman Inc.         2,472.00 Other Income         0	1.00 1.00 Total Income	2,472.00 Update Income		
Natural Calamities				
Subtype O1 Partial Damage to dwelling goods/Household goods O2 Total damage to dwelling unit Benificiary name	Max Amt for this situation Max Amt Max Amt	n 200,000.00 150,000.00 Claim Amt 0.00 200,000.00 Claim Amt 0.00		
Old age Mobility Issue				
Subtype O1 Provisioning Protective railing, support, ramp O2 Expenses on emergency ambulance, short stay O3 Expenses on services/Items of personal hygiene Benificiary name	Max Amt for this situation Max Amt Max Amt Max Amt	30,000.00           10,000.00         Claim Amt           30,000.00         Claim Amt           20,000.00         Claim Amt		
Support to Dependent parents/in laws/GrandChildren				
Subtype	Max Amt for this situation	30,000.00		
U1 Support to parents/parents-in-law	Max Amt	30,000 Claim Amt 0.00		
02 Support to grand children	Ma× Amt	30,000.00 Claim Amt 0.00		

Agrani Samman will be picked up by screen automatically. User will then select the required subtypes to activate the claim amount fields. User will make entries in claim amount fields, beneficiary name and select the checkbox for declaration – "I certify that here mentioned claim is according to company policy".

This will bring forth the submit button. On pressing submit button system will update the claims in Infotype 9976 (Asha Kiran) in locked mode. After submission concerned ex-employee will approach the Senior Employees Establishment for approval of claim.

HR user will then run the common report to complete the Asha Kiran claim raised by exemployee. On completion of claim the process for move ahead in existing manner involving checking by PCS user, Unlocking by HR user of Senior Employees Establishment and payment of Asha Kiran amount by CPCS/LPCS.