

**HUMAN RESOURCES MANAGEMENT DIVISION,**

**HOSPITALISATION CELL**

**CORPORATE OFFICE- DWARKA-NEW DELHI**

**(PHONE** **011-28075345-emailid-hrdhospitalisation@pnb.co.in****)**

 **27.12.2018**

**MINUTES OF THE TPAs MEETING HELD AT HO: DWARKA ON 14.12.2018**

Meeting of both the TPAs i.e Raksha TPA for Active Employees and Health Insurance TPA for retired employees was called at Head Office Dwarka New Delhi on 14.12.2018 to discuss the issues relating to processing of claims, pending claims and NEFT return cases.

The meeting was presided over by Smt Reeta Kaul, General Manager, HRMD. HO New Delhi. At the outset Shri Ramji Dass, Senior Manager, Hospitalisation Cell introduced the TPA Team from Raksha TPAs and Health Insurance TPA and took up the Agenda items in seriatim.

Shri V Sinivas, DGM HRMD informed that there has been delay in Cashless procedures by the TPAs and most of the times the patients have to wait for a long time to get them discharged from the Hospitals, due to delay in processing of the final bill. He advised the TPAs to analyse the reasons of such delay and ensure that no such undue delay is happened in future to the patients who are admitted in hospitals in critical conditions. Both the TPA assured the house that in future there will be no delay in Cashless cases beyond the minimum time taken for such procedures.

The Chairperson also showed her concern for the delay in processing the claims by TPAs and making the payments by the United India Company Ltd. She advised the TPAs to adhere the Turn Around Time and speed up the processing of the claims received by them and get the payment released in time.

DGM HRMD also informed that there are numbers of claims pending with TPAs/United India Insurance Company. He also advised the TPAs to submit MIS on monthly basis with complete details of claims received, processing and pending for payments. He advised Hospitalisation Cell to monitor the progress on monthly basis. He also advised the TPAs to provide their contact matrix on PAN India basis of all the officials collecting the claim documents and the processing centres to circulate to the Associations and placed on the Retirees Notice Board their reference in case of need.

The Chairperson also took up the matter of pending NEFT cases with TPAs and advised them as well as Hospitalisation Cell to take up the matter with UIIC through IBA cell and resolve the issue at the earliest possible.

Health Insurance TPA was again requested to launch the App for Retirees at the earliest as the issue is pending for the last one year.

The meeting ended with a vote of thanks to the Chair.

**ADITYA SINGH**

**CHIEF MANAGER**

The following participants attended the meeting:

Chairperson : Smt. Reeta Kaul, General Manager, HRMD

Participants : S/Shri V Srinivas, DGM, HRMD

 : Aditya Singh, Chief Manager

 : Ramji Dass, Senior Manager, Hosp. Cell

 : Asif Ali, Senior Manager, Raksha TPA

 : Kunal Brar, Raksha TPA

 : Karandeep Singh, Dy. Manager, HITPA

 : Sunil Kumar, HITPA

**FOR ACTIVE EMPLOYEES**

**CONTACT MATRIX OF RAKSHA TPA CORPORATE OFFICE, MATHURA ROAD FARIDABAD - HARYANA – PIN-121003**

|  |
| --- |
| **Contact Matrix** |
| **Raksha-Region** | **Name (Level-1)** | **Email ID** | **Mobile No.** | **Name (Level-2)** | **Email ID** | **Mobile No.** | **Raksha Address-Processing HUB** |
| Chandigarh | Mr. Vinit Kumar | vinit.kumar@rakshatpa.com | 7018151426 | Dr. Amandeep Singh | amandeep@rakshatpa.com | 9888315152 | Raksha Healt Insurance TPA Pvt. Ltd. SCO 39, 1st Floor, Sector 26, Madhya Marg, Above Barbeque Nation, Chandigarh – 160019 |
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| Pune | Mr.Harshal Ahire | harshal@rakshatpa.com | 9168494100 | Mr. Amit Rokade | amit.rokade@rakshatpa.com | 9168012465 | Raksha Healt Insurance TPA Pvt. Ltd. 28, Sangam II & III, Dr Ambedkar Road, Shivaji Nagar,( Land mark - Near RTO ) Pune 411001 |
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|  |  |  |  |  |  |  |  |
| **Nodal Head-Escalation Level** |  |  |  |  |  |
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**FOR RETIREES**

**CONTACT MATRIX OF HEALTH INSURANCE TPA – HEAD OFFICE MAJESTIC OMNIA BUILDING 2ND FLOOR A-110**

**SECTOR-4 NOIDA – UTTAR PRADESH - 201301**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  Zone | Covered Area | Address | CIRCLE OFFICE | NODAL OFFICERS | DESIGNATION (contact person from PNB) | MOBILE | Email | PLACE | HITPA REPRESENTATIVE | CONTACT NO. | E-Mail I.D. |
| **Punjab, H. P. , J&K, chandigarh, U.K.** | Amritsar | MCLEOD ROAD | CO Amritsar | Sh. B N Singh | Chief Manager | 8171843377 | bnsingh@pnb.co.in | Amritsar | Deepak | 9464130670 |   |
| Bathinda | KIKAR BAZR BATHINDA, DIST. | CO Bathinda | Sh. Tarsem Goyal | Chief Manager | 9779249005 | tkgoyal@pnb.co.in | Bhatinda |   |
| Hosiapur | REGIONALOFFICE | CO hoshiarpur | Sh. Sanjeev Seth | DY. CIRCLE HEAD | 9779111958 | sseth@pnb.co.in | Hoshiarpur |   |
| Jalandhar | CIVIL LINES | CO Jalandhar | Sh. Tilak Raj Kalra | Chief Manager | 9501643433 | 0060572@pnb.co.in | Jalandhar | Mandeep | 7889025157 | mandeepdbn89@gmail.com |
| Ludhiana | 5, FEROZEPUR ROAD, NEAR WEST END MALL | CO Ludhiana | Sh. P K Srivastav | DY. CIRCLE HEAD | 8283824901 | pksrivastav@pnb.co.in | Ludhiana | Gurpreet Singh | 9914523313 | gspreet61@gmail.com |
| Patiala | Karm Complex, Sirhind Road | CO Patiala | Sh. B L Meena | DY. CIRCLE HEAD | 9414181585 | blm539@pnb.co.in | Patiala |
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| Chandigarh | FGM Office | CO Chandigarh | Sh. Baldev Singh | AGM | 9568005118 | baldevsingh@pnb.co.in | Chandigarh |
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| Jammu | Vhau Plaza, Highland Towers | CO Jammu | Sh Pawan kohli | DY. CIRCLE HEAD | 9622290725 | pawankohli2@pnb.co.in | Jammu |
| Shimla | 3rd Floor, MC Parking, NR High Court, | CO Shimla | Sh. Navin Kumar | DY. CIRCLE HEAD | 9818276277 | navinkumar2@pnb.co.in | Shimla |
| Dharamshalla | Near GPO | CO Dharamshala | Sh. T.C. Dhiman | DY. CIRCLE HEAD | 8894702343 | tc.dhiman@pnb.co.in | Dharamshalla |
| Hamirpur | New Road | CO Hamirpur | Sh. Sunil Kumar Rana | Chief Manager | 9805006201 | sunil.rana@pnb.co.in | Hamirpur |
| Mandi | Jail Road | CO Mandi | Sh. Anil Gupta | Chief Manager | 9816220563 | a\_gupta@pnb.co.in | Mandi |
| Shimla |   | CO Shimla | Sh. Navin Kumar | DY. CIRCLE HEAD | 9818276277 | navinkumar2@pnb.co.in | Shimla |
| Haridwar | PNB HOUSE, Bhel, Sec-4 | CO Haridwar | Sh. B K Gupta | Chief Manager | 9958723344 | bkgupta@pnb.co.in | Haridwar |
| Dehradun |   | CO Dehradun | Sh. Sanjay Bhatia | Chief Manager | 8126249977 | sanjay.bhatia@pnb.co.in | Dehradun |
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| Rajasthan | Bharatpur | Super Bazar | CO Bharatpur | Sh. Prakash Chandra Soni | Chief Manager | 9950072561 | pcsoni2@pnb.co.in | Bharatpur | Dilip Garg | 9660629733, 9772707713 | dilipgarg85@gmail.com |
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| Alwar |   | CO Alwar | Sh. Pushp Raj Gera | Chief Manager | 9929293735 | pushp.gera@pnb.co.in | Alwar |
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| Biharsharif | Regional office | CO Biharshariff | Sh. S.S. Sundaram | Chief Manager | 9771488065 | ssunderam@pnb.co.in | Bihar Sharif |
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| Jharkhand |   |   |   |   |   |   |   |   |
|   |   |   |   |   |   |   |   |   |   |   |   |
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|  |   |   |   |   |   |   |   |   |   |   |   |
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| South Delhi |   | CO South delhi | Sh Anil Kumar Gupta | Chief Manager | 9810446466 | anilgupta4@pnb.co.in | South Delhi |   |
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| Kashipur | Bazpur Road | CO kashipur | Sh. B N Mathpal | Chief Manager | 8126949112 | bnmathpal@pnb.co.in | Kashipur |   |
| Moradabad | Regional office | CO Moradabad | Sh Sanjeev Kapoor | Chief Manager | 8171327444 | skapoor2@pnb.co.in | Moradabad |   |
| Muzaffarnagar | 68, Kambalwala bagh, New Mandi | CO Muzaffarnagar | Sh. G S Josan | Chief Manager | 7060382300 | gsjosan@pnb.co.in | Muzaffarpur |   |
| Bullandshahr | PNB HOUSE, Yamunapuran |   |   |   |   |   | Bulandshahar |   |
| KARNAL | SADBHAWNA CHOWK | CO Karnal | Sh. Pardeep Mundeja | Chief Manager | 9215538381 | pmundeja@pnb.co.in |   |   |
|  HISSAR | I.T.I. CHOCK, DABRA ROAD | CO Hissar | Sh. Surender Chawla | Chief Manager | 9466136152 | surinder.chawla@pnb.co.in |   |   |
|  |   |   |   |   |   |   |   |   |   |   |   |
| **Kolkata** | Kolkata | 3 RD Floor, 125/1, Park | CO Kolkata | Sh. Durga Madhab Mishra | Chief Compliance Officer | 9752049856 | cokolhrd@pnb.co.in |   | Anirban Sur | 8777488972 |   |
|  |   |   |   |   |   |   |   |   |   |   |   |
| **Mumbai** | Mumbai | Plot no C-9, G Block | CO Mumbai City | Sh K K Rana | Chief Manager | 8454948121 | kkrana@pnb.co.in | MUMBAI | Dr Arun Gadekar , Abhay Deepak Phulphagare  | 9599689729 | Arun.Gadekar@hitpa.co.in , Abhay.Phulphagare@hitpa.co.in |
| Mumbai | Mumbai town | CO Mumbai Suburb | Sh Pramod Charegaonkar | Chief Manager | 7738023971 | Pramod.c@pnb.co.in |   |
| Mumbai | FGM Office |   |   |   |   |   |   |
|  |   |   |   |   |   |   |   |   |   |   |   |
| **Tamil Nadu** | Chennai | Third Floor, Rayala Towers | CO,Chennai | Sh. Raman C.M | AGM | 7358147470 | raman.cm@pnb.co.in | CHENNAI, TUTICORIN | Santha Lakshmi, Hari Krishnan  | 8800448619, 9176241281 | Santha.Lakshmi@hitpa.co.in,  |
| Coimbatore | Khanda Enclave, 179, Sarojini Street | CO,Coimbatore/ Trichy | Sh Balasubramanian S | AGM | 8754666771 | sbalasubramanian@pnb.co.in |   |
|  |   |   |   |   |   |   |   |   |   |   |   |
| **Gujarat** | Ahmedabad | 6th Floor, Gujarat Bhavan, Ellis Bridge | CO Ahmedabad | Sh Umesh Kumar | DY. CIRCLE HEAD | 8511325853 | umeshkumar@pnb.co.in |   | PANKAJ | 99042160809724311034 | kcsc.hazira@gmail.com |
| Surat |   | CO Surat | Sh P R Khichi | Chief Manager | 7600069831 | pr.khichi@pnb.co.in | SURAT/HAZIRA |
|  |   |   |   |   |   |   |   |   |   |   |   |
| **Karnataka** | Bangalore | 26-27, M.G Road, Raheja Towers | CO,Bangalore | Sh. Vinder Kumar Sharma | AGM | 7259379716 | Vinder.kumar@pnb.co.in |   | Raghavendra | 9717082795 |   |
|  |   |   |   |   |   |   |   |   |   |   |   |
| **Talangna**  | HYDERABAD | 6-1-73, Sayeed Plaza , II floor |   |   |   |   |   |   | Pradeep Reddy Eleti | 8800662181 | Pradeep.Reddy.Eleti@hitpa.co.in |
|   |   |   |   |   |   |   |   |   |   |   |   |