



OIL & NATURAL GAS CORPORATION (W.O.U.) KARMACHARI SANGHATANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel. : 022-26274102

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Website : www.ksmumbai.com

REF. : ONGC/KS/41/2025

DATE : 13/05/2025

To,
The ED – Chief ER
ONGC – P D Urja Bhavan,
'5' Nelson Mandela Marg,
Vasant Kunj,
New Delhi - 110070.

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Subject: Request to resolve the issues of Special Medical Sanction (SMS) Bill Processing.

Respected Sir,

We would like to bring to your kind attention the issues faced by our employees with regard to Special Medical Sanction (SMS) bill processing. Despite the submission of bills via WEBICE and approval by the Third-Party Administrator (TPA), subsequent approvals are pending. Unfortunately, neither HR nor Finance is able to determine the current status of these bills due to the lack of tracking and history in WEBICE.

This lack of transparency is causing significant delays and confusion, affecting employees who are awaiting reimbursement for their medical expenses. We request your esteemed authority to look into this matter urgently and take necessary action to:

- Clarify the current status of pending Special Medical Sanction (SMS) bills.
- Process to clear pending bills at the earliest.
- Implement a tracking system in WEBICE to ensure transparency and enable employees to monitor the status of their bills.

We believe that resolving these issues will be greatly benefited to the employees and improve the overall efficiency of the medical bills reimbursement process. We look forward for your prompt attention and action in the matter at the earliest.

Thanking you,
Yours faithfully,

(Pradeep Mayekar)
General Secretary

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Copy to:

1. ED-CRO, ONGC-WOU, NBP Green Heights, BKC, Bandra (E), Mumbai – 400 051
2. CGM (MS), Head Medical Services, ONGC-P D Urja Bhavan, '5' Nelson Mandela Marg, Vasant Kunj, New Delhi - 110070.
3. GM- I/c - IR, ONGC-WOU, NBP Green Heights, BKC, Bandra (E), Mumbai – 400 051
4. GM- I/c - Medical, ONGC-WOU, NBP Green Heights, BKC, Bandra (E), Mum.- 400 051