

DIRECTORATE OF TREASURIES AND ACCOUNTS
ANDHRA PRADESH :: AMARAVATI, MANGALAGIRI

Circular Memo No: FIN02-15064/23/2021-E-Sect

16-02-2026

Sub: Medical Reimbursement Claims of Employees and Pensioners – Submission to Dr. NTR Vaidya Seva Trust, Guntur – Streamlining of Process - Detailed Instructions – Issued.

Attention of all District Treasury & Accounts Officers in the state is invited to the subject cited. During the course of examination of the medical reimbursement (MR) claims submitted by the DT&AOs, recurring omissions and procedural lapses are observed causing avoidable delays, repeated correspondence, and hardship to employees and pensioners.

To ensure smooth and timely settlement of claims, the following detailed instructions are issued for strict compliance:

1. Uploading of Covering Letters

- All covering letters issued by this office for service employees, addressed to Dr. NTR Vaidya Seva Trust, Guntur, must be uploaded in the DDO's login for online scrutiny.
- After scrutiny of the bills, Dr. NTR Vaidya Seva Trust, Guntur, forwards scrutiny report to the DDOs EHS login directly.
- Upon receipt of scrutiny report from the Trust, the same should be forwarded promptly to this Office to accord sanction proceedings.
- DDOs must forward these copies to this office **immediately upon receipt from Trust**. Delays in forwarding scrutiny copies have been noticed and must be avoided henceforth.
- All communication must be routed through the designated email IDs: ***e.section.dta@gmail.com/ e.section.dta1@gmail.com***.

2. Re submission of Returned Claims

- Claims returned by this office due to omissions or deficiencies must be resubmitted **only after rectifying the objections raised immediately**.
- Failure to address objections resulting in prolonged delays and repeated correspondence, which must be avoided.

3. Documentation for Dependent Family Members

- For service employees: A copy of the **first page of the service register** along with a **family members' declaration** duly attested by DDO concerned must be enclosed.
- For retired employees: A copy of the **Pension Payment Order (PPO)** duly attested, along with a **dependent certificate /non-drawal certificate attested by the concerned Treasury Officer**, must be submitted.

4. Claims for Deceased Employees/Pensioners

- Pensioner are submitted thier MR claims with all documents essentiality and emergency certificates, discharges summury, original bills and **"paid by me"** payment receipts and appendix duly attested by the concerned Treasury Officer and a copy to recognizaed Hospital G.O/Proceedings.
- Cases involving deceased employees or pensioners, **a family members' certificate** and an **undertaking form** stating "no objection" from other family members must be enclosed. This measure is essential to avoid any disputes and complications during claim processing.

5. Treatment in Unrecognized Hospitals

- Claims pertaining to treatment in unrecognized hospitals should be forwarded to this office with detailed justification explaining the reasons for treatment in the unrecognized hospital and proposals for sanction of differential gross admissible amount shall justify the reasons to forward the medical reimbursement claim to Government for relaxation orders.

All the DT&AOs are directed to ensure that these instructions are strictly followed by ATOs/STOs who acted as DDOs under their jurisdiction. Adherence to the above instructions will minimize unnecessary correspondence, reduce delays, and ensure timely settlement of medical reimbursement claims, thereby safeguarding the welfare of employees and pensioners.

Any deviation of these instructions shall be viewed seriously

PADMAJA KARE
DIRECTOR

To

All the District Treasury & Accounts Officers in the state(through mail).