

Frequently Asked Question

SNo	Query	Answer/probable solution to the query
01	Where can I raise an issue if im facing any difficulty regarding portal or claims?	You can either goto https://ntpcexemployees.ntpc.co.in and submit your issue in 'Get In Touch' or mail us at ntpcexemployee@ntpc.co.in or u may call at Cell No- 9425541214
02	What is the login and password for ex-employee portal	Login- 6 digit Employee Number Eg- 999992 Password- Date of birth (YYYYMMDD Format) Eg if DOB is 15.06.1977 password would be 19770615
03	What to do if I have forgotten my password of Ex-employee portal	You just have to go to Login page and click on Forgot password. It would be reset to DOB in YYYYMMDD format
04	Where can I upload Life Certificate?	First of all, Login to Ex-employee portal and download the format from 'Latest Downloads'. Fill in the form and get it countersigned and upload the same in PRMS- Life Certificate-Manual. Alternatively, you can update LC through Jeevan Pramaan id
05	How to upload LC through Jeevan Pramaan Id	LC can be updated with the help of Biometric machine or through Face recognition. Detailed handbook is in exemployee portal
06	Where can I get circulars related to ex-employees	Login to ex-employee portal and goto 'Circulars'. You can get all the circulars related to ex-employees
07	What is the present status of renewal/ empanelment of Hospitals	You can check the status of empanelment of hospitals in https://sanjeevani.ntpc.co.in Select Region & click on Search. It will display list of hospital
08	What is the annual ceiling for reimbursement of expenditure incurred for Outpatient / Domiciliary treatment in respect of an employee	The annual ceiling for reimbursement on certification and actual basis is applicable as per CHRC 869/2019. The amount of reimbursement can be claimed in every quarter on certification basis and a fifth claim is allowed if the ex-employee wants reimbursement on actual basis.
09	Is the contribution paid under the PRMS, refundable or not	Contribution once paid shall not be refunded even if the benefits under the scheme are not being availed by the beneficiary or in the event of

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		death of beneficiary/beneficiaries.
10	On superannuation I deposited prevailing PRMS contribution applicable at the time of superannuation. Whether I have to pay revised contribution.	No. Revised contribution is not to be paid. The PRMS contribution is applicable as per the date of retirement (as per notional date of retirement for VRS ex-employees).
11	Is there any number fixed to submit claim in an year under PRMS	Yes. The claim for OPD on certification basis shall be made by the beneficiary once in a quarter as per financial year i.e. four times in an year as per CHRC No-925/2022. Actual OPD claim can be claimed only once for the FY till 30th April of the next FY.It may be noted that for actual basis, the exemployee shall claim actual OPD expenditure(if amount is greater than certification basis) only once after which no further claim would be entertained for that year.
12	Whether any amount is required to be paid by the beneficiary while admitted in an NTPC empaneled hospital.	Yes. Beneficiary is required to pay 1% of the total bill amount in the event of IPD admission in an NTPC empaneled hospital.
13	Can I avail IPD treatment in a Non-empanelled hospital where empaneled hospitals of the company are available	Yes. Treatment in non-empanelled hospital is allowed but reimbursement of the claim shall be made as per the rates of Holy Faith Hospital.
14	I am registered for availing of medical treatment from Rihand. Can I avail IPD treatment at Delhi	Yes, an ex-employee can avail medical treatment from any NTPC empaneled hospitals as per the agreed rates of that particular hospital.
15	I have lost my PRMS card. What should I do?	Duplicate PRMS card shall be issued on receipt of application from retired employee supported by information lodged with police station regarding

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		loss of card and deposit of prescribed fee (present rate being Rs.250/- per card). Employee can register their request in exemployee portal with supporting documents. Invoice will be send to concerned employee for payment. After receipt of payment, duplicate card will be sent to the ex-employee within 10 working days.
16	I superannuated prior to 01.01.2007. Can I avail indoor treatment under PRMS in line with rules relating to superannuated executives	Yes, You can avail PRMS facilities on payment of initial contribution of Rs.7200/-.
17	Who all are eligible to avail medical benefits under the PRMS Scheme.	<ul style="list-style-type: none"> -All superannuated employees and his/her spouse. -VRS Separated employees and his/her spouse on attaining the notional date of superannuation and depositing the applicable PRMS contribution. -Spouse of the deceased employee, who served the Company for a period more than 15 years. -For Board level appointees on completion of their tenure.
18	My spouse is working in Central Govt. and availing of medical facilities. Can she avail medical benefits under the scheme	The benefits under the scheme is available to the concerned retired employee only if his/her spouse is not availing any medical facility from or through the Central/State Government/Public Sector Undertaking/Quasi Government body.
19	I have worked in NTPC for 04 years before superannuation. Can I avail the PRMS facility?	No. You are not eligible. The scheme is applicable to the employees who separate from the company on account of retirement on attaining the age of superannuation or separated by the company on the medical grounds, provided that the concerned employee has completed a minimum qualifying period of fifteen years on continuous service in Central/State Government/ PSU out of which a minimum of 05 years service should be in NTPC.
20	In case of death of the retired	Yes. Under this scheme, in case of death of the retired employee who has

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	employee who has been availing benefits under the scheme, his/her spouse will continue to avail medical benefits or not	been availing benefits under the scheme, his/her spouse will continue to avail medical benefits subject to meeting the terms and conditions of the scheme. Documents like ECS mandate form, copy of pan card and cancelled cheque of spouse may be submitted through mail for creation of vendor code of spouse
21	I wish to avail medical facility abroad. Is it allowed under the scheme.	No. The medical benefits to the separated employees and their spouse under the scheme will be admissible for the treatment taken in India only.
22	I want to change the place for availing medical facility from one place to another. For Eg from Hyderabad to Delhi. What should I do?	Since PRMS medical claim process has become online, there is no need to change the place for availing medical facility
23	Is any Ayurvedic hospital empanelled for IPD treatment	No
24	Where can I get the eligible rates for OPD reimbursement	The present rate of eligibility is as per CHRC No. 869/2019 dated 24/06/2019 . Copy of the Circular is available in the “Circulars” tab of this portal.
25	What needs to be ensured before availing IPD treatment in a hospital by retired employee	Before taking IPD treatment in a hospital, you should ensure that the said hospital is under panel of NTPC or not. Keep your PRMS card with you. Also confirm whether your Life certificate is active.
26	Action for misuse of the benefits.	In case of doubt arises regarding the genuineness or otherwise of the claims preferred by the retired employees, the company reserves the right to direct the beneficiary to present himself before a medical board and that no reimbursement will be made till the recommendations of the medical board is received. If medical board found that there is misuse of the benefits under the scheme by any beneficiary, he/she may be summarily debarred from the benefits under the scheme.

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27	TA and DA is payable for availing medical treatment under PRMS Scheme	No. TA and DA is not reimbursable.
28	Can I avail In-patient medical facility from any of the Hospitals under the panel of NTPC.	Yes. You can avail In-Patient medical facility from any of the NTPC empaneled hospitals.
29	Whether submitting of Life certificate is compulsory to avail the medical facility	Yes. Submission of Life certificate in the month of November every year is compulsory to avail the medical facility.
30	I superannuated in the month of September. Whether I am required to submit Life certificate in the month of November of the retiring year.	Yes. Submission of Life certificate of both ex-employee and spouse if alive is required.
31	How can I claim my PRMS reimbursement	You can submit your claim in exemployee portal online by clicking on PRMS-Claims and then selecting "Add New Claim".
32	Whether I can submit my IPD claim online	Yes. Provision is being made available in the portal very soon.
33	Whether I can view my PF statement in ex-employee portal	Yes. After crediting the annual interest, the statement can be viewed in the month of April every year
34	Whether I can submit my Final TA Claim online	Yes. Provision is being made available in the portal very soon.
35	Whether I can submit my PF withdrawal form online	Yes. Provision is being made available in the portal very soon.
36	Can a separated employee avail Guest House facility and how to apply for the same	Yes. Guest House facility can be availed on availability basis and according to Covid guidelines/restrictions. You need to mail your request to concerned Head of HR of the Region/Project/Station/Unit.

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37	“Mobile No not maintained in vendor”. What to do?	Kindly send the mobile number for updation through “Get-in-Touch”. The same will be got updated by us.
38	Can I change my bank account number for availing PRMS facility	Yes. Change of Bank Mandate in PRMS is allowed once. You need to mail us the copy of completed EFT format alongwith copy of cancelled cheque for updation.
39	I am not getting LIC Pension since January.	LIC pensions (NDCPS/SCSB) stops for non updation of Life certificate. LIC Life certificate format is available on exemployee portal in “Downloads”. The completed Life certificate be sent to bo_g103annuity@licindia.com
40	I am not getting EPS-95 pension	EPS-95 pension stops if Life certificate is not updated. Life certificate is required to be submitted in the month of November every year. It can also be submitted through Jeevan Pramaan portal using PPO No. and selecting EPFO mandates.