

No.24-35/2025-Medical
Government of India/भारत सरकार
Ministry of communications /संचार मंत्रालय
Department of Posts/डाक विभाग
Medical Section/चिकित्सा अनुभाग

Dak Bhawan, Sansad Marg,
New Delhi – 110 001
Dated: 29/12/2025

To,

All Head of Circles

Subject: Furnishing of information in respect of medical matter(s) as requested by
M/s Kearney – reg.

Madam/Sir,

M/s Kearney, the consultancy firm engaged by the Department, has shared a set of data requirements (copy enclosed) to facilitate the diagnostic assessment and analysis relating to the planning and establishment ecosystem of India Post.

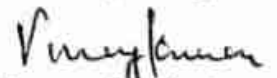
2. The data requirement sheet has been examined in the Directorate. It is observed that the Agency's objective in seeking the information under the said points is likely not limited to the Postal Directorate alone, but rather to analyses the functioning (in connection with Medical matter) of the Postal Directorate as a whole.

3. All medical reimbursement/advance claims up to Rs.5 lakh are processed, examined, and approved at the respective Circle level, and the Directorate is not involved in processing such cases. Further, in cases exceeding Rs. 5 lakh, the files are returned to the concerned Circle after completion of the required procedure at the Directorate. Accordingly, the Circles maintain the entire dataset relating to volume, pendency, timelines, processing stages, and administrative handling of medical claims.

4. Circles are, therefore, requested to examine & furnish the points-wise information, as sought by M/s Kearney, to this Directorate latest by 05.01.26. The format in which information is needed is attached herewith.

5. This may please be accorded priority. This issues with the approval of the Competent Authority.

Yours faithfully,



(Vinay Kumar Yadav)
Section Officer (Medical)

Enclosures- As above

Year	Total Claims Received	CGHS claims	CSMA claims	Total Claims Processed	Number Approved (Full Sanction)	Number Partially Approved (Short Sanction)	Number Rejected	Remarks, if any
2025-26								
2024-25								
2023-24								
2022-23								
2021-22								

Claim Value Band	Total Number of Claims in Band	Total Amount Claimed (₹)	Total Amount Sanctioned (₹)	Difference (Claimed - Sanctioned) (₹)	Average Processing Time (Days)
Up to ₹50,000					
₹50,001 - ₹1,00,000					
₹1,00,001 - ₹5,00,000					
Above ₹5,00,000					
Grand Total					

Year	Summary of complaints/grievances to medical claim	Key issue (Delay/rejection/short sanction/documentations/others	remarks, if any
2025-26			
2024-25			
2023-24			

year	Total Number of Court cases related to medical claim	Key Subject Matter (Reimbursement/Rule Relaxation/Other)	Status (Pending/Resolved)	Remarks, if any
2025-26				
2024-25				
2023-24				