

From: Man mohan singh Rekhrao <mmsrekhrao@...>

To: "exrbites@..." <exrbites@...>

Sent: Thursday, 10 November 2011 6:13 PM

Subject: Re: MAF - some facts

.I had taken up the matter with Mediassist but they never responded despite reminders. **Took up with HRDD they also did not respond. Finally I wrote D.O. to Shri Sandip Ghose CGM-in charge DAPM &HRDD.He has yet to respond meanwhile Delhi Office told me that they have received the card and I collected the same on 3rd Nov.** It seems about 200 cards were returned undelivered to its HO at Bangalore who awoke after 2 months slumber. Apparently the company had mandated an useless courier which could not deliver such large number of cards. One can imagine the type of service one can expect from Mediassist in future. Earlier we had Raksha TPA which gave excellent service. **I do not know what prompted Central Office to change them and appoint them for Mumbai region including Central Office.Obviously Mumbai region had greater influence in the matter.**

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From: shyam singh <shyamsingh1952@...>

To: "exrbites@..." <exrbites@...>

I fully agree with Mr Rao that Mediassist engaged a useless courier in as much as the envelope containing mine and my wife card was found thrown in front of my neighbours' gate. The delivery person did not even obtain any acknowledgement. I am sure many persons might have not received their cards even by now. **I am afraid some of them may not be aware that the arrangements have now been entrusted to Mediassist since there is no system in place for an official communication to a retiree. In case a retiree is not in contact with a group like 'Exrbites' or other retirees, he/she will know the change only on receipt of card from the TPA and in case the services of a TPA are like that of Mediassist then?**

When Raksha TPA can continue for Mumbai Reason and Central Office for last 2/3 years, reasons for changing TPA every year are best known to the Cental Office.

Services of Raksha TPA were far superior than Mediassist. **They have not even prepared the cards correctly. They have not even bothered to write correct name in the card. This fact was brought to their notice through Jaipur Office but no response so far.**

Two years I was Heading Establishment Section in Jaipur Office, Whatever grievances were referred to them, they were redressed at the earliest. As understood from the colleagues, Mediassist services are not satisfactory.

Ashok Kumar Bhargava