



कार्मिक संबंध समूह  
निगमित नीति अनुभाग  
ग्रीन हिल्स, भूतल, 'ए' विंग, तेल भवन, देहरादून-248003  
Employee Relations Group  
Corporate Policy Section  
Green Hills, Ground Floor, 'A' Wing, Tel Bhavan, Dehradun-248003

As on: 28.03.2025

**Subject: Reimbursement of cost of hearing aid**

The current instructions on the above subject are as under:

- a. Actual cost of one sided and bilateral conventional hearing aid will be reimbursed within the ceiling of Rs.10,000/- and Rs.20,000/-respectively. In special circumstances, the cost of digital hearing aid would also be reimbursed within the cost ceiling as indicated hereunder on recommendations of Chief-Medical Services:
  - i. One sided hearing aid- Rs.30,000/-
  - ii. Bilateral hearing aid - Rs.60,000/-
- b. Hearing aid device shall be allowed on recommendations of the following:-

Conventional hearing aid	Incharge, Medical Services at the work center or empanelled ENT specialist, supported by audiometric evidences.
Digital hearing aid	Two ENT specialists and Chief Medical Services, supported by audiometric evidences.

The individual shall purchase the recommended hearing aid and will claim reimbursement subsequently. The cost of hearing aid including digital would be reimbursed on submission of cash-memo or invoice along with the delivery challan, duly verified by the Incharge, Medical Services at the location. Incharge-Medical Services will verify the bill/invoice only after physical verification of the procured hearing aid. Incharge-HR/ER will arrange the said reimbursement after making necessary entries in the ICE system (other module).

However, w.e.f. 18<sup>th</sup> October, 2011, it has been decided that for beneficiaries residing/settled at places other than ONGC work centres, the cost of hearing aid including digital would be reimbursed on submission of cash memo or invoice along with delivery challan duly verified by

empanelled or treating ENT specialists. The cash memo or invoice should invariably mention the serial number or unique number of the hearing aid duly countersigned by the treating ENT specialists.

- c. Average life of hearing aid device is fixed **five years**. Aurally deficient employees, their dependents and retired employees (including spouse) may claim reimbursement of cost of conventional hearing aid after a period of five years. However, the replacement of digital hearing aid would be permitted after five years based on condemnation certificate from ENT specialist and authorized service center of the manufacture.
- d. The retired employees and their spouse, who are covered under ONGC Post Retirement Medical Scheme, may be allowed this reimbursement maximum twice, after retirement.
- e. The approving authority is In-charge HR/ER, as per clause 18.16 of the BDP-2015, with recommendation of the Medical authority and in accordance with the instructions on the subject. Financial concurrence is required.

#### **Team – Corporate Policy**

This document is for information purpose only.

For further clarity, Consolidated O.O. No. ONGC/ER/CP/MED/020 may be referred to.