

FAQ - Benefits

1. [I have processed as LDC but my Branch Manager has not received in his task list.](#)
2. [I have created the claim, processed the claim, but the calculation page shows zero amount.](#)
3. [I have uploaded the certificate. I want to correct the certificates.](#)
4. [How can I find out how the certificates are processed.](#)
5. [I have uploaded Alternate Evidence, how will this be approved?](#)
6. [When should I use Data Migration of SB?](#)
7. [I have uploaded RC data. Now I want to correct it.](#)
8. [RC data for March 2011 is shown in the system. It requires correction.](#)
9. [I am clicking on "Approval" button, but nothing is happening.](#)
10. [The claim has been created with incorrect dates. How do I change it?](#)
11. [The claim is created for ESB. However, the processing page shows SB rate.](#)
12. [In Dependant Benefit Data Migration, what should I fill in "Full Rate"](#)
13. [I have filled "reply for Abstention Verification". But in the action for "Abstention Verification", I am getting date as "01/01/0001"](#)
14. [Accident report submitted by employer not reflecting in BM's login.](#)
15. [When I try to create claim for Maternity benefit, I get the message that "sorry IP is male" but actually IP is female.](#)
16. [How do I upload ESIC-32?](#)
17. [I have uploaded "Alternate evidence", how do I approve?](#)
18. [Accident report has been uploaded. What is the next step?](#)
19. [The PDB and DB data which was uploaded, requires modification / I want to change the date of last payment. How should I do?](#)
20. [I have to re-print the payment docket / After approving claim in BM Login we are unable to view docket and task ID is not there in Task List, How to print docket ?](#)
21. [What is Full Rate in PDB Data Migration ?](#)
22. [I have received reply for Abstention Verification / uploaded the reply. What is the next step?](#)

23. [Old PDB/DB case IP is not registered in system. How do I insert the IP no.](#)

24. [How do I upload Hospital certificate?](#)

1A. Please check the role mapping. This can be done by your DD (IT-roll out incharge). The Branch Manager and LDC have to be mapped to the same Branch office.

2A) There can be several reasons. For e.g –

1. RC contribution is not available.
2. Certificates are not available.
3. IP is not eligible for the claim.
4. As per certificate, nothing is payable.

3A) You cannot correct the medical certificates. However, Branch Manager can delete the certificates and you can upload it afresh. NOTE: The certificates can be deleted only if they are not processed.

4A) “Certificate processing details” in the calculation page gives details of processing of each certificate.

5A) Branch Manager’s task list will be updated under “Alternate Evidence” for approval.

6A) SB Data Migration should be used under the following circumstances –

a. If spell is ongoing, the details as mentioned in Data Migration should be submitted. Then the certificate received currently, should be submitted thru “Uploaded Certificates”.

b. If spell has occurred within 15 days of the previous spell, then the details as mentioned in Data Migration should be submitted for the previous spell only.

c. If SB has been paid instead of TDB prior to admitting Employment Injury, then the details as mentioned in Data Migration should be submitted for the relevant SB only.

d. If SB has crossed 91 days and have to proceed to ESB, then the details as mentioned in Data Migration should be submitted for the relevant SB only.

7A) BM can modify the existing data. If RC is shown double also, the same can be removed by BM.

8A) BM can modify the existing data.

9A) Approval button is disabled. This can happen in various scenarios. For e.g –

a. IP is not eligible for the claim.

b. MR reference has been made and RM-4 is yet to be received.

c. This is the last claim of Maternity Benefit. Abstention Verification has to be initiated

10A) The claim dates cannot be changed. However, your BM can reject the claim and then a new claim can be created afresh for the same medical certificates.

11A) BM should click on “Attach rate card” in the processing page. When this is done, the amount will change.

12A) Full Rate of TDB OR in case of revision of rates, the revised rate. We shall soon provide separate fields for both.

13A) You have directly filled “reply for Abstention Verification” without initiating Abstention Verification and the letter to employer from the system. Please do the same now and then fill the reply.

14A) Check the Branch Office of the employer. This can be checked in “Update Employer details” under “Registration”.

15A) Check the gender of IP in the system. This can be done by using “Update employee details” under “Registration” tab. If it is male, change to female and then create the MB claim.

16A) Benefits → upload certificates → wage contributory record

17A) Branch Manager’s task list is updated. BM should approve this certificate.

18A) Irrespective of whether this Accident Report is uploaded thru staff login or by the employer thru Portal, you will find in Branch Manager’s task list under “Employment Injury Admittance”. For further steps, please go thru the training manual for “Temporary Disablement benefit” under “Others” tab.

19A) Branch Manager can do the modification for any data that has been uploaded / migrated. This facility is available in Others → Data Migration. NOTE : Only Branch Managers have this facility.

20A) Printing of the payment docket is available in the “Ledger Sheet” under “Benefits” tab.

21A) Full rate of PDB is the TDB rate.

22A) After the reply is uploaded / received, Branch Manager’s task list is updated. BM has to take action against the Abstention Verification. In case the last claim of MB, after the action for Abstention Verification is taken, the claim can be processed.

23A) There is a hyperlink provided in the PDB & DB Data Migration screen. Filling all the mandatory fields will insert the IP no.

24A) Hospital certificate can be uploaded by using "Alternate Evidence". Select "Govt Hospital" while filling the details of the certificate.