

Indira Gandhi National Open University
Administration Division
CDN Section

IG/ADMN/CDN/MED/2025/499
Dated: 9th December, 2025

NOTIFICATION

Sub: Implementation of Online Submission of Medical Reimbursement/ Claims for Retired Employees through Samarth Portal.

It is hereby notified that, in an effort to simplify and digitize the medical reimbursement process, all **retired employees** of **IGNOU** shall henceforth submit their **medical reimbursement bills through online at Samarth Portal**, with effect from the date of issue of this notification.

The system will have **three bill hierarchy**, applicable to the following types of claims:

1. OPD Medical Bill Claim
2. IPD Medical Bill Claim
3. IPD Medicals Advance/ Adjustment

Instructions for Retired Employees:

- All reimbursement claims must be submitted through the Samarth Portal: [<https://cuignou.samarth.ac.in/index.php/site/login>]
- For access the Samarth portal, the user ID will be Employee ID and default password will be IGNOU@123
- Retired employees are required to upload scanned copies.
- The correct **bill hierarchy type** must be selected at the time of submission.
- Claims submitted manually may be discouraged after the implementation date and shall not be processed.

Support: In case of any query, ticket can be raised in Samarth portal. However, in case of any exceptional delay CDN may be contacted. This move aims to ensure timely processing, transparency, and ease for our esteemed pensioners. Your cooperation is solicited for the smooth implementation of this digital initiative.

This notification is issued with the approval of the Competent Authority.


Assistant Registrar (CDN)