

Frequently asked question for retired employee portal

1- What is Retired employee portal(REP) of AAI?

It is a web portal to facilitate medical reimbursement online claimed by retired/separated employee of AAI.

2- How Retired/separated employee can access retired employee portal?

Please visit to AAI website or link below

<https://www.aai.aero/en/retired-employees/login>

3- What is the functionality of retired employee portal?

As of now, the following features are available inside the portal

- Facilitate the submission of Form-D
- Facilitate the submission of Form-E
- Facilitate the submission of Form-F
- Status tracking of submitted form
- Retired employee Profile: Details of retired employee and their dependents will be shown in their respective profile once they login through their register mobile no.
- Claim History: All settled claim will be available in this section.
- Circular section: Related latest circular will be shown here
- Download Medical forms: Option available to download different forms
- Impaneled hospital List: available for all regions
- Chronic Diseases list: ANNEXURE-A&B

4- What are the prerequisite for login to portal?

- a. Only eligible retired/separated employees of AAI can login.
- b. The following data should be updated in AAI SAP system. If any of these fields are missing or not valid then corresponding retired employee data will not be maintained in Retired Employee Portal database.
 - Retired employee personal no. (Employee ID).
 - Retired employee grade information such as E1, E2, N1,N2...etc
 - Retried employee payroll area like Ahmedabad, Kolkata ...etc. Kindly ensure that payroll area shall not be default i.e. 99.
 - Retired employee mobile number.
 - Retired employee medical scheme like scheme A or B.

5- What is it meant if retired employees are not able to login?

If retired/eligible separated employees are not able to access retired employee portal, it means their corresponding data (as specified in point no. 4) is not available in retired employee portal database.

6- From where is the retired employee data coming to retired employee portal?

From AAI SAP system

7- When is the retired employee data getting updated inside REP?

On every Friday

8- To whom shall retired employee contact to get their data updated in AAI SAP system?

These are the AAI SAP administrators whom retired employee may contact for their data updation inside AAI SAP system.

Station	Name	Designation	Email Address
Eastern Region	SUBRATA GHATAK	SUPV.(HR)	subrotog@aai.aero
NSCBIA Apt.	BANANI NANDA	MGR(HR)	nbanani@aai.aero
Western Region	RARI BABURAJ	SR.SUPDT(HR)SG	RARIBABU@aai.aero
	ATUL SAWANT	SR.ASSTT. (HR)	SATUL@aai.aero
Chennai Apt.	R.PRICILLA PRIYA	AGM(HR)	pricillapr@aai.aero
	S.K. Mohanty	MGR(HR)	skmohanty@aai.aero
Southern Region	Nirmala Oyan	supervisor(HR)	nirmalaoyan@aai.aero
	B Rajkumar	MGR(HR)	brajkumar@aai.aero
Northern Region	Seema Sharma	AM (HR)	seemasharma@aai.aero
	Rahul Malhotra	Jr. Asstt (HR)	rahulml@aai.aero
CHQ	Tej Ram	Supervisor (HR)	tejram@aai.aero
	Sumit Kumar	Asst.(HR)	sumitk@aai.aero
North Eastern Region	Anupam Borgohain	SA (HR)	anupam76@aai.aero
	Kulen Ch. Boro	Asstt(HR)	kulen@aai.aero
Guwahati Apt.	B C DAS	SM(HR)	bcdas@aai.aero
	Majuli Kulli	Asstt. (HR)	majuli@aai.aero

9- What are the points that the retired/separated employee shall ensure after login to portal?

Following needs to be ensured by retired/separated employee after login

- a. Retired employees shall verify their profile data. If it is incorrect, then please reach out to corresponding AAI SAP admin on specified emails as mentioned at point no. 8.
- b. Retired employee shall only submit Form-D, Form-E or Form-F for reimbursement.
- c. Kindly ensure valid Authority certificate/& credit letter before applying for chronic/& critical cases.
- d. Kindly ensure scan copy of all documents required beforehand such as Authority certificate, credit letter, doctor prescription, consultancy fee document, Bill, invoice and report.
- e. Kindly ensure all documents shall be uploaded in JPG or PDF format only and size of each document shall not exceed beyond 500 KB.
- f. Keep scan copy of all documents separately and do not merge any of document with other because options are available to upload separately.
- g. Kindly use “add another item” option inside portal in case of multiple Bill/Invoice and reports.

10- Whom to contact for issue other than retired employee personal data?

Retired employees may contact on email: websupport@aai.aero for the issues other than personal data.

11- Can retired employees regenerate rejected claim by reviewer/Approver?

No. they will have to initiate fresh claim.