



Airports Authority of India

Retired employee portal

User Manual

Version 1.3

30/06/2023

For the usage of AAI Retired employee only

Technical Support:

Email: websupport@aai.aero or call us at 011-24632950 Extn. 3549 (Monday to Friday)

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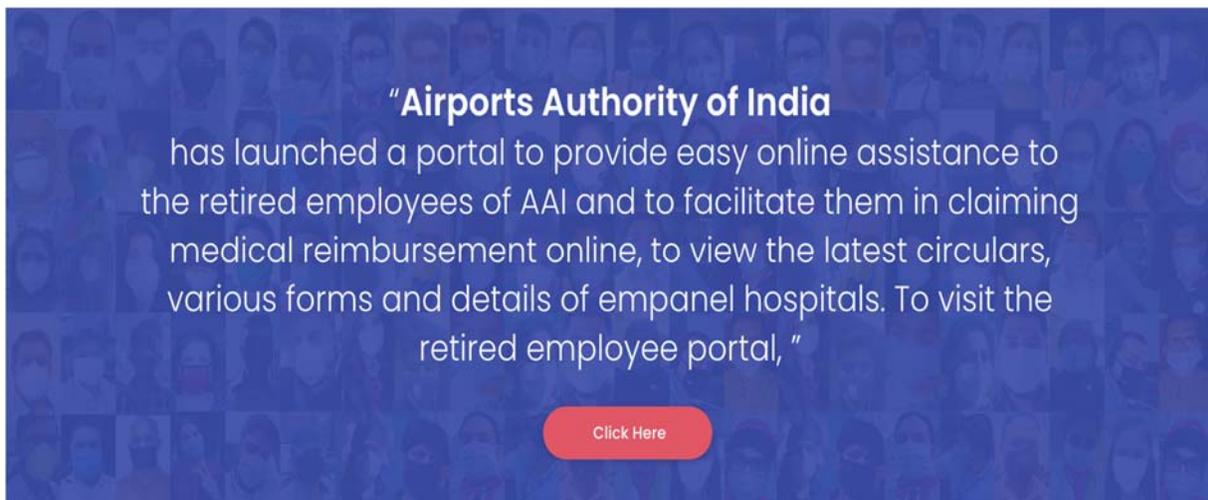
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1. Introduction

Airports Authority of India has introduced Online Portal for retired employees. The purpose of this portal is to provide easy online assistance to the retired employees of AAI and to facilitate them in claiming medical reimbursement online with ease. One can view latest news, circulars regarding retired employees, different forms, status of their various claims and also details of currently empaneled hospitals.

To make this initiative a success and convenient for retired employee user manual is prepared for reference and guidance. Please refer to the below mentioned guidelines.



2. Overview

Retired Employee Web Portal System has been developed to facilitate those persons who have retired from the active service of the organisation. They can use this portal to submit their medical claim from their locations. There is no need to visit any retired employee to their respective region (RHQ or CHQ) or Airport for medical reimbursement.

2.1 Conventions

There are some mandatory fields which shall be present and updated inside AAI SAP. Every retired employee shall ensure that following fields are updated inside AAI SAP before utilizing this portal.

- Retired employee personal no. (Employee ID).
- Retired employee grade information such as E1, E2, NE1...etc
- Retried employee payroll area like Ahmedabad, Kolkata ...etc
- Retired employee mobile number.
- Retired employee medical scheme like scheme A or B.

2.2 Cautions & Warnings

Retired employee shall utilize the portal and submit the claim only after they verify the corresponding SAP record present inside retired employee portal's profile section. If any of fields data is missing and not updated, then please contact to respective SAP team at your location to update the record first before submitting any claim.

Medical claim shall be submitted online only in present of retired employee.

3. Getting Started

Complete retired employee portal is broadly classified into four sections

- Retired employee section
- Reviewer section
- Approver section
- HR verifier section

3.1 Data flow diagram

This diagram is to explain how above three sections are connected to each other and also explain the role and action would be carried by each section users.

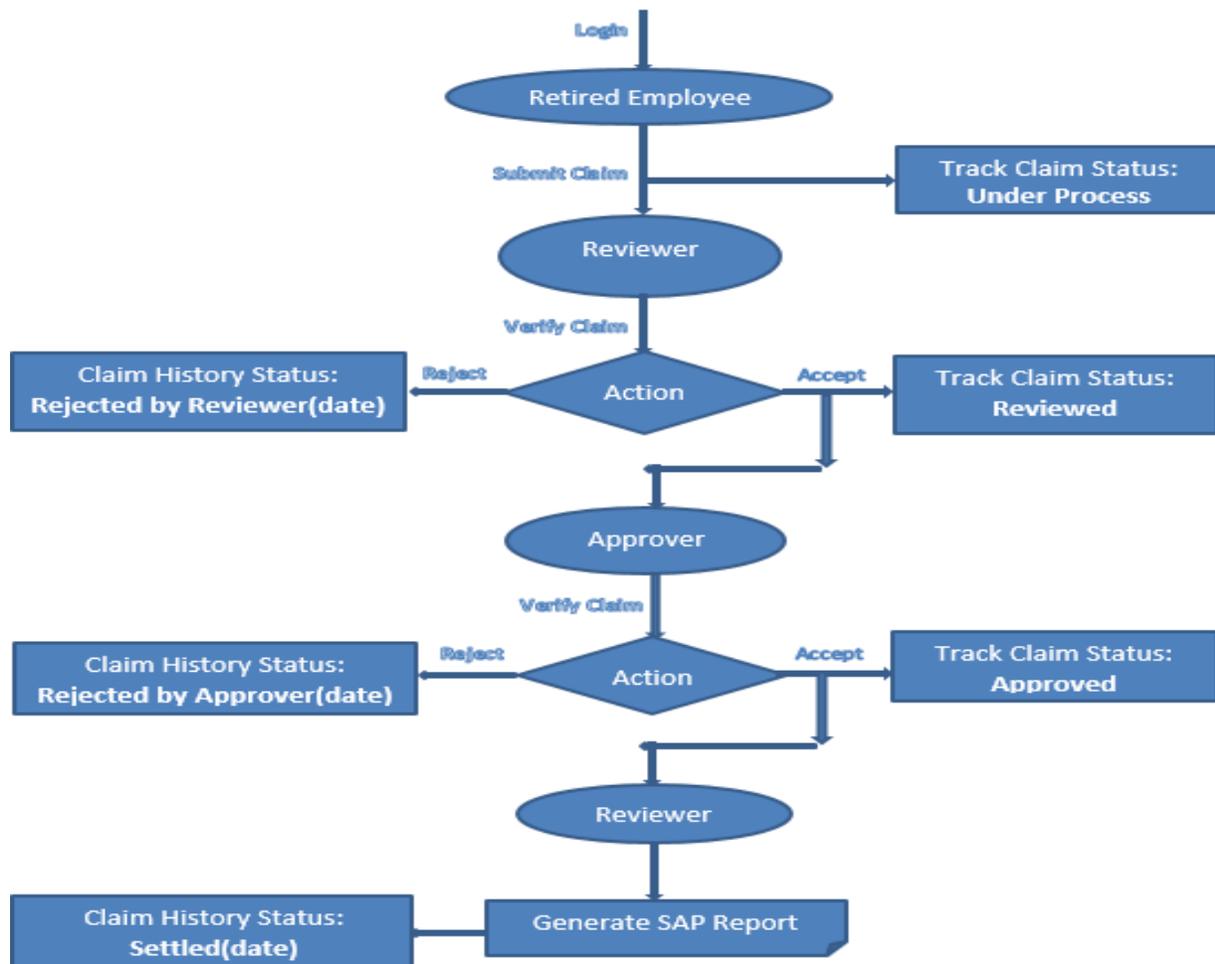


Figure 1 - Data flow diagram

4. Retired employee section

This section of retired employee portal is only visible to retired employee.

4.1 How do you visit on retired employee portal?

4.1.1 Visit AAI website

User may simply visit on <https://rep.aai.aero> or kindly follow the below steps:

Visit on AAI Website by using below URL

<https://www.aai.aero>

4.1.2 Visit quick link Bar

Go to quick link bar in lower part of website and click below icon and same is highlighted in below figure. Thereafter, retired employee will be redirected to login page of retired portal.

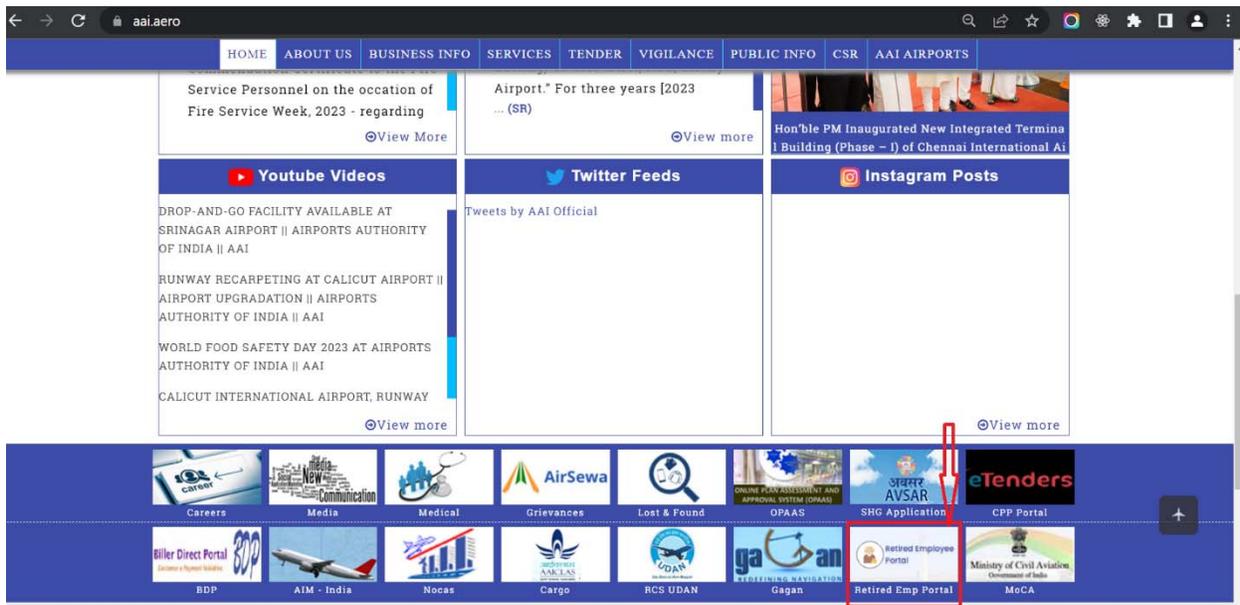


Figure 2 – AAI website quick link Bar

4.2 Login on retired employee portal

4.2.1 Registered mobile no.

Prior to login, please ensure that your mobile number is registered with AAI-SAP.

4.2.2 Enter mobile no.

Please enter your register mobile no. inside corresponding box and click on “generate OTP” button.



Figure 3 – Login page with entered mobile no.

4.2.3 Enter OTP

Please enter received OTP on registered mobile no. in corresponding box and click on login button.

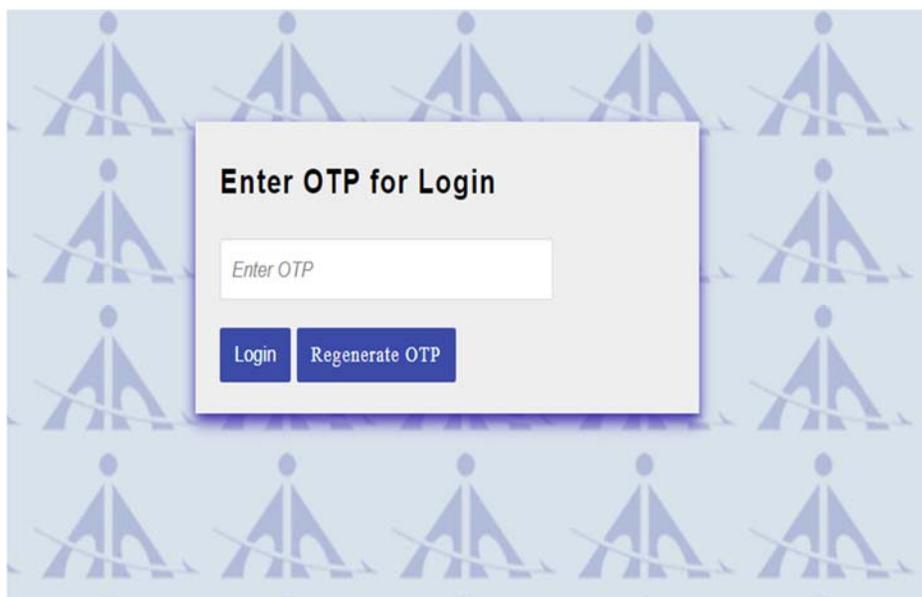


Figure 3.1 – Login page with entered OTP

4.2.4 Retire employee profile page

After providing correct mobile no. and OTP, login page will be redirected to retired employee profile page.

4.3 Features available after login

There are following features would be available after successful login by retired employee.

- Retired employee SAP data visibility
- Facilitate the submission of Medical Form-D
- Facilitate the submission of Medical Form-E/H
- Facilitate the submission of Medical Form-F
- Submission of Chronic Disease certificate
- Status tracking of submitted forms
- Claim History (Settled/ Rejected claims)
- Latest circular section
- Facility to Download Medical forms
- Facility to view list of empaneled hospital
- Archived Claim
- Chronic Diseases list: ANNEXURE-A&B

Profile	
Initiate Claim	▼
Quarterly Form D	
Medical Reimbursement - Form E/H	
Medical Reimbursement - Form F	
Track Claim	▼
Claim History	▼
Archived Claim	▼
Chronic Certificate	
Circulars	
Chronic Diseases List	
Download Medical Forms	
Other Submitted Forms	

4.3.1 Retired employee SAP data visibility

Once retired employee gets login on this portal, then below screen will be appeared as a user profile. Retired employee can view their personal details like name, employee ID, payroll area, address, dependent details etc. These records are being taken from AAI SAP team on 5th day of every month. So, for data related issue, retired employee shall contact to HR official of respective payroll area.

Employee Name	Employee ID	Payroll Area
[Redacted]	[Redacted]	[Redacted]
Medical Option	Designation	Address
B	AM	[Redacted]
Mobile No.	Dependent Details	Retirement Date
[Redacted]	[Redacted]	20[Redacted]

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Figure 4– User Profile details after login

4.3.2 Submission of Medical Form-D

This form is only visible to retired employee under initiate claim section who has opted medical **Scheme-B**. It will not be visible to retired employees of medical Scheme-A. This form is basically used for quarterly medical claim for those retired employees who opted Scheme-B.

Quarterly Form D

Employees Name: J STANISLAUS	Employee ID: 0008749	Designation: Not Available
Medical Option: B	Payroll Area: Chennai RHQ SR	Retirement Date: 2021-06-30
Financial Year: 2022-2023	Quarter *: - Select -	

Undertaking *
This is certified that i had spent above mentioned amount towards OPD treatment for myself and admissible dependents (if any) during the period mentioned above and same has not be claimed from any other source.

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Figure 5 – Quarterly Declaration Form-D

4.3.3 Submission of Medical Form-E/H

This form is visible to all type of retired employees irrespective of their opted medical Schemes. This form is basically used in following cases by both medical Scheme-A and medical Scheme-B opted retired employees for claiming medical reimbursements.

By Scheme-A opted retired employee

- This form can be used for regular claim for self as well as dependent.
- This form can also be used for chronic/ critical disease claim for self as well as dependent.

- This form can also be used for test more than Rs. 3000/- amount.

By Scheme-B opted retired employee

- This form can only be used for chronic/ critical cases claim for self as well as dependent.
- This form can also be used for test more than Rs. 3000/- amount.

Ensure following things before applying for this form

- Kindly ensure Authority certificate/& credit letter before applying for chronic/& critical cases.
- Kindly ensure scan copy of all documents required beforehand such as Authority certificate, credit letter, doctor prescription, consultancy fee document, Bill, invoice and report.
- Kindly ensure all documents shall be uploaded in JPG, JPEG or PDF format only and size of each document shall not exceed beyond 1 MB.
- Keep scan all documents separately and do not merge any of document with other because options are available to upload separately.
- Kindly use “add another item” option in case of multiple Bill/Invoice and reports.

Figure 6 – Medical Reimbursement Form-E/H

4.3.4 Submission of Medical Form-F

This form is visible to all type of retired employees irrespective of their opted medical Schemes. This form is basically used for dental and physiotherapy claim by both medical Scheme-A and medical Scheme-B opted retired employees for claiming medical reimbursements.

- This form can be used for dental claim for self as well as dependent.
- This form can also be used for physiotherapy for self as well as dependent.

Ensure following things before applying for this form

- Kindly ensure scan copy of all documents required beforehand such as doctor prescription, consultancy fee document, Bill and invoice.
- Kindly ensure all documents shall be uploaded in JPG, JPEG or PDF format only and size of each document shall not exceed beyond 1 MB.
- Keep scan all documents separately and do not merge any of document with other because options are available to upload separately.
- Kindly use “add another item” option in case of multiple Bill/Invoice and reports.

Figure 7 – Medical Reimbursement Form-F

4.3.5 Track claim

This feature will enable retired employee to track their submitted claim. Submitted claim would be visible with any of following status:

- **In Process:** Once retired employee submits any claim. This status will be reflected under status column.
- **Reviewed(date):** As soon as **reviewer** reviews the submitted claim by retired employee, then track claim status would be changed to reviewed along with the date of review as well as reviewed amount.
- **Approved(date):** As soon as **approver** approves the reviewed claim by reviewer, then track claim status would be changed to approved along with the date of approve as well as approved amount.

Track Claim

Track ID Claim Date

Track ID	Claimed For	Claimed Date	Rvd. Date	Apvd. Date	Quarter Period	Claim Amount	Rvd. Amt.	Apvd. Amt.	Status	Reviewer Comment(s)	Approver Comment(s)	Action
382	Self	30/06/2023			01-07-2022 to 30-09-2022	12666.00			In-Process			edit

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Figure 8 – Track Claim page

4.3.6 Edit/Modify submitted claim (Form- D, E & F)

Retired employee may avail the editing facility of submitted claim by clicking on edit button until it gets reviewed at respective payroll area as mentioned in below figure:

Track Claim Form E

Track ID

Track ID	Hospital Name	Claimed For	Claimed Date	Form Type	Clmd. Amt.	Rvd. Amt.	Apvd. Amt.	Status	Reviewer Comment	Approver Comment	Documents	Action
303	Test	Self	30/06/2023	From-E	2000			In-Process				edit

Figure 9 – Editing of submitted claim

4.3.7 Claim history

This feature will enable retired employee to refer settled/rejected claim at any point of time for taking past reference in case of any requirement. The settled claim would be visible with any of following status

- **Settled(date):** As soon as **reviewer** generates SAP report of approved claim, then corresponding records inside track claim tab will be moved under claim history tab and the status settled would be reflected along with settled date under status column of claim history tab.
- **Rejected by reviewer (date):** As soon as **reviewer** rejects the submitted claim by retired employee, then corresponding records inside track claim tab will be moved under claim history tab and the status “Rejected by reviewer” would be reflected along with action taken date under

status column of claim history tab. However, comment of rejection reason would be available inside “reviewer comments” column. After taking reference from rejection reason retired employee may re-submit the claim.

- **Rejected by approver (date):** As soon as **approver** rejects the reviewed claim submitted reviewer, then corresponding records inside track claim tab shall be moved under claim history tab and the status “Rejected by approver” would be reflected along with action taken date under status column of claim history tab. However, comment of rejection reason would be available inside “approver comments” column.

Track ID	Claimed For	Claimed Date	Claimed Amount	Approved Amount	Status	Reason of rejection
383	Self	30/06/2023	2000	2000	Settled (30/06/2023)	

Figure 10 – Claim History page

4.3.8 REP Archived Data

Form E & Form F claim initiated before 01/07/2023 and Form-D claimed for upto FY 2022-23 can be checked under this section.

Track ID	Claimed For	Claimed Date	Form Type	CLMD. AMT.	APVD AMT.	STATUS	REVIEWER COMMENTS	APPROVER COMMENTS
355575	Self	15/06/23	Form D Q1, 2022-23	11259	11259	Settled(15/06/2023)	Q1 (2022-23)	Form D Q3 (2022-23)

Figure 11 – REP archived data

4.3.9 Circular section for retired employee

All circular related to retired employee can be availed here. Retired employee can refer it for new amendment, news and current policy related to retired employees.

Circulars

Keyword Search

S.no	Title	Upload Date
1	SANCTION ORDER OF GIS PAYMENTS DATED 01.12.2022 (K.Marichelvam, Manager, Security Emp No. 10004726)	05/12/2022
2	CHRM Circular 20(a)/2019 : Forms Regarding Revised AAI Medical Policy	11/10/2022
3	Empanelment of AAI Retired Officers as Inquiry officer for conducting Departmental Inquiry.	01/06/2022
4	CHRM No 18(j)/2020. Revised AAI Medical Policy - Retired Employees reg.	28/03/2022
5	CHRM Circular No - 18(b)/2020 : Revised AAI Medical Policy – Retired Employees reg.	30/04/2021
6	Permission for taking treatment of COVID-19 in Non-empanelled Hospitals	18/04/2021
7	AAI RETIREMENT GRATUITY CLAIM NO. 195/2020 (SEPTEMBER/ 2020)	15/10/2020
8	Online access of EDCP OB Corpus card by AAI Employees	01/10/2020
9	AAI RETIREMENT GRATUITY CLAIM NO. 193/2020 (AUGUST/ 2020)	08/09/2020
10	EXTENSION OF ESS LINK FOR CLAIMING RETIREMENT GIFT AMOUNT BY SUPERANNATING EMPLOYEES	04/09/2020

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Figure 12- Latest Circular page

4.3.10 Chronic certificate submission

Retired employee may submit their Chronic certificate by using this section:

Chronic Certificate

Personal Details

Employee Name: Rajeev	Employee ID: 0008749	Designation: Sia Available
Medical Option: B	Payroll Area: Classical RHQ SR	Retirement Date: 2021-06-30

Other Details

In Dependent *

Self Dependent

Upload chronic disease certificate *

No file chosen

Max file size:
40 MB limit
Allowed types: pdf

Upload Prescriptions *

No file chosen

Max file size:
40 MB limit
Allowed types: pdf

Prescription Date *

dd-mm-yyyy

I hereby declare that the above given information is best to my knowledge and in as per rules mentioned in AAI Medical Policy. I will be held responsible in case of any false information. The medicines recommended by Doctor in the Chronic certificate is being consumed by the patient.

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Figure 13 – Chronic certificate submission form

4.3.11 Download Medical form

Retired employee may visit to this page to download form such as chronic undertaking form, chronic certificate form, life certificate form etc.

S.no	Title	Download
1	Form B (Medical Option Form)	Download
2	Form D - Quarterly Claim Form	Download
3	Form E - Reimbursement Bills etc	Download
4	Form G (Life Certificate Form)	Download
5	Form H (Claim Form for Lab Tests)	Download
6	Chronic Undertaking	Download
7	Chronic Certificate	Download

Figure 14 – Download Medical Form page

4.3.12 Impaneled Hospital list

Here all regions as well as CHQ impaneled hospital available publicly, visit on www.aai.aero and scroll down and click on **Medical** as given below:

Figure 15 – Impaneled Hospital page

Now click on Retired Employee as given below:

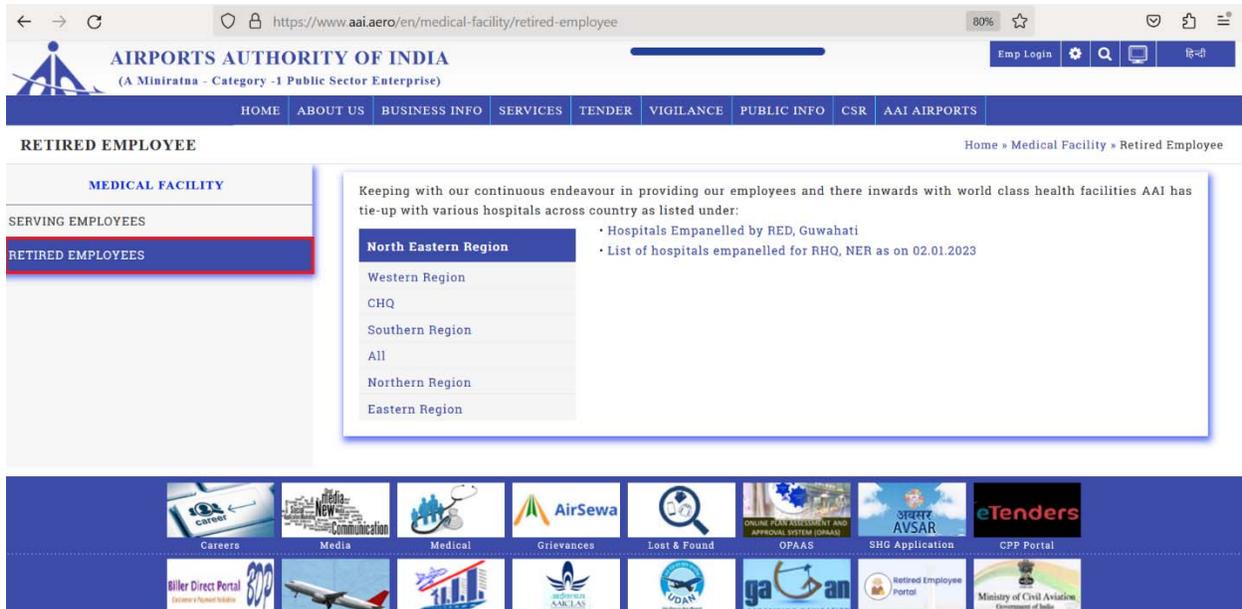


Figure 15.1 – Impaneled Hospital page

4.3.13 Chronic disease list

Retired employee may visit to this page to get acquaintance about chronic disease listed in AAI. The list is provided in form of Annexure-A and Annexure-B.

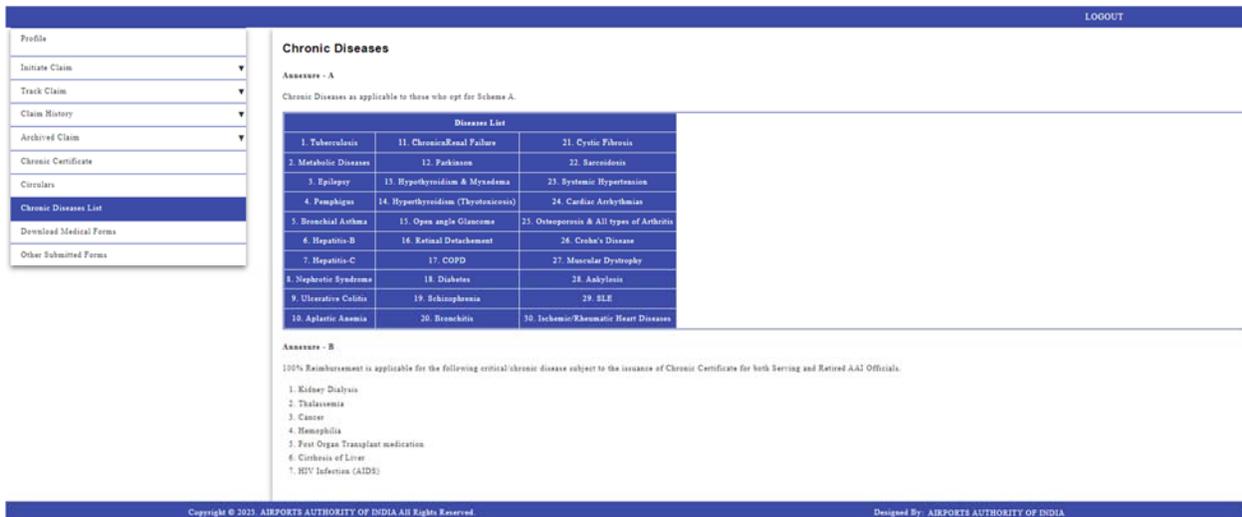


Figure 16 – Chronic Disease list page

4.3.14 Other submitted Forms

Submitted chronic certificate forms & Form-B(Life certificate & Medical declaration) will be listed here.

4.4 Yearly declaration of medical scheme and life certificate submission

As at the beginning of financial year, retired employee has to declare medical scheme and has to submit life certificate for new financial year in order to enable them to claim medical reimbursement. To facilitate yearly medical scheme declaration and submission of life certificate, IT directorate has come up with new functionality to enable retired employee for submission and declaration medical scheme and life certificate.

Steps involve for declaration of medical scheme and submission of life certificate

4.4.1 Login on retired employee portal

Kindly login to retired portal as per steps given at **item no. 4.2**

4.4.2 Ensure Form-D submission for all previous quarters

In case of retired employee who opted scheme-B in last financial year and they are unable to claim quarterly medical reimbursement through retired employee portal due to any reason. Then, firstly retired employee shall ensure submission of Form-D for all remaining quarters.

Note: In case of Retired Employee claimed offline, then submit form-D with amount 0(Zero) for particular quarter.

4.5 Data flow diagram for Form-B submission

This diagram is to explain how retired employee and HR verifier are connected to each other and also explain the role and action would be executed by them.

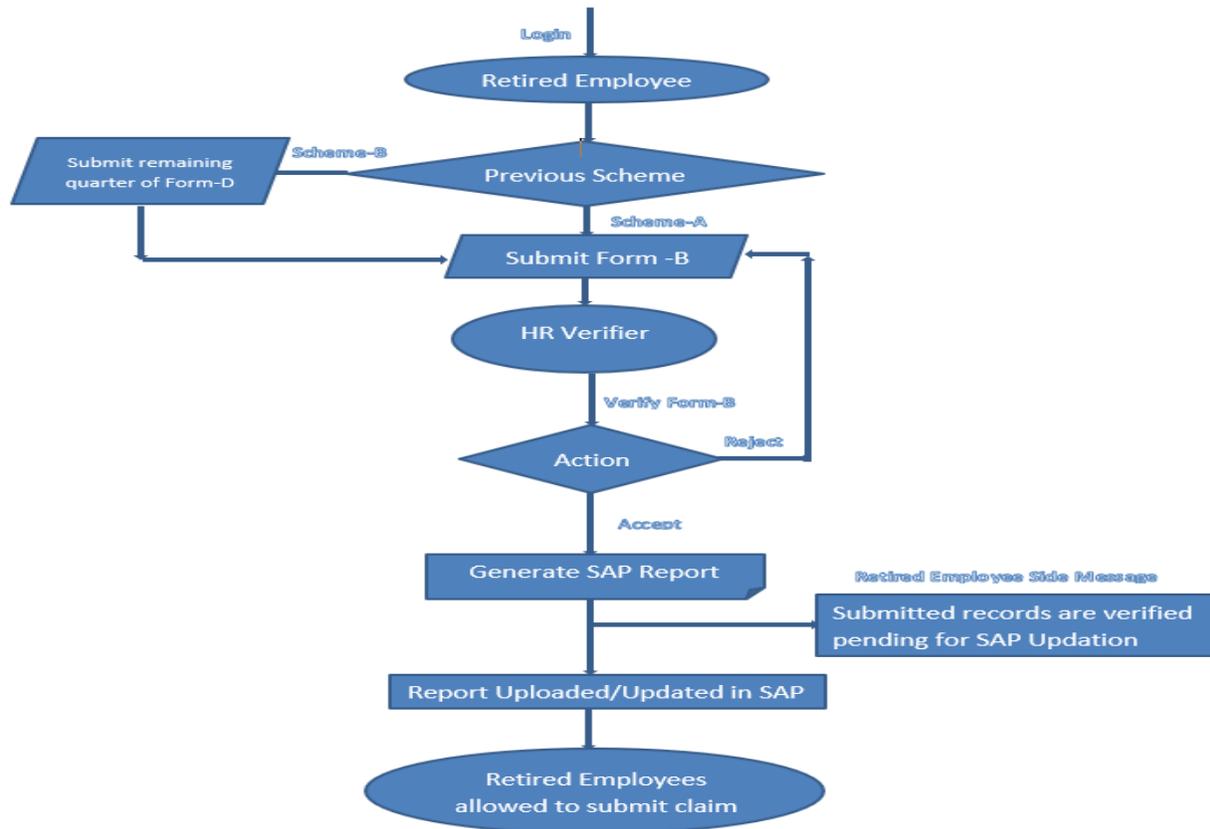


Figure 17 – Remaining quarter Form-D submission

4.5.1 Submission of Form-B online

This form will enable retired employee for declaration of yearly medical scheme and submission of life certificate.

Form-B Submission! Please <u>Submit</u> the Life Certificate & Medical Option update form to initiate a claim.		
Employee Name RE New-1	Medical Option A	Payroll Area Chennai Project
Station/Location Chennai Project	Designation AM	Mobile No.
Retirement Date 2021-04-05	Address Noida	Dependent Details 1. Supriya,wife,55

Figure 18 – opening of Form-B

To open Form-B, kindly click on link “submit” as marked above in [figure-18](#). For every new financial year above message i.e. “**Form-B Submission! Please Submit the Life Certificate and Medical Option form to initiate a claim.**” Will appear on the top after login to submit Life Certificate and update Medical Option. Here, all the form’s (E, F, D) link or menu under Initiate Claims will be disabled until life certificate is verified by the concerned HR official and same is updated to AAI-SAP system. After clicking on “submit” link below screen will appear. Users have to fill all the relevant fields then submit. When form will be submitted a message “In-Process” on the profile page will appear until it’s verified. In case form-B is rejected the appropriate message will appear on top of profile page.

LIFE CERTIFICATE & MEDICAL OPTION

Life Certificate & Medical Option

Medical Option * <input type="radio"/> A <input type="radio"/> B	Self * <input checked="" type="radio"/> Alive <input type="radio"/> Non-alive	Dependent Info 1. Abhishek, Son, 23	Upload Life Certificate * <input type="button" value="Choose File"/> No file chosen <input type="button" value="Upload"/>
---	--	---	--

Allowed file type: pdf. | Max File Size: 2MB.

Undertaking *

1. I certify that I and my admissible dependents (if any) are alive as on date.
2. I certify that the information furnished above is true to the best of my knowledge and that no information has been misrepresented.

Figure 19 – Form-B submission

Prior to submit Form-B, retired employee shall ensure readiness of life certificate and retired employee shall upload scan copy of same through “Upload” button and then click on “submit” button.

4.5.2 Status of submitted Form-B

Status of submitted Form-B will appear on retired employee profile. After successful updation of submitted details in AAI-SAP system, all Forms such as D, E and F will again enable for retired employee to initiate claim further.

5. Retired employee Help Desk

5.1 SAP data support

If any retired employee is finding issues in his/her profile data at retired employee portal as the fields are also mentioned below, then user may avail this type of support. As retired employee related data shall be verified and corrected on portal prior to any claim submission.

As there are following fields being shared with us by AAI CHQ SAP team on each 5th day of month in XML format.

- Retired Employee Name
- Personal no.
- Payroll area no.
- Location
- Medical scheme
- Retirement date
- Designation
- Grade
- Mobile no.
- Address
- Dependent details (Name, relationship, age)

Retired employee may contact to respective region/Airport SAP team to avail this support and retired employee may request to approver of his/her station to send updated data to retired employee technical support team on below email ID.

Email: websupport@aai.aero or call us at 011-24632950 Extn. 3549 (Monday to Friday)

If approver fails to inform technical team through above email, then corresponding retired employee data will be updated automatically at retired employee portal on 5th day of current /upcoming month.

5.2 Technical support

This support may be availed if user gets following type of issues.

- Retired employee is not getting OTP at the time of login.
- Retired employee is blocked on retired portal.
- If user is not able to see retired employee portal webpage correctly after login.
- If user is finding any problem during submission of Form-D, Form-E and Form-F
- If user is finding any issue in uploading documents such as invoice, bill, report etc.

In case of above issues, user may directly contact to retired employee technical team on below email ID.

Email: websupport@aai.aero or call us at 011-24632950 Extn. 3549 (Monday to Friday)

Appendix A: List of Payroll Area

As of now, the following numbers of Payroll are exiting inside AAI SAP system. We are also providing here Payroll area code along with their description.

Sr. No.	Payroll Area code	Description	Sr. No.	Payroll Area code	Description
1	1	CHQ	33	33	CALICUT
2	2	CHENNAI PROJECT	34	34	COIMBATORE
3	3	KOLKATTA PROJECT	35	35	HYDERABAD
4	4	MUMBAI RHQ – WR	36	36	MADURAI
5	5	Nagpur	37	37	MANGALORE
6	6	Ahmedabad	38	38	TIRUCHIRAPALLI
7	7	Juhu	39	39	TRIVANDRUM
8	8	Indore	40	40	BANGALORE
9	9	Vadodara	41	41	VISAKHAPATNAM
10	10	Bhopal	42	42	SAP
11	11	Goa	43	43	GUWAHATI
12	12	Pune	44	44	DIBRUGARH
13	13	Mumbai Coordination	45	45	AGARTALA
14	14	KOLKATTA- RHQ – ER	46	46	BAGDOGRA
15	15	Port Blair	47	47	APD – GUWAHATI
16	16	Bhubaneshwar	48	48	IMPHAL
17	17	Patna	49	49	PAKYONG-SIKKIM
18	18	Ranchi	50	50	CHENNAI
19	19	Raipur	51	51	KOLKATTA
20	20	DELHI	52	52	AURANGABAD
21	21	AMRITSAR	53	53	RAJKOT
22	22	SAFDARJUNG	54	54	SURAT
23	23	DEHRADUN	55	55	SILCHAR
24	24	JAIPUR	56	56	DIMAPUR
25	25	LUCKNOW	57	57	COCHIN
26	26	UDAIPUR	58	58	VIJAYAWADA
27	27	VARANASI	59	59	TIRUPATI
28	28	CATC Allahabad	60	60	KHAJURAHO
29	29	CHANDIGARH	61	61	LEH
30	30	JAMMU	62	62	Jodhpur
31	31	SRINAGAR	63	63	GAYA
32	32	CHENNAI – RHQ- SR	64	99	Default Payroll Area

Table 1 – List of Payroll Area

Appendix B: List of Grades

As of now, the following numbers of Grades are existing inside AAI SAP system. We are also providing here Grade Name along with their description. Quarterly eligible amount(in FY 2020-21) is also mentioned corresponding to Grade for Scheme-B opted retired employee. However, this amount may change time to time subject to new policy and guideline of AAI.

Sr. No.	Grades	Description	Quarterly Limit for Scheme-B
1	B1	Board Members	25200
2	B2	Chairman	28000
3	C7	Assistant-SG(NE7)	
4	C8	Assistant-SG (NE8)	
5	D3	Attendant(SG)(NE3)	
6	D6	Sr.Attendant-SG-NE-6	
7	D8	Sr. Attendant(SG)NE8	
8	E1	Jr. Executive	9660
9	E2	Asst Manager	10304
10	E3	Manager	10948
11	E4	Senior Manager	11592
12	E5	Asst Gen Manager	12236
13	E6	Deputy Gen Manager	12880
14	E7	Jt Gen Manager	14000
15	E8	General Manager	16800
16	E9	Exec Director	21000
17	ES	Deputy Gen Mgr(SG)	
18	N1	Jr.Attendant(NE1)	4830
19	N2	Attendant(NE2)	5474
20	N3	Sr Attendant(NE3)	6118
21	N4	Jr. Assistant (NE4)	6440
22	N5	Assistant(NE5)	7084
23	N6	Sr.Assistant(NE6)	7728
24	N7	Supervisor (NE7)	8372
25	N8	Superintendent(NE8)	9016
26	N9	Sr. Supdt.(NE9)	9660
27	NM	Sr. Supdt.(SG-2)	
28	NS	Sr. Supdt.(SG)	
29	NT	Sr. Supdt.(NE10)	9660
30	S4	Sr. Attendant-SG-NE4	
31	S5	Sr. Attendant-SG-NE5	
32	S6	Asstt-SG-NE-6	
33	S8	Supervisor(SG)	

Table 2 – List of Grades

Appendix C: List of Relationship Type

The following no. of relationship types are being utilized in this portal. These are all coherent with AAI SAP system.

Sr. No.	Relationship Types
1	Brother
2	Child
3	Disabled Daughter
4	Disabled Son
5	Divorced Daughter
6	Divorced Sister
7	Father
8	Father In Law
9	Guardian Of Disabled Child
10	Legally adopted child
11	Mother
12	Mother In Law
13	Sister
14	Spouse
15	Widowed Daughter
16	Widowed Sister

Table 3 – List of Relationship Type

Appendix D: Frequently asked questions

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 click on link <https://rep.aai.aero>

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/H
- Facilitate the submission of Form-F
- Status tracking of submitted form
- Submission of issued Chronic certificate
- 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 is 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	Anupam Borgohain	SA (HR)	anupam76@aai.aero

Region	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

Table 4 – AAI SAP administrators

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 or call us at 011-24632950 Extn. 3549 (Monday to Friday) for the issues other than personal data.

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

Yes.

Appendix E: Record of Changes

Development and distribution of the User Manual is being controlled and tracked by Information Technology Directorate of Airports Authority of India. In table below, version number, the date of the version, the author/owner of the version, and a brief description of the reason for creating the revised version is provided.

Version Number	Date	Author/Owner	Description of Change
1.0	23/07/2020	AAI	<i>This Manual is prepared to help Retired Employee of AAI only and made ready to distribute.</i>
1.1	27/07/2020	AAI	<i>Various Appendices have been added.</i>
1.2	05/04/2021	AAI	<i>Functionality to submit Form-B has been added. Retired employee may submit Form-B for yearly medical scheme declaration and live certificate submission. Frequently asked questions have been added.</i>
1.3	30/06/2023	AAI	<i>Addition of Initiated claim editing facility and Chronic certificated submission.</i>

Table 5 – Record of Changes