

Telephone Reimbursement – Frequently Asked Questions (FAQ)

S. No.	Question / Topic	Answer / Clarification
1	Is GST included in the reimbursement ceiling?	No, the reimbursement ceiling excludes GST, provided a GST invoice is submitted.
2	Can future (upcoming) months be claimed?	No, claims can only be submitted for completed and ongoing months.
3	Effective date of the new order	17-03-2025. Claims before this date will be processed under the previous office order.
4	How can claims be submitted?	Claims can be submitted through the ERP portal or as a hard copy. Email submissions are not accepted.
5	Can claims be made for 6 months / 1 year, etc.?	Yes, claims can be made monthly, quarterly, or yearly. However, future months must be submitted only after the period is completed.
6	What does “One mobile” mean?	Only one mobile connection is eligible for reimbursement during the entire period of service, until further orders.
7	What supporting documents are required?	Valid payment receipt, recharge invoice, or screenshot. These must clearly mention the mobile number and the employee’s name as the billing address.
8	What expenses are allowed?	Prepaid and postpaid mobile recharges, internet broadband, and landline connections.
9	What is not allowed?	DTH and OTT subscriptions are not reimbursable . If included in bundled packages, their cost must be deducted before claiming.
10	Is a printout required?	Yes, the invoice/receipt must clearly display the mobile number and the details of the recharge/offer.