



Escalation Matrix for SAINIK SEVA SAMITI Members

Service Partners	Account Manager SPOC	LEVEL - 1 Escalation	LEVEL - 2 Escalation
Raksha Health Insurance TPA Pvt Ltd			
Name	Rahul Kawar	Rajan Nadar	Amit Hegde
Email ID	rahulk@rakshatpa.com	rajan.nadar@rakshatpa.com	amit.hegde@rakshatpa.com
Phone	8657725175	8657487882	9619971555
Odin Insurance Broking Services Pvt. Ltd			
Name	Milind Thukarul	Vaibhav Gadge	Burjiz Mukerji
Email ID	milind.thukarul@odininsurance.com	vaibhav.gadge@odininsurance.com	burjiz.mukerji@odininsurance.com
Phone	8976993611	9619898965	9820128500

SSS (Sainik Seva Samiti) Website : www.ssamiti.org

SAINIK SEVA SAMITI			
Service provider	LEVEL - 1 Escalation	LEVEL - 2 Escalation	Level 3 Escalation
Name	Mrs. Pooja Dwivedi	COL. S Murlidharan	CDR. Sudhir Dua
Email ID	helpdesk@ssamiti.org	support@ssamiti.org	secretary.afhws@gmail.com
Phone Number	8850029271/ 9321254480	-	-

Nature of queries members should forward to Raksha TPA with a cc to ODIN:
Claim Intimation/ Claim Submission
Claim Status
Claim Query
Cashless Request
Network Empanelment status
E card Request
Query reply to Documentation

Nature of queries members should forward to ODIN with a cc to Raksha TPA:
Escalation in case TPA is non-responding
Claim Grievance
Correction- Name, D.O.B. Age, Sum Insured Change
Addition or deletion of Name

In-case of any emergency: -

In an emergency arising at night, member needs to visit hospital, pay deposit amount, and get hospitalized. If the hospital is in TPA Network, please contact the above numbers and we shall assist you in getting the case converted to Cashless.

SSS announces membership renewal at www.ssamiti.org

Steps given as below:

- A) Members may login with email id and mobile no (for first time login)
- b) Change password - system will log out - re login with new password
- c) Check the dashboard and all missing/erroneous data may be updated through the update option in my account.
- d) Submit updated particulars and submit . System will save and log out
- e) Re - login again and check dashboard for correct data - if all correct then use red icon on top to renew membership. you will reach payment gateway - pay using wallets, cards ,bank transfer by selecting online payment option and the Receipt will be shared online
- f) Those members keen on paying offline may do so and follow up with bank transaction details on email with ac@ssamiti.org and cc treasurer@ssamiti.org. The process may take 3 to 4 days for receipt generation.