( Regd. Under the Trade Union Act, 1926; Regd. No. 546 / 2016 )
302, Block No. 304, Ram Krishna Enclave, Nutan Chowk, Sarkanda; Bilaspur (CG)
Website: www.aiace.co.in; E-mail: centralaiace@gmail.com; Ph. 9907434051

Ref No. AIACE/CENTRAL/2021 / 050

Dated 26.5.2022

To CMD, ECL Sanctoria (W.Bengal)

Sub: <u>Irregularities in reimbursement under CPRMSE to Smt Debasri Acharya, Card No. CPRMSE/04/08/356</u>

Dear Sir,

ECL is known for its credibility in settling CPRMSE claims for beneficiaries. However, probably due to recent change-over to SAP platform, some beneficiaries are facing difficulties in reimbursement of their claims under CPRMSE.

In one of such cases, our member Smt., Debasri Acharya, our membership no. 20191, Medical Card No. CPRMSE/04/08/356, has endorsed us a representation as attached in Annexure-I. Her agony is briefly described below:

Mrs. Debasri Acharyya, wife of Late Mr. Ashis Kumar Acharyya, has recieved her last 2 reimbursements of Rs.18,000 & Rs.14,000 in March,2021 & July,2021. After that, she has not received any reimbursement. She has approached the concerned nodal officer several times and every time she was informed that the delay in payment is due to certain software issue & would receive her dues shortly.

This abrupt suspension of her medical facility due to change-over to new software payment system needs to be immediately resolved as it is causing immense financial burden on her. Copy of her CPRMSE Medical card is attached in Annexure-II.

Under the circumstances, AIACE requests your kind intervention and needful directives to concerned departments for rectifying Systems Error in the earliest possible time

With regards,

(P.K.SINGH RATHOR)

**Principal General Secretary** 

All India Association of Coal Executives (AIACE)

CC

- 1. D(P), ECL
- 2. D(F), ECL
- 3. CMS, ECL

## Intimation to AIACE by Smt Debasri Acharya

I MRS.DEBASRI ACHARYYA, wife of LATE.MR.ASHIS KUMAR ACHARYYA is facing a serious problem regarding my medical facility. My membership no. is AIACE ASANSOL 20191. The last medical allowance & bill I have recieved was a sum of Rs.18,000 & Rs.14,000 on MARCH & JULY 2021 respectively. Since then till date I have not recieved a single penny. I along with my son have approached the concerned nodal officer several times. Each time I was informed that the delay in payment is due to certain software issue & would recieve my dues shortly.

It's not just about the sum of money but the abrupt suspension of my medical facility as per the new software payment system. I am keeping a check of my Bank account on a regular basis . This is really painful & am feeling extreamely insecured. I seriously need your support & guidance as how I could come out of this agony.

