



ALL INDIA ASSOCIATION OF COAL EXECUTIVES (AIACE)

(Regd. under The Trade Union Act 1926; Regd. No. 546 / 2016)

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Ref No. AIACE/CENTRAL / 029

Dated 30.3.2024

To

The Chairman,
Coal India Ltd.,
Kolkata

Sub: Request to continue with dual mode of submission in Physical as well as Online mode for claims under CPRMSE for elderly beneficiaries

Dear Sir,

AIACE extends its heartiest thanks for accepting its long pending suggestion to appoint UTIISL as the Bill processing agency for reimbursement of medical claims of Coal India Retirees under CPRMSE scheme.

No doubt, it will enable faster processing of bills. However, on seeing the notified modalities available at CIL website, it is seen that w.e.f. 1-4-2024, it has been made Mandatory and the provision for dual mode of submission ie Physical/Online has been discontinued from this cut-off date. (vide Annexure-I)

It has been pointed out by a large number of our members, that implementation of Mandatory Online mode will be harsh decision as these oldies will find it difficult to learn and adopt this online method. It may be agreed these elders are more or less like Divyang children needing special care and they should be provided with the facility to continue with older system of Physical submission.

Under the circumstances, it is requested to please allow online as well as physical mode also for which these elders are ready to sacrifice the obvious benefits available in online submission.

Hope, revised order will be issued in reference to our request.

Yours sincerely,

(P. K. SINGH RATHOR)

Principal General Secretary, AIACE

CC

Secretary, MOC, N. Delhi

All Directors, CIL, Kolkata

All CMDs – ECL/BCCL/CCL/WCL/SECL/MCL/NCL/CMPDIL



CIL e-Arogya Suvidha

Online Medical Bill Processing for Retired Executives

CIL has launched the upgraded e-Arogya Suvidha portal for processing medical bills of retired executives who are availing benefits specifically from CIL(HQ), Kolkata.

Important Points

- Both online submission of bills through the portal and manual submission via paper claim forms will be available until 31st March, 2024.
- From 1st April, 2024, online submission through the "CIL e-Arogya Suvidha" web portal will be mandatory.

All CPRMSE beneficiaries of CIL(HQ), Kolkata are requested to review their profile details in the new portal. If any discrepancies are identified, please email the correct information along with a scanned copy of the original A4 medical card to: CPRMSE2020@GMAIL.COM.

New URL of Portal

<https://www.cilbpa.utiitsl.com/coal/>

Demo Video

<https://www.coalindia.in/departments/medical/cprmse/>

SOP Documents

<https://www.coalindia.in/departments/medical/cprmse/>

Benefits

- ✓ Check your bill status
- ✓ Check your reasons of deductions
- ✓ Get your reimbursement within 15-20 days
- ✓ Check your updated balance

