



ALL INDIA ASSOCIATION OF COAL EXECUTIVES (AIACE)

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

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AIACE/CENTRAL/2025 / 031

Dated 29 – 5 – 2025

To

The Chairman
Coal India Limited,
Coal Bhawan, Premise No-04 MAR, Plot No-AF-III, Action Area-1A,
Newtown, Rajarhat, Kolkata-700156

Sub: Malfunctioning of Online Bill processing system under CPRMSE and request for immediate intervention

Dear Sir,

UTI Infrastructure Technology and Services Ltd, engaged for online Medical Bill Processing for CPRMSE beneficiaries of CIL, HQ is failing in processing the bills and also committing errors.

The Processing System appears to be not suitably user-friendly and needs techno-managerial interventions. One such case is being placed herewith for needful remedial measures at appropriate level.

Serially, the sequence of events are as described below:

- Sri S L Choudhary, EIS No. 90152943 submitted a Bill (ID 4944) online through the system claiming an amount of Rs.11,717/-.
- He was acknowledged by the System as 'Bill Submitted', 'Bill Scrutinised' and also 'Bill Approved'. No comments were given under the head 'Bill Submission – Need more information'.
- Subsequently, on his submission of all relevant physical Documents (as uploaded online) to CIL, the relevant buttons in the System online showed 'Physical Document Received' and 'Bill Approved'.
- Subsequently, he received an amount of Rs.189/- only from CIL (against his approved Bill of Rs.11,717/-), and that too without any reference mentioning his Claim ID or, even CPRMSE Medical Card No. being mentioned.
- He tried to get further information by clicking 'Processing Remark', under 'Other – Claim Status Query'. Unfortunately, in 'Claim status query' section menu, there are many options, but not 'Processing Remark' though mentioned in the 'Beneficiary Manual'. Moreover, the menu is not at all accessible, as it is always giving a prompt 'Please enter either claim Id or Beneficiary Id before submitting'. It appears the menu is totally non-functional, necessitating urgent attention.

Sri Choudhary has been kept in the dark about how the Bill was approved, how the Claim was settled, what remarks were given during scrutiny and whether there was any scope for him to intervene, like, clarifying something or submitting any additional document.

It is our belief that, any claimant should have been given the rights to get informed of applicable deductions and scope for any intervention during processing itself, as mentioned in the above paragraph. We do not object to the right of CIL to scrutinise and disallow any wrongful claim, but the point is that claimant must be given the scope of due representation to the competent authority.

It is believed that the system has failed to function properly and needs an immediate overhaul.

With regards,

(P.K.SINGH RATHOR)

Principal General Secretary

Copy to:

The Secretary, Ministry of Coal, Govt of India, New Delhi.