



ALL INDIA ASSOCIATION OF COAL EXECUTIVES (AIACE)

(Regd. Under the Trade Union Act, 1926; Regd. No. 546 / 2016)

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To
The Secretary,
Ministry of Coal,
Government of India,
New Delhi.

Sub:- Eyewash propoganda by MoC and CMPFO on providing digital services to members

Dear Sir,

Since past one decade, Coal Mines Provident Fund Organization (CMPFO) has been befooling the Ministry of Coal, as well as, subscribers and pensioners under its jurisdiction. In the name of providing online digital services to the beneficiaries, this organization has no doubt caused tremendous losses to exchequer.

To recall the history, on 29th September, 2015 CMPFO invited Union Coal Secretary Anil Swarup on the premises of Central Mining, Planning and Design Institute, to launch of e-services portal. It claimed that CMPFO intends to bring transparency in its operations. (<https://www.dailypioneer.com/2015/state-editions/cmpfo-unveils-e-services-for-coal-firm-employees.html>)

Contrary to its claims, the so-called portal failed to deliver fruits but CMPFO somehow managed to carry on its show. Ten years later on 3rd June 2025, CMPFO requested further Hon'ble Union Minister for Coal & Mines, to launch C-CARES Version 2.0, developed by C-DAC for CMPFO. This so-called upgrade version claims to represent a significant digital transformation in Provident Fund and pension disbursement for coal sector workers. This is UNTRUE and fails to function properly.

Emboldened with its mis-adventure, CMPFO drumbeats through Twitter post <https://x.com/CMPFOIndia/status/1943196976197308799> that pensioners in coal sector can view their respective electronic version of Pension Payment Order e-PPO, which has been made Live on DigiLocker platform. This is also a false claim as flood of complaints are being received by pensioners about non-upload of data to DigiLocker platform by CMPFO.

All these examples are pretty enough to show that CMPFO falsely claims about meaningful digitization and believes in cheating everyone including the government. Its announcement must also contain a time-frame of completing the incomplete task it has boasted of completion.

Under the circumstances, it is requested for appropriate instructions to CMPFO.

Thanking You,

(P. K. SINGH RATHOR)
Principal General Secretary

CC

Hon'ble Union Minister for Coal & Mines