



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 / 070

Dated 29.10.2025

To
The Chairman
Coal India Ltd.,
Kolkata

Sub: Welcome of SOP for treatment in Apollo Hospitals and suggestion for Minor ammendments applicable for retired employees

Dear Sir,

We at AIACE, whole-heartedly welcome the recent **"Standard Operating Procedure (SOP) for Centralized Payment to Apollo Hospitals for Cashless Facility Availed by Employees and Beneficiaries of Coal India Limited and its Subsidiaries"** notified by CIL Office Order No. CIL/C-5B/Med/2025 dated 08-10-2025. (Copy enclosed in Annexure-I)

This SOP has standardized and streamlined the process for providing cashless medical treatment to:

- On-roll employees of Coal India Limited (CIL) and its subsidiaries, and
- Retired beneficiaries under CPRMSE and CPRMS-NE at identified Apollo Hospitals across India, ensuring timely referral, treatment, billing, and centralized payment through Coal India Limited (HQ), Kolkata.

On examining the SOP, it is observed that while, in case of on-roll employees, the concerned Apollo hospital has to interact with Coal India Ltd at a single designated point it is not so in case of retired employees (Executives and non-executives both). The concerned Apollo Hospital has to send the **treatment estimate, copy of the medical card, and doctor's note** to the subsidiary's designated email ID (Vide schedule E-Step-1) and seek its bill payment centrally at Coal India limited.

We apprehend that this is a cumbersome and lengthy process for the Hospital to submit estimate at one point (Subsidiary and seek approval and payment from another point i.e. the **Medical Department, CIL HQ** for receiving a *Final Cashless Authorization Letter* to be followed by subsequent bill payment.

*We suggest that let the Apollo Hospitals be allowed to interact singularly at ONE- Point at Coal India Level and submit estimate to them only; and CIL should develop a system to rope-in subsidiary interaction from their end, **and must communicate back to the concerned Apollo Hospital within 24 hours after completion of all needful formalities**. This will further ensure that there is no delay at subsidiary level and Hospital is also assured of timely completion of process.*

We trust, you will treat this matter with the seriousness it deserves and initiate necessary action at the earliest.

Regards,

P. K. Singh Rathor
Principal General Secretary, AIACE

CC:

The Secretary, Ministry of Coal, Govt of India- With a request for appropriate direction to the chairman, CIL on the issue.

कोल इण्डिया लिमिटेड

(महारत्न कंपनी)

(भारत सरकार उपक्रम)

चिकित्सा डिविजन,

कोल भवन, प्रेमिसिज सं.04 एमएआर,
प्लॉट सं.-एएफ-III, एक्शन एरिया-1 ए, न्यूटाउन, राजरहाट,
कोलकाता-700 156

वेबसाइट: www.coalindia.in

सी आई एन सं. L23109WB1973GOI028844



5 DECADES OF UNEARTHING ENERGY

COAL INDIA LIMITED

(A Maharatna Company)

(A Govt. of India Undertaking)

Medical Division,

'Coal Bhawan', Premises No.04-MAR,

Plot No-AF-III, Action Area - IA,

New Town, Rajarhat

Kolkata - 700 156

Website: www.coalindia.in

CIN No.L23109WB1973GOI028844

Ref. No. CIL/C-5B/Med/2025/

Date: 08/10/2025

OFFICE ORDER

In pursuance of the MoU signed between Coal India Limited and Apollo Healthcare Enterprises Limited, bills raised for extending cashless treatment of employees, their dependents, and CPRMSNE and CPRMSE beneficiaries of Coal India Limited and its Subsidiaries at the listed empaneled hospitals mentioned herewith, will be centrally released as per the enclosed Standard Operating Procedure (SOP).

All communications in this matter shall be done only through the dedicated email IDs by each subsidiaries as has been specified in the SOP.

This will be effective immediately.

This issues with approval of competent authority.

Enclosed: As above

[Signature] 08/10/2025

Dr. Somsubhro Gupta
HoD (Medical), CIL

डॉ. सोमसुब्रो गुप्ता / Dr. Somsubhro Gupta
मुख्य चिकित्सा अधिकारी / CMO
कोल इण्डिया लिमिटेड, कोलकाता मुख्यालय
CIL HQ, Newtown, Rajarhat, Kolkata-700156

Distribution:

1. Director (HR), all Subsidiaries
2. Director (Finance), all Subsidiaries
3. CMS/CMO I/C, all Subsidiaries
4. General Manager, NEC
5. General Manager (Finance), CIL
6. General Manager (Pers/PRB Cell), CIL
7. General Manager (Systems) CIL - with kind request to upload the SOP in the CIL website

