



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 / 083

Dated 28.11.2025

To
The Chairman
Coal India Limited
Kolkata

Sub: Gross negligence and casual approach by CIL officials in administering medical services for serving employees and retired employees covered under CPRMSE and NE – Immediate Redressal Requested.

Sir,

Coal India Ltd has circulated a list of 505 empanelled hospitals for providing medical treatment to serving & retired employees. (vide https://d3u7ubx0okog7j.cloudfront.net/documents/Consolidated_List_of_Empaneled_Hospitals_of_Coal_India_Limited_as_on_08.10.2025.pdf)

AIACE has made a detailed and systematic examination of the list and it reveals significant gaps, inaccuracies, and outdated information about many hospitals that are causing immense difficulty and embarrassment to thousands of beneficiaries who rely on this list for availing medical treatment.

On scrutiny of the circulated PDF and its converted Excel version, the following major shortcomings have come to light:

1. **Grossly Incomplete Email Information:**

Out of the **505 empanelled hospitals**, email addresses are available for less than 50% of hospitals. Even among these, many email IDs belong to individual officials or employees (personal Gmail/Yahoo/Hotmail addresses) instead of the official institutional email IDs of hospitals. This defeats the very purpose of having a verified and reliable communication channel.

2. **Invalid or Non-functional Email IDs:**

When emails were sent to these available addresses seeking confirmation of the hospitals' continuity of MoU with CIL, **emails to 43 hospitals bounced back.**

(A list of such bounced emails is enclosed as **Annexure-I** for ready reference.)

This clearly indicates that the addresses are either outdated, incorrect, or have changed over time and **CIL has not maintained any active communication** with these hospitals.

3. **Failure of Communication & Monitoring:**

These findings suggest that CIL has not been in proper contact with several hospitals for reasons unknown, resulting in a **breakdown of communication** and a **failure to monitor** the validity and continuity of empanelment.

Beneficiaries depend on accurate and updated information to approach hospitals for treatment, approvals, and emergency care. The current situation places them in a highly vulnerable and embarrassing position when hospitals either deny empanelment or cannot be contacted at all.

4. **Misleading Information in the Current List:**

The absence of essential details—such as validity of empanelment, date of last inspection/confirmation by CIL officials, and updated institutional contact information—renders the list **misleading, unreliable, and practically unusable** for beneficiaries.

This situation amounts to a **serious administrative lapse** and reflects poorly on the management and monitoring mechanisms governing empanelled hospitals across CIL and its subsidiaries. It calls for **urgent corrective action** to restore beneficiary confidence and ensure continuity of medical support.

We humbly request your personal intervention to:

- Direct immediate verification of all 505 listed hospitals' empanelment status.
- Obtain and update correct **official institutional email IDs and contact numbers.**
- Rectify the master list and recirculate an **accurate, complete, and authenticated** document.
- Ensure a periodic review and monitoring mechanism so that such lapses do not recur.

A complete Excel sheet of the list compiled by us is available and may kindly be used as a reference tool during the rectification process.

We trust that this urgent matter will receive your kind and immediate attention.

Yours faithfully,

P. K. Singh Rathor
Principal General Secretary, AIACE

Encl: Annexure-I (As mentioned above)

Copy to:

1. The Coal Minister, Govt of India, New Delhi.
2. The Minister, Health and Family Welfare, Govt of India, New Delhi
3. The Health Secretary, Govt of India, New Delhi.

ANNEXURE-I

LIST OF EMPANELLED HOSPITALS TO WHOM THE SENT EMAILS HAVE BOUNCED BACK

AS APPEARING IN EMPANELED HOSPITALS LIST dated 8-10-2025					FINDINGS BY AIACE		
Sl. No	CITY	NAME OF HOSPITAL & ADDRESS	Empaneled For	EMPANELMENTW.E.F	Contact numbers	Emails	Remarks
38	Bhubaneshwar	L.V.Prasad Eye Institute Patia, Bhubaneshwar – 751024 Ph: 0674- 2725424, 3987999, Fax: 0674-3987130 E-Mail: bei-appointment@lvpei.org	Acceptable for Eye Care Services	01.03.2012	0674- 2725424; 3987999; 06743987130	bei-appointment@lvpei.org	Email Bounced
79	Chandrapur	CHL Multispeciality Hospital & Research Center, Opposite Adarsh Petrol Pump, Sarkar Nagar, Mul Road, Chandrapur-442401, Maharashtra Tel. 07172 645005/ 272203 Mobile: 9763724723/96577177301/7507135688 Email: ainchwar.rohan@gmail.com, corporatechlmhrc@gmail.com	Single speciality CARDIOLOGY (OPD & Indoor)	06.10.2016	07172 645005/ 272203; 9763724723/96577 177301/750713568 8	ainchwar.rohan@gmail.com; corporatechlmhrc@gmail.com	Bottom Email Bounced
83	Chennai	SOUNDARAPANDIAN BONE AND JOINT HOSPITAL & RESEARCH INSTITUTE PVT. LTD AA-16, 3rdMain Road, Anna Nagar, Chennai – 600040, Ph: 044-26211026, 42066667, Fax: 044-26213266 Email: amin@boneandjointindia.com	SINGLE SPECIALTY FOR ORTHOPAEDIC SERVICES	09.11.2012	044-26211026; 42066667; 04426213266	amin@boneandjointindia.com	Email Bounced
105	DHANBAD	Asian Dwarkadas Jalan Super Speciality Hospital, (A unit of Blue Sapphire Health Care Pvt. Ltd.) Near City Centre, Bartand, Dhanbad-826001 Ph. : +91-326-70703888/+919350025002 Email: info-db@aimsindia.co.in	For total facilities offered by the hospital (OPD and Indoor)	25.09.2018, Modified on 10.09.2021	+91-326-70703888; +919350025002	info-db@aimsindia.co.in	Email Bounced
119	Durgapur	VIVEKANANDA HOSPITAL PVT. LTD. Dr. Zakir Hussain Avenue, Bidhan Nagar, Durgapur – 713206. Ph:- 0343-2532430,2531002/1003/1004 FaX:-0343-2537707 E-mail: hospitalvivekananda@yahoo.com	Total facilities of hospital (OPD & Indoor)	17.07.2012	0343-2532430; 2531002/1003/1004 ; 0343-2537707	hospitalvivekananda@yahoo.com	Email Bounced
130	Faridabad	METRO HEART INSTITUTE Sector – 16A, Faridabad – 121002 (Haryana) Ph:- 0129-4277777, FaX:- 0129-4277799 E-mail: mhifaridabad@hotmail.com info@metrohospitalfaridabad.com	Total facilities of hospital (OPD & Indoor)	17.07.2012	0129-4277777; 0129- 4277799	mhifaridabad@hotmail.com; info@metrohospitalfaridabad.com	Topmost Email Bounced
144	Gurgaon	MEDANTA THE MEDICITY Sector 38, Gurgaon, Haryana-122001 Ph:- 0124-4141414, FaX:-0124-4834111 E-mail:- info@medanta.org	Total facilities of hospital. (Indoor and Outdoor) N.B. Payment to be made in favour of "Global Health Private Limited"	02.04.2011 Modification on 23.10.15 & on 06.08.2017	0124-4141414; 0124- 4834111	info@medanta.org	Email Bounced

152	Guwahati	Arya Hospital (A Unit of North Eastern Medical Research Institute Ltd.), A. M. Road, Rehabari, Opp. Apsara Cinema, Guwahati – 781008. Tel. +91-361-2606665 Email: arya_guwa@yahoo.co.in	Total facilities of the hospital (OPD & Indoor) FAX: +91-3612608262	06.06.2016	+91-361-2606665; +91-361-2608262	arya_guwa@yahoo.co.in	Email Bounced
163	Hyderabad	GLOBAL HOSPITALS Sagar Road, LB Nagar, Hyderabad-500035, AP, Ph:-: 040-24030444, 24111111, FaX:-24032366 E-mail:- info@globalhospital.net	Total facilities of hospital (OPD & Indoor)	06.04.2011	040-24030444; 24111111; 24032366	info@globalhospital.net	Email Bounced
165	Hyderabad	MEDICITY HOSPITALS 5-9-22, Secretariat Road, Hyderabad-500063 Tel: 040-23231111, Fax: 040-23231631, E-Mail: info@medicityhospitals.com,	Total facilities of hospital (OPD & Indoor)	01.03.2012	040-23231111; 040-23231631	info@medicityhospitals.com	Email Bounced
167	Hyderabad	MEDWINHOSPITALS # 100, RaghavaRatnaTowers, Chirag Ali Lane, Nampally, Hyderabad-500001, Tel:040-23206666, 66633333, 23202902 (14 Lines), Fax: 040-23201120, E-Mail: medwinhospitals@yahoo.co.in	Total facilities of hospital (OPD & Indoor)	02.04.2011	040-23206666; 66633333; 23202902; 04023201120	medwinhospitals@yahoo.co.in	Email Bounced
168	Hyderabad	IMAGE HOSPITALS (UNIT OF IMAGE HEALTH CARE LTD.) D No-8-3-903/F, 12&13 "IMAGE HOUSE" Ameerpet, Hyderabad-500073, Ph: 040-23750000/44660000, Fax: 040-23746616, E-Mail: ameerpet@imagehospitals.com	Total facilities of hospital N.B. – Payment to be made in favor of "IMAGE HEALTH CARE LIMITED".	02.04.2011	040-23750000/44660000; 040-23746616	ameerpet@imagehospitals.com	Email Bounced
173	Hyderabad	Yashoda Healthcare Services Pvt. Ltd. Raj Bhavan Road, Somajiguda, Hyderabad- 500082 Ph:-040-23319999, Fax:-040-23312783 E-mail:- ccd.smj@yashodahospitals.com	Total facilities of hospital (OPD & Indoor)	06.04.2011 Modified on 1	040-23319999; 040-23312783	ccd.smj@yashodahospitals.com	Email Bounced
174	Hyderabad	Yashoda Healthcare Services Pvt. Ltd. Nalgonda 'X' Road, Malakpet, Hyderabad-500032 Ph:-040-24555555, Fax:-040-24545690 E-mail:- ccd.smj@yashodahospitals.com	Total facilities of hospital (OPD & Indoor)	06.04.2011 Modified on 1	040-24555555; 040-24545690	ccd.smj@yashodahospitals.com	Email Bounced
176	Hyderabad	Omega Hospitals MLA Colony Main Road, Road No.12, Banjara Hills, Hyderabad-34(AP) Ph.040-23551034, Fax-040-23550327 Email.info@omegahospitals.com	Single specialty for cancer	9.11.2012	040-23551034; 040-23550327	info@omegahospitals.com	Email Bounced
178	Hyderabad	Prime Hospitals (A Unit of Sri Sainatha Multi Speciality Hospital Pvt. Ltd.) Plot No.4, Behind Mythrivanam Building, Ameerpet, Hyderabad- 500038 Ph:- 040-4456 9999, Fax:- 040-2375 5152 E mail: contact@primehospitals.co.in	Total facilities of hospital (OPD & Indoor)	25.02.2016	040-4456 9999; 040-2375 5152	contact@primehospitals.co.in	Email Bounced

181	Hyderabad	Virinchi Hospitals (A unit of Virinchi Healthcare Pvt. Ltd.) Door. No. 6-3-2, 6-3-3/1, Virinchi Circle, Road # 1 Banjara Hills, Hyderabad-500034 Email: contact_us@virinchihospitals.com Ajay.fouzdar@virinchi.com Ph.: 04046999999, Fax.: 040-46999900	Total facilities of the hospital (OPD & Indoor)	25.09.2018	04046999999; 040-46999900	contact_us@virinchihospitals.com ; Ajay.fouzdar@virinchi.com	Bottom Email Bounced
189	Indore	Greater Kailash Hospitals Pvt.Ltd., 11/2, Old Palasia, Greater Kailash Road, Indore - 18 (MP) Ph No. 0731 6633333; 2444400, Fax No. 4043929 E mail : data@gkh.co.in	Total facilities of the hospital (OPD & Indoor)	23.12.2014	0731 6633333; 2444400; 4043929	data@gkh.co.in	Email Bounced
192	Jabalpur	MAHAKOSHAL HOSPITAL PVT LTD OPP, Wright Town Stadium Gate No. 3, Jabalpur482002, (MP) Ph:-: 0761-2401909, 2610480/4064780 FaX:-0761-4063438 E-mail:- info@mahakoshalhospital.com	Total facilities of hospital (OPD & Indoor)	06.04.2011	0761-2401909; 2610480/4064780; 0761-4063438	info@mahakoshalhospital.com	Email Bounced
193	Jabalpur	Ashish Hospital 1309, NAPIER Town, Home Science College Road Jabalpur Ph. 07612401637/2410535/2412870 Fax No.07612410470 Email. ashishhospitaljbp@gmail.com	Total facilities of hospital (OPD & Indoor)	04.01.2013	07612401637/2410535/2412870; 07612410470	ashishhospitaljbp@gmail.com	Email Bounced
194	Jabalpur	Bombay Hospital & Research Centre, Gol Bazar, Jabalpur, M.P.-482002 Ph.07612410202/2412110/4007317 Fax No.07612610510 Email. bhrcjbp@hotmail.com	Total facilities of hospital (OPD & Indoor)	04.01.2013	07612410202/2412110/4007317; 07612610510	bhrcjbp@hotmail.com	Email Bounced
196	Jabalpur	Anant Institute of Medical Sciences, Near Madan Mahal, Railway Station Road, Wright Town, Jabalpur (MP) Ph No. 0761 2411961; 962, Fax No. 0761 2402594 E mail : ananhospitalapril2000@gmail.com	Total facilities of the hospital (OPD & Indoor)	23.12.2014	0761 2411961; 0761 2402594	ananhospitalapril2000@gmail.com	Email Bounced
214	Jamshedpur	BRAHAMANANDA NARAYANA HRUDAYALAYA (A UNIT OF NARAYANA HRUDALAYA) Tamolia (Dist. Saraikela Kharsawan), Near Pardih Chowk, BNH More, NH-33, Jamshedpur- 831012, E-Mail: info@bnh.org.in , Ph: 0657-3984000, Fax: 0657-3984125,	Total facilities of hospital (OPD & Indoor)	04.04.2011	0657-3984000; 0657-3984125	info@bnh.org.in	Email Bounced
217	Kamptee	ASHA HOSPITAL (A UNIT OF ASHA INSTITUTE OF MEDICAL SCIENCES & RESEARCH CENTRE PVT. LTD.) Kamptee-Nagpur Road, NH-7, Near Lekha Nagar, Cantonment Kamptee – 441001. Ph:- 07109-288741, 320002, E-Mail: drranjenagrawal@hotmail.com	Total facilities of hospital (including Interventional Cardiology, Radiology & Phaco-surgery)	04.04.2011 & modified on	07109-288741	drranjenagrawal@hotmail.com	Email Bounced

219	Kanpur	Saral Nursing Home Lal Bangla (Opp. Chowki Chakeri), Kanpur – 208007 Ph: 0512-2402121, 2402200, Fax: 0512-2452488, E-Mail: info@saralnursinghome.com,	Total facilities of hospital (OPD & Indoor)	01.03.2012	0512-2402121; 2402200; 05122452488	info@saralnursinghome.com	Email Bounced
227	Kolkata	DESUN HOSPITAL & HEART INSTITUTE Desun More, EM Bypass, Kasba Golpark, Kolkata-700107 Ph:- 033-24434567, 4022-2000 E-mail:- desun@desunhospital.com, patientcare@desunhospital.com FaX:- 033-24439003/5050/ 71222011	Total facilities of hospital (OPD & Indoor)	01.03.2012	033-24434567; 40222000; 033- 24439003/5050/ 71222011	desun@desunhospital.com; patientcare@desunhospital.com	Bottom Email Bounced
235	Kolkata	Manipal Hospitals - E M Bypass, 127, Mukundapur, E M Bypass, Kolkata - 700099, West Bengal, Ph:-033-66520000, FaX:-033-24264967, E-Mail: contactus@medicahospitals.in	Total facilities of hospital (OPD & Indoor)	04.04.2011 Modified on 14.07.2025	033-66520000; 033- 24264967	contactus@medicahospitals.in	Email Bounced
256	Kolkata	BMRC(Barrackpore Medical and Recovery Centre)Hospitals Ltd. 6/6 B. T. Road, Talpukur, Kolkata 700123 Ph.: +91-33-2501-4947/4027 Email: mitadas.bmrc@gmail.com, bmrchospital@yahoo.in	Total facilities of the hospital (OPD & Indoor)	25.09.2018	+91-33-2501- 4947/4027	mitadas.bmrc@gmail.com; bmrchospital@yahoo.in	Topmost Email Bounced
258	Kolkata	Renaissance Hospital Pvt. Ltd. Nazrul Islam Sarani (VIP ROAD) TEGHORIA,, Kolkata 700157 Ph.: 033 4014 4014 033-4014-4016 Email: info@renaissancehospital.in	Total facilities of the hospital (OPD & Indoor)	23.09.2019	033 4014 4014; 033- 4014-4016	info@renaissancehospital.in	Email Bounced
278	Lucknow	Shekhar Hospitals, B Block, Church Road, Indira Nagar Lucknow-U. P. -226016 Tel: +91-522-4927272/2352352 Email: mail@sekharhospital.com	Total facilities of the hospital (OPD & Indoor)	25.05.2018	+91-522- 4927272/2352352	mail@sekharhospital.com	Email Bounced
288	Mumbai	Vertex Hospital Veena Nagar, Tulsi Pipe Line Road, Mulund (W), Mumbai- 400090 E-mail: ha@vertexhospital.in	Total facilities of hospital (OPD & Indoor)	01.03.2012		ha@vertexhospital.in	Email Bounced
313	Nagpur	Hope Hospitals Plot No.2, Behind Go Gas Teka Naka Square, Kamptee Road, Nagpur 440017 Ph:-0712-2980073, Fax:-0712-2432551 E-mail: info@hopehospital.in	Total facilities of hospital (OPD & Indoor)	17.07.2012 Modification w.e.f. 23.10.15	0712-2980073; 0712- 2432551	info@hopehospital.in	Email Bounced
364	New Delhi	Action Cancer Hospital H-2/FC-34, A-4, Paschim Vihar, New Delhi- 110063, Tel: 011-45666666/ 49222222, Fax: 01145024287, E-Mail: ach@actionhospital.com	Total facilities of hospital (OPD & Indoor)	17.07.2012	011-45666666/ 49222222; 01145024287	ach@actionhospital.com	Email Bounced

377	New Delhi	SMH-Curie Cancer Centre Shanti Mukund Hospital, #2, Institutional Area, Vikas Marg Extn., Karkardooma, N. Delhi 110092. Tel: 011-3366 9999/ 4300 6000/ 4301 6000 Mobile: +91-9891254975; Fax: 011-3991 1060 Email: arvind@hcgoncology.com	Single Speciality – ONCOLOGY (OPD & Indoor)	06.10.2016	011-3366 9999/ 4300 6000/ 4301 6000; +919891254975; 0113991 1060	arvind@hcgoncology.com	Email Bounced
379	New Delhi	Fortis Escorts Heart Institute & Research Centre Okhla Road, New Delhi 110025. Tel: 011-4713 5000/ 4164 4000; Fax: 2682 5013 Mobile: +91-9650394499; 8826703470 Email: fehi@fortishealthcare.com contactus.escorts@fortishealthcare.com	Total facilities of the hospital (OPD & Indoor)	06.01.2017	011-4713 5000/ 4164 4000; 2682 5013; +919650394499; 8826703470	fehi@fortishealthcare.com; contactus.escorts@fortishealthcare.com	Topmost Email Bounced
389	Noida	Goodwill Hospital & Research Centre Limited D-141, Sector-40, Noida-201303 Tel: 0120-2500611, 2500711,4635777 Fax:- 0120-4340170,4635700 E-Mail: info@ojjus.org	Total facilities of hospital (OPD & Indoor) except gamma knife Surgery	17.07.2012	0120-2500611; 2500711; 4635777; 0120-4340170; 4635700	info@ojjus.org	Email Bounced
393	Noida	Bhardwaj Hospital NH-1, Sector-29, Noida- 201301 Ph:- 09811666123 , 0120-2450111/222/333 Fax- 0120-2451991 E-mail:- bharadwajhospitalnoida@gmail.com	Total facilities of hospital (OPD & Indoor)	18.06.2014	09811666123; 0120- 2450111/222/333; 0120-2451991	bharadwajhospitalnoida@gmail.com	Email Bounced
394	NOIDA	Eye Health Clinic KO-12/12A, 2nd Floor, Near Hanuman Mandir, Sector 49, NOIDA 201307, U.P. Tel: 0120-422 8662/63, 9871127972, 9811993061 Email: info@ehc.ai, ehcquality.49@ehc.ai	Acceptable for Ophthalmology Services only	23.10.2015 Modified on 1	0120-422 8662/63; 9871127972; 9811993061	info@ehc.ai; ehcquality.49@ehc.ai	Email Bounced
420	Raipur	Sanjeevani CBCC –USA Cancer Hospital Infront of Jain Mandir, Near Pachpedi Naka, Dawda Colony, Raipur, Chattisgarh -492001 PH NO. :0771- 4061010 EMAIL: info@sanjeevanibccusa.com	Single Speciality for Cancer Treatment	11.11.2013	0771- 4061010	info@sanjeevanibccusa.com	Email Bounced
439	Ranchi	Medanta ABDUR RAZZAQUE ANSARI MEMORIAL WEAVERS' HOSPITAL (A unit of Global Health Pvt. Ltd.) P.O Irba, Ranchi-835238, Jharkhand, TEL : 0651 - 7123100/ 3241030 FAX : 0651 – 7123200. E-Mail: info@medanta.org	Total facilities of hospital (OPD & Indoor) Payment to be made in favor of Global Health Private Limited	05.04.2011 Modified on 25/9/2018	0651 - 7123100/ 3241030 FAX : 0651 – 7123200	info@medanta.org	Email Bounced
474	Varanasi	Laxmi Medical & Surgical Care Centre Pvt. Ltd. S-17/329, Maldahiya Cantt (Opp Roadways Workshop), Varanasi-221002 Ph: 0542-2200501, 2203001-3004, Fax: -2203005, E-Mail: laxmi_medical@sify.com	Total facilities of hospital (OPD & Indoor)	31.03.2011	0542-2200501; 2203001-3004; 2203005	laxmi_medical@sify.com	Email Bounced