



# 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/2020 / 29**

**Dated 22.3.2020**

To

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

Sub:- Request for Establishing an Online System in CIL & Subsidiaries for (i) Referral (ii) Approval & (iii) Payment tracking for Beneficiaries availing Medical Treatment

Dear Sir,

CIL and its subsidiaries are extending medical facilities to the working and retired employees and their families through its various medical establishments.

The company also provides In-company and Referral treatment facilities at different CIL-empanelled and non-empanelled hospitals. This requires various functions like,

- Referral to hospitals by competent authorities at CIL, in case of working executives
- Need based Pre-approval of treatment by competent authorities at CIL
- Processing of bills for Cashless / Reimbursable payment by competent authorities

Various Rules & Regulations for above functions are scattered over,

- Medical Attendance Rules (MAR) for existing working executives
- Contributory Post Retirement Medical Scheme for Executives (CPRMSE) for retired executives
- Regulations for CIL-Empanelled hospitals notified at, [https://www.coalindia.in/DesktopModules/DocumentList/documents/Permanent\\_Request\\_For\\_Empanelment\\_of\\_Hospital\\_10052016.pdf](https://www.coalindia.in/DesktopModules/DocumentList/documents/Permanent_Request_For_Empanelment_of_Hospital_10052016.pdf)

Efficient exercise of all above 3 functions calls for an efficient & transparent online system where a beneficiary need not run from pillar to post for availing benefits. The payment clause for Empanelled hospitals also elaborates that **"Hospital may send an estimate (through FAX/ email/post)"**.

Keeping in view the above requirement, a few piecemeal exemplary efforts have been made at CIL-HQ and other subsidiaries as stated below:-

- Referral to hospitals has been made online at SECL & ECL due to which executives are much relaxed
- Need based Pre-approval of treatment is done online at CIL-HQ, BCCL & NCL as a result of which Medical Department sends the online approval within 1-2 days after observing all formalities.
- Processing of bills for Cashless / Reimbursable payment is nowhere done in stipulated 30 days time as provided in the above rule books. Moreover, there is no system in CIL & subsidiaries to track the bill processing status and fixing of accountability. Resulting backlog is a matter of concern for executives and empanelled hospitals equally.

In this context, it will be worth to mention that for cashless treatment at empanelled hospitals, CPRMSE rules state that amount beyond permissible limits are also eligible for cashless treatment, and such excess amount is recoverable from half-yearly / yearly payments or other payments due for the executive concerned. Unfortunately, these rules have been forgotten over the years and no one has time to go through it in the vast sea of rules.

Under the circumstances, AIACE demands immediate measures for establishing such a transparent and efficient system in every subsidiary. Going for such an online system is quite feasible in view of the fact that in 2000, Ministry of Coal & Mines (MoC), decided to implement computer network project 'Coal Net' for data sharing between the MoC, Company and its subsidiaries. All types of file movements and other information can be easily accessed, maintained and monitored through it.

Once done, relevant contact information for online approval may be given wide publicity by properly highlighting in our CIL website along with highlighting the Empanelment Request form which is difficult to be traced in the present website configuration.

We are confident, that after establishing such a system in all subsidiaries followed by issuance of Smart Medical Card and time bound approval & processing of backlog bills for reimbursement will improve the system at CIL a lot.

With best regards,

P K SINGH RATHOR  
Principal General Secretary

CC

DP/ DF / DT / DM, CIL, Kolkata  
ALL CMDs of CIL subsidiaries