



# ALL INDIA ASSOCIATION OF COAL EXECUTIVES (AIACE)

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

302, Block No. - 304, RamKrishna Enclave, Nutan Chowk, Sarkanda, Bilaspur (CG);

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**AIACE/CENTRAL/2023 / 026**

**Dated 19.5.2023**

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 Imminent measures towards incorporating needful changes in post-retirement medicare for all retirees

Dear Sir,

Coal India has empanelled 387 hospitals across the country for availing treatment by working and retired executives and employees. But, barring a few, most of the hospitals are refusing treatment on CGHS rates and some are denying being empanelled with Coal India Ltd. We have been informing CIL vide nos. AIACE/CENTRAL/2021 / 027 dated 15.3.2021; AIACE/CENTRAL/2023 / 010 dated 22.2.2023 and AIACE/CENTRAL/2023 / 020 dated 13.4.2023.

Many of these empanelled hospitals are creating problems as below:

- a) Declining their empanelment with CIL
- b) Refusing to extend CGHS Rates to beneficiaries
- c) Refusing cashless treatment
- d) Denial of MOU with CIL, stating that it has not been renewed
- e) Denying CGHS rates uniformly for all departments under the same roof and billing differently for different departments
- f) Billing with a new Name citing change of ownership/management of hospital leading to refusal of reimbursement to employees

Needless to say, more and more hospitals are gradually unilaterally opting out of so-called MOU with CIL. As such, to put a brake on this tendency, we propose following reforms in CPRMSE/CPRMSNE:-

- i) Medical department must ensure correctness of name of hospitals, address, contact number, contact mail before uploading in website.
- ii) Create dashboard at CIL level to get feedback and rating the empanelled hospitals on the basis of services provided and satisfaction level of the beneficiaries.
- iii) Timely release of payment to hospitals at least 80% of the claim subject to strict audit and adjustment from future bills from time to time.
- iv) Introduce SMS facility and inform the beneficiary after receipt of bill for reimbursement.

Hope, our suggestions will be given due consideration.

*With Regards,*

P. K. Singh Rathor  
Principal General Secretary, AIACE

Cc:

1. D(P)/D(F)/D(T)/D(M),CIL, Kolkata
2. Chief of Medical Services, CIL, Kolkata