



**VIGILANCE DEPARTMENT**  
**CENTRALCOALFIELDS LIMITED**  
**DARBHANGA HOUSE: RANCHI**  
(A subsidiary of Coal India Limited)



Ref.No. CCL/VIG/SC-04/SI/2022/100

Date.31.08.2022

To,  
The Director (Personnel),  
CCL, Ranchi.

Sub: System improvement measures for timely settlement of  
Medical Claims in CPRMSE & CPRMS-NE.

Sir,

In one of the surprise check conducted by Vigilance Department, it has been observed that there is undue delayed in settlement of subject medical claims. More than 50% of settlement claims are delayed by more than 6 months and in some cases the claims are delayed by more than even one year.

2. It is worthwhile to mention that Coal India Limited (HQ), Kolkata has issued instruction on 11.07.2022 for settlement of all such reimbursement claims of CPRMSE & CPRMS-NE within 10 days of receipt of such claims.

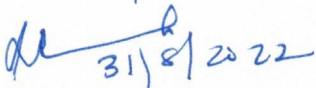
3. The matter was placed before CMD, CCL and he has agreed for proper system improvement in the process for settlement of such claims within a period of 20 days or reasonable time limit as decided by CCL management.

4. Accordingly, you are requested to issue necessary instruction/order duly elaborating the process flow, checklist etc., to be brought in notice of all concerned, including the retired employees in the matter of settlement of the subject reimbursement claims.

5. As agreed by CMD, CCL while issuing instruction/order following suggestions suggested by Vigilance Department may also be necessarily incorporated.

*"A comprehensive checklist should be made available to the beneficiaries so that the minor deficiencies (viz. documents which are to be submitted in original, Missing signature on documents, correctness of PIS/account no, etc.) do not result in delay in processing the bills. At the time of receipt of claims the documents w.r.t. the checklist should be crosschecked to weed out deficient or incomplete claims for rectification by the claimant before submission of bills/claims. A system should be put in place so that the retired employees can track the progress of their medical claims on CCL website".*

6. The above instruction including the interface for online tracking by the stake holder on website of CCL may be completed within next 15 days so that the Vigilance surprise check case can be formally closed.

  
31/8/2022

(S.K. Sinha)

Chief Vigilance Officer, CCL

Copy to :  
CMD/CCL



# सेंट्रल कोलफील्ड्स लिमिटेड

(कोल इण्डिया की एक सहायक कंपनी)

## कार्मिक निदेशालय

दरभंगा हाउस, रांची-834029

दूरभाष संख्या-0651-2360013/Extn-5123

ई-मेल- dp.ccl.cil@coalindia.in

वेब साइट: <http://centralcoalfields.in>



एक मिनिरात्न कंपनी  
A Miniratna Company



# Central Coalfields Limited

(A Subsidiary of Coal India Limited)

## Personnel Directorate

Darbhanga House, Ranchi-834029

Phone No. 0651-2360013/Extn-5123

CIN: U10200JH1956GOI000581

E-mail Id: dp.ccl.cil@coalindia.in

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Ref. No. D(P)/Sectt./CCL/2022/457 (E-1063932)

Dated:- 03/09/2022

## OFFICE ORDER

In reference to the letter no. CCL/Vig/SC-04/SI/2022/100 dated 31/08/2022 of CVO, CCL and in order to streamline the process of settlement of medical claims submitted by the retired employees under CPRMSE & CPRMS-NE, a committee is hereby constituted for devising a transparent and robust system for processing of medical claims. The committee will consist of the following executives:

1. Dr. Ratnesh Jain, CMS I/c Gandhi Nagar Hospital
2. Shri Manish Kumar, Chief Manger(P)/HOD(P-EE)
3. Shri Sanjay Kumar Singh, Chief Manager (F)/ TS to D(F)

The committee will be headed by Dr. Ratnesh Jain, CMS I/c GNH. The committee will analyse the whole process of settlement of medical claims under the said schemes starting from submission of bills by the retired employees to final payment of claims, precisely defining the process flow in each stage of processing of claims with fixed timeline and accountability. The committee must ensure that the recommended system has a provision for the members of the above schemes to track the progress of processing of their claims and be implemented online, in future to further reduce the processing time and enhance transparency.

The working of the committee will be under the monitoring of the undersigned and will submit its report to the undersigned latest by 09-09-2022.

(H.N. Mishra)

Director (Personnel)

### Copy to:

1. CMD, CCL: For kind information
2. D(F), CCL.
3. CVO CCL.
4. All Committee members.