

# COAL INDIA LIMITED RETIRED EXECUTIVES' WELFARE ASSOCIATION

(REGISTERED UNDER WB SOCIETIES REGISTRATION ACT 1961, VIDE NO 60930 OF 2016-17 DATED 16 09 2016)

EKTANIKETAN, FLAT 1A, 23 BONDEL ROAD, KOLKATA 700019

(E-mail id: [cil.rewa2017@gmail.com](mailto:cil.rewa2017@gmail.com))

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To:

The Director ( P & IR )  
Coal India Limited.  
Newtown, Rajarhat  
Kolkata 700156

Dated: 22 March 2024

Sir,

**Sub : Mandatory online submission of claims for medical reimbursement  
under CPRMSE wef 01 April 2024**

We are ever grateful to the management of Coal India Ltd. for introducing and maintaining an unique medical facility system extended to all the retired employees, taking care of Hospitalisation treatment, OPD treatment, Domiciliary Treatment and reimbursement of all such expenses against respective claims, within a very short period.

We also convey our heartfelt gratitude for giving us a patient hearing and keeping some further issues like enhancement of Doctor's consultation fees, enhancement of yearly payment towards Domiciliary Treatment and some more under your kind and active consideration in the last meeting.

This is to draw your kind attention towards the latest change made in respect of mode of submission of claims for medical reimbursement under CPRMSE, w.e.f. 1<sup>st</sup>.April 2024, wherein it has been made mandatory to submit the medical claims online only.

So far retired employees were submitting their medical claims either conventionally in physical form offline, or alternately submitting such claims online where a claim number is auto generated to be mentioned on the face of the physical claim Forms/Papers followed by submission of the relevant documents physically. (this online part was optional so far).

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**PRESIDENT**  
T K NAG  
(8002432200)

**VICE-PRESIDENT**  
S CHATTOPADHAYA  
(9474486233)

**SECRETARY**  
A K ROY  
(9038681785)

**JT SECRETARY**  
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(9424160793)

**TREASURER**  
B BAKSI  
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Once the online part is made mandatory the retired employees will definitely feel helpless as a greater no of them are neither accustomed to computer and associated operations, nor they have suitable persons at home to help them to complete the formalities faultlessly. Moreover they are afraid of taking assistance from local Cyber Cafés where they may fall victim to cyber crimes, a regular topic in daily news. Further there are persons who are not physically fit to visit the local cyber cafés as well.

We realise and appreciate that in this age of automation/computerisation it is significantly important to capture every transaction digitally to maintain proper record & track so that no one is deprived of his/her legitimate claim.

Considering the practical difficulties, mentioned above, it is requested to keep the option of submitting medical claims offline, otherwise the very purpose of CPRMSE for financial assistance to the affected members would be defeated because of the mode of submission of Medical Bills for reimbursement by online only. Specially, members having Dialysis for treatment of underplaying diseases and diseases incurring regular huge expenses towards day-care treatment and medicines will be grossly in trouble.

Your kind consideration and early action to retain continuation of the existing system of submission of bills offline can save the life of elderly members having inadequate knowledge of computer and online operation procedures.

Yours faithfully

  
(A K Roy)

Secretary, CILREWA

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