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क्रमांक: सीएमपीडीआई/टी.एस./24/2025/1745109

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ADVISORY

During the course of scrutiny related to medical claims at CMPDI (Hq), following facts emerged:

- Absence of a robust system at CMPDIL(Hq) for tracking medical bills online right from submission to payment.
- Payment for Non-Admissible items under the CIL MAR while processing medical bills.
- Delays in Bill Payment.
- Processing of some bills without adhering to the DAK entry system.

In view of above findings, the following systematic measures are advised for seamless processing & payment of medical bills, including Post-Retirement Medical Benefits (PRMB):

- Implementation of an online tracking system:** An online system should be implemented to allow both current and retired employees to track the status of their medical claims in real-time, from submission to payment, along with the reasons for any deductions. This system should be made available on the CMPDIL website for on roll & superannuated employees. Steps may be taken to explore the possibility of tracking in existing system like SAP or a similar system, as created by other subsidiary for CPRMSE & CPRMS-NE beneficiaries, may be replicated in CMPDI.

(Action: GM(ICT), GM(Fin.), CMO)

- Checklist for submission of Bills:** A comprehensive checklist should be made available to the claimants 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 of bills. At the time of receipt of claim, the document w.r.t. the checklist should be verified to point out deficient or incomplete claim for rectification by the claimant before submission of final bills/claims.

(Action: GM(Fin.), CMO)

- Preparation of a list of Non-Admissible items under MAR:** The CMO office should prepare and circulate a list of items and medicines that are non-admissible according to CIL MAR rules. The list should be followed strictly by the Finance Department while processing bills. The same should also be published on CMPDIL website.

(Action: GM(Fin.), CMO, RDs)

- Timely Payment of employees claims:** The CIL Finance Manual-2023 entails for the Quick Payment of employees' bills.

In spirit of above manual, it is advised that processing and payment of medical bills for both on-roll and superannuated employees availing the PRMB facility should be examined and paid within **15 days** from the receipt of bills.

(Action: GM(Fin.), CMO, RDs)

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The above advisory should be implemented across CMPDI and directed to be followed by all RDs/HoDs of CMPDI (HQ).

१५/१८/२०२५
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वितरण : कृ. सूचनार्थ एवं उपरोक्तानुसार आवश्यक कार्यवाई हेतु।

1. सभी क्षेत्रीय निदेशक, सीएमपीडीआई
2. महाप्रबंधक (वित्त), सीएमपीडीआई (मुख्या.)
3. महाप्रबंधक (आईसीटी), सीएमपीडीआई (मुख्या.)
4. मुख्य चिकित्सा अधिकारी, सीएमपीडीआई (मुख्या.)

प्रतिलिपि : सादर सूचनार्थ।

1. अध्यक्ष-सह-प्रबंध निदेशक, सीएमपीडीआई
2. सभी निदेशक-गण, सीएमपीडीआई
3. मुख्य सतर्कता अधिकारी, सीएमपीडीआई