



# VIGILANCE ALERT

No. : 05/2025

Date : 24.10.2025

## Sub : Vigilance Alert on Irregularities in Issuance of Medical Cards and Reimbursement of Medical Bills

A vigilance investigation revealed several procedural lapses and irregularities in the issuance of medical cards and processing of medical reimbursement claims, including non-compliance with CIL Medical Attendance Rules and financial directives. Employees had submitted inflated or unsupported claims, used photocopies instead of original prescriptions, and obtained reimbursements with inadequate scrutiny of "Not Available" certificates. Some claims were also wrongly classified as non-taxable. Additionally, medical cards were issued without proper verification or required declarations, sometimes by Officers of the camps, creating a risk of cards being granted to ineligible dependents and potential misuse.

According to **Para XII – Responsibility (Medical Bills)** of Chapter 10 of the **CIL Finance Manual, 2023**, the dealing assistant or clerk is responsible for ensuring all audit checks, processing medical bills strictly as per company rules, and signing the classification sheet and medical register. The Officer-In-Charge must ensure timely payment after necessary audit checks, personally examine at least 10% of processed bills each month, and record the serial numbers of the bills he has verified in the register.

In light of the above, all concerned are hereby advised to adhere to the following guidelines to prevent recurrence of such lapses:

- Claimants:** Employees must submit medical claims honestly and carefully, ensuring they stay within entitlement limits, include only prescribed medicines in correct quantities, and fully comply with all eligibility conditions before submission.
- Dealing Assistants/Clerks:** Must perform all audit and eligibility checks, process bills strictly as per company rules with their initials on each bill, and must not handle their own medical claims to prevent conflict of interest.
- Officer-In-Charge:** Must review at least 10% of all medical bills each month, including the top 10 highest OPD claims for executives and non-executives, and keep proper record of the bills reviewed.
- Issuance of Medical Cards:** Camp-level issuance of medical cards should be stopped immediately. Existing cards must be revalidated as per CIL Medical Attendance Rules using service records. New cards shall be issued only by the HR Department after receiving the prescribed declaration form and verifying family dependency through official records.
- Training and Awareness:** All employees and personnel involved in claim processing should be periodically trained and sensitized on applicable medical reimbursement rules, including tax implications under the Income Tax Act and other relevant company policies, to avoid procedural lapses.

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24/10/25

(Pankaj Kumar, IRTS)  
Chief Vigilance Officer/ CMPDI

Copy to:

- Chairman cum Managing Director/CMPDIL- For Kind Information
- Director (T/CRD)/(T/P&D)/(T/ES)/(T/RD&T) - For Kind Information and Further Necessary action
- All Regional Director and HODs - For Necessary Action.
- All Concerned - For Necessary Action