



Helpline service@Nagpur

(Managed by the Federation of Coal industry Retired Employees Association)

To Commemorate the contribution of Late J N Singh, Ex. Director personnel (WCL & SECL) and the founder president of the Federation of Coal industry Retired Employees Association, the federation, proposes to start a helpline at Nagpur for the employees/ Ex. Employees of Coal India Ltd. and their families.

Objectives:

1. Starting a free helpline at Nagpur for the retired residents of Nagpur, their families and coal employees (serving /retired) and their families, who come to Nagpur for medical treatment. In respect of the following:
 - Providing required details and guidance to the members about the treatments available at Nagpur and help their families during admission of the patient in Nagpur Hospitals.
 - Co-ordination with WCL in case of any help required from WCL.
 - Giving details of the available accommodation in the nearby area, close to the hospital where family members of the patient can stay as per their convenience and affordability.
 - Assisting the widows of the Rtd. Employees in obtaining the sanction for the widow pension from the concerned authorities (WCL and CMPF).
 - Assisting the widows of the Rtd. Employees in obtaining the sanction for the Medical Card from the concerned authorities (WCL).

Procedure:

- On receiving call from the family member of the patient, the contact number of the concerned person in Nagpur shall be provided to the family members, who will provide details/ assistance during their stay at Nagpur.
- Residence of Nagpur may contact the concerned volunteer of the area/ Hospitals as per list circulated for the assistance they need.
- The list will also be circulated on the WhatsApp group of the Federation of Coal industry Retired Employees Association as well as CIROWA.

S N Katiyar
Coordinator