Ministry of Coal

SECL's Vigilance-Led Initiative 'Prayas' Ensures Timely PF & Pension Settlement for 846 Widows and Dependents

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In a significant step towards ensuring timely social security benefits for families of deceased employees, South Eastern Coalfields Limited (SECL) has successfully settled 846 provident fund (PF) and pension cases since April 2025 through coordinated efforts between SECL's Vigilance Department, the Human Resources Department, and the Coal Mines Provident Fund Organisation (CMPFO).

The initiative has primarily benefited widows and dependents of deceased employees, who often face delays in accessing pension and PF benefits due to procedural complexities. By streamlining processes and strengthening inter-agency coordination, SECL has significantly accelerated the settlement of such claims.

Vigilance Intervention to Address Delays

Recognizing the hardships faced by families due to delays in settlement, SECL's Vigilance Department formally raised the issue with CMPFO and the management on April 5, 2025, emphasizing the need for a coordinated approach to resolve pending cases in a time-bound manner.

Following this intervention, a joint review meeting was convened on April 22, 2025, involving SECL management, CMPFO officials and representatives from various operational areas. During the meeting, pending cases were reviewed on a case-by-case basis, and clear directions were issued to expedite their settlement. A monthly monitoring mechanism was also introduced to track progress and ensure accountability.

'Prayas' Camps Accelerate Claim Settlement

To further expedite the process, CMPFO launched a special outreach initiative titled 'Prayas', under which nine PF–pension camps were organized across SECL operational areas between July 2025 and February 2026.

These camps enabled beneficiaries to receive direct assistance, with officials verifying documents on the spot and facilitating immediate processing of claims. The initiative significantly reduced procedural delays and helped resolve many long-pending cases.

As a result of these coordinated efforts, an average of around 75 cases have been settled every month since April 2025, ensuring that both pending and newly filed claims are processed promptly and the overall backlog remains minimal.

Direct Feedback from Beneficiaries

To maintain transparency and accountability, SECL management also conducted random verification calls with dependents of former employees, confirming receipt of Pension Payment Orders (PPOs) and gathering feedback on the claim settlement process.

Widow Pension Settled in Just Seven Days

The impact of the improved system is reflected in cases such as that of Smt. Vimla Bhushan, widow of late SECL employee Bharat Bhushan from SECL Headquarters. Her widow pension claim was processed within just seven days.

The necessary documents were received on May 9, 2025, the proposal was sent on May 13, and the Pension Payment Order (PPO) was issued on May 15, 2025.

Expressing gratitude, her son Neeraj Bhushan said,

"We did not expect the process to be completed so quickly. With the support of officials from SECL and CMPFO, my mother's widow pension claim was settled in a very short time. This has brought great relief to our family, and we are grateful to all the officials involved."

Model for Other Coal India Subsidiaries

Encouraged by the success of this initiative, other subsidiaries of Coal India Limited have also begun adopting similar measures to ensure time-bound settlement of PF and pension cases in their respective organizations.

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