

**GOVERNMENT OF INDIA
MINISTRY OF COAL**

**LOK SABHA
UNSTARRED QUESTION NO. 1627
TO BE ANSWERED ON 30.07.2025**

C-CARES 2.0 Portal of CMPFO

†1627. Shri Dulu Mahato:
Shri Bibhu Prasad Tarai:
Shri Kota Srinivasa Poojary:
Shri Yogender Chandolia:
Shri Dileshwar Kamait:
Shri Satish Kumar Gautam:
Shri Khagen Murmu:
Smt. Kamlesh Jangde:
Shri Janardan Mishra:

Will the Minister of COAL

be pleased to state:

- (a) whether the C-CARES 2.0 portal of Coal Mines Provident Fund Organisation (CMPFO) has been integrated with any mobile application to provide access to coal workers;
- (b) If so, the details of features provided to the members of CMPFO through the said portal;
- (c) whether the application includes features like viewing the profile, knowing the status of claims, grievance redressal and chatbot assistant;
- (d) If so, the details of the user feedback and the rate of adoption among users since the launch thereof;
- (e) the number of complaints resolved in Chhattisgarh since the launch of the said portal;
- (f) the digital initiatives taken to ensure welfare and enhance operational efficiency in coalfields in Dhanbad; and
- (g) whether the said initiative led to improvement in safety measures and resource management outcomes of mines in Dhanbad and if so, the details thereof?

**ANSWER
MINISTER OF COAL AND MINES
(SHRI G. KISHAN REDDY)**

(a): Yes Sir.

(b): Details of features provided to the members of CMPFO through the Portal are as under:

- i. Member Enrolment: For users to enroll to the application.
- ii. Member Login: For users to login to the application.
- iii. OTP (One Time Password) Authentication: On the registered mobile number.
- iv. Account Summary: To display summary of employee's PF (Provident Fund) details.
- v. View Profile: To display all personal, family and employment details.
- vi. PF Statement: To show detailed PF Ledger.
- vii. Track Claim: To track the status of the submitted PF, Pension and PF Advance claims.
- viii. Chatbot: Smart assistance over automated chat interface.
- ix. Change Password: To enable member to change his/her login password.
- x. Grievance Redressal: To raise the grievance and seek resolution.
- xi. Grievance Tracking: To track the status of the grievance.

(c): Yes Sir.

(d): User feedback on C-CARES Mobile Application has been very positive. As per feedback, this app is user friendly, very easy to operate and very helpful to check the PF balance amount. Details of adoption rate are mentioned below:

Average installations per day- 1076

Average User Logins per day- 30,084

(e): Total 161 complaints have been resolved in Chhattisgarh since the launch of the said portal.

(f) and (g): Digital initiatives have played a crucial role in ensuring the welfare of workers and enhancing operational efficiency in coalfields including Dhanbad, particularly in relation to the Coal Mines Provident Fund (CMPF) and pension management. These initiatives aim to modernize legacy systems, improve transparency, reduce manual errors, and provide better services to coal mine workers and pensioners. Following are the outcomes of the digital initiatives for safety measures and resource management:

- i. Digitization of CMPF Accounts
- ii. Pension Disbursement through Digital Mode
- iii. CMPFO Portal Enhancements
- iv. Mobile Applications and Helplines
- v. Grievance Redressal and RTI Digitization
- vi. Enterprise Resource Planning (ERP) and E-Office Implementation in Coal Public Sector Undertakings(PSUs)
- vii. Integrated Command and Control Centre (ICCC) enabled real-time monitoring of various mining operations, facilitating early detection of unsafe acts and conditions for prompt corrective action.
- viii. National Coal Mine Safety Report (NCMSR) platform ensures timely digital reporting of mine accidents, safety audits and accident analyses, enhancing statutory compliance and minimizing safety violations.
- ix. Coal India Safety Information System (CSIS) Portal functions as a unified repository for safety metrics and training records, supporting targeted safety interventions and enhancing workforce awareness.

- x. Integration of PF/Pension data with digital attendance systems helps monitor real-time presence of mine workers. Reduces instances of unauthorized mining and ensures optimum manpower deployment, leading to safer operations.
