



कर्मचारी राज्य बीमा निगम
EMPLOYEES' STATE INSURANCE CORPORATION
पंचदीप भवन, सी.आई.जी. मार्ग नई दिल्ली-110002
PANCHDEEP BHAWAN, C.I.G. ROAD. NEW DELHI-110002
Email: ic-ict@esic.nic.in

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CIRCULAR

As all of you are aware that in April, 2020, the Public Grievances Cell of ESIC under the direction of Ministry of Labour & Employment took certain steps to mitigate the problems about Public Grievances of the stakeholders especially the IPs and their families who were facing problems due to COVID-19 related issues and Lockdown. Due to collective and time bound efforts we could provide prompt and effective solutions to most of the problems/grievances during the Lockdown period. However, after improvement of the situation and lifting of Lockdown, these measures have been relaxed to a certain extent. In view of the resurgence of the COVID-19 Pandemic, these measures are again required to be rejuvenated promptly to redress the grievances of all our stakeholders to their satisfaction.

Accordingly, the following measures are required to be promptly ensured by all the Divisions at Hqrs. Office as well as field offices including Regional Offices, Sub-Regional Offices, ESIC and ESIS Hospitals, Dispensaries, Branch Offices, etc.

- 1) The Divisional Heads in Hqrs. Office and Head of Offices in field offices should themselves monitor the CPGRAMS cases, COVID-19 related cases and the cases in Santusht Portal of Ministry of Labour & Employment as well as grievances received through e-mail and social medial handles, etc. on daily basis and should take prompt action to redress all these cases satisfactorily.
- 2) All calls/matters referred by the 24 hours Help Line No.1800112526/1800113839 should be addressed promptly at all level.
- 3) COVID-19 and ABVKY Scheme cases received through CPGRAMS and e-mails and any other platform should be satisfactorily redressed within 3 days.
- 4) Cases received through Santusht Portal of Ministry of Labour & Employment must be redressed within 2 days.
- 5) There should also be an endeavor to redress all other public grievances/complaints other than the COVID-19 cases received through any mode like CPGRAMS, email, over telephone, post, etc. within 7 days.
- 6) Problems and grievances related to migrant IPs and their families must be mitigated forthwith. In this regard, proper co-ordination with the Control Rooms set up by the Office of the CLC within their Region should be maintained round the clock.
- 7) The cases related to State ESIS should not merely be passed to the State Government but also be pursued vigorously for immediate redressal.

These measures should be implemented in letter and spirit. Laxity of any kind in this regard should not be tolerated at any level and responsibility may be fixed against concerned officers/officials as prescribed in the SOP relating to Public Grievance.


(P. Baruah)
Insurance Commissioner (P.G.)

To

- 1) PPS/PS to F.C/C.V.O/I.Cs/M.Cs, Hqrs.
- 2) All Additional Commissioners/ Regional Directors, ESIC
- 1) Sub Regional Office In-Charges, ESIC
- 2) Deans of ESIC Medical Institutes
- 3) Medical Superintendents of ESIC Hospitals .

Copy to :

- 1) PPS to Director General for kind information.
- 2) The Website Content Manger for uploading the Circular on the website of ESIC.