

**Minutes of the Meeting of Sixth Session of experience sharing to handle Public Grievance held on 25.03.2011 ( Friday)**

The meeting was chaired by the Hon'ble Director General with active participation of officers of almost all branches/Divisions of Hqrs. Office. While welcoming the participants, Insurance Commissioner suggested that minimum 10 Speakers should be given an opportunity to speak in the session. The Director General advised that there should be no restriction in selection of Speakers and everyone be given an opportunity to express his/her views on this issue. He particularly shared his experience while inaugurating a Nursing College at Indira Nagar, when he had to face difficulty in getting room in the Hotel and how the problem was overcome by his efforts. The Financial Commissioner suggested that this session should be taken in true spirit of sharing experiences which may be helpful in dealing with problems related to particular situation.

Dr. Pawan Sharma, DMC (ISM) stressed that developing confidence of patients in the doctor is very essential in medical profession, for that the patients should be given proper listening followed by clinical check up etc.

Shri S. Ghosh, Director (MSU) narrated an incidence wherein he invited a complainant in his chamber and explained the exact problem to him. Subsequently, by using his good offices, he advised the employer to send the information to the Divisional Office/Local Branch so that benefit may be given to the concerned IP and in this way, the IP was satisfied to find his grievance redressed.

Shri R.S. Rohilla, A.D. (Inspn.) stressed the need for not only the speedy disposal of death cases but also taking humanitarian view. He also cited example of death cases which were otherwise not reported by the employer. Such cases were investigated as unreported cases and were admitted by Regional Office and ultimately the payment was made to the widow of the IP. He also expressed his views regarding first provisional payment of D.B. made immediately to the widow at the Branch Office level without making any reference to Regional Office with the result that widow was quite happy on receipt of the benefit.

Shri R.K. Nayak, Director (DE) shared his experience when two fatal cases of IPs were decided on the basis of documents available at Divisional Office, Nand Nagri, Delhi immediately after taking over the charge of Divisional Office.

Shri T.T.M. Tharakan, Jt. Director-V expressed his views that day-to-day guidance of the Scheme to the stakeholders by our officers in Field Offices will help to curb the malpractices of so called consultants who mislead employees and employees for their own vested interest.

Shri Ramesh Chander, Jt. Director (Fin.) (Retd.) suggested that services of the retired officers of ESIC should be obtained for tackling critical issues. This would enhance experience and knowledge of serving young officers of the ESIC in their career.

Shri N.K. Tiwari, Jt. Director (PMD) narrated a shocking story of non-availability of drinking water for IPs and stated that how by his sincere efforts, he was successful in making necessary arrangements for drinking water for beneficiaries.

The meeting ended with thanks to the chair.

**The next meeting of Experience Sharing would be held on 27.5.2011 (Friday) in Conference Room at Hqrs. Office from 3.30 p.m. to 5.30 p.m.**

  
**(Mohd. Irfan)**  
**Joint Director (PG)**

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Dated-09/05/2011

To

1. PS/PA to D.G. /F.C./I.C.M.C./C.V.O./C.E./All DMC's  
A.C.(P&A) / Sh. D. Lahiri (A.C.)/A.C. (Benefit)  
A.C.(System)/ All Directors/All Joint Directors/  
All Deputy Directors/All Assistant Directors, Hqrs. Office.
2. All Regional Directors / Directors/ Jt. Directors I/C RO's /SRO's/Dos,  
ESI Corporation.
3. MS, Basaidarapur/MS Rohini/MS, Jhilmil/MS, Okhla/MS, Noida.

  
**Joint Director (PG)**