



EMPLOYEES' STATE INSURANCE CORPORATION  
PANCHDEEP BHAWAN: C. I. G. ROAD: NEW DELHI-110 002

Website - esic.org.in (011) 23234092

No. Z-14/11/04/2002-PG Vol-I / 1340  
To,

Dated: 18/10/2009

Sh.A.K.Gupta,  
The Under Secretary,  
to the Govt. of India,  
Ministry of Labour & Employment,  
Shram Shakti Bhawan, Rafi Marg  
**NEW DELHI - 110001.**

**Sub: - Introducing Centralize Public Grievance System for redressal and monitoring of Public Grievance with support of NIC- ref. from AR & PG.**

Sir,

I am refer to Minsitry's letter no. Z-14025/1/2007-SS-II (PG) dated 29/09/2009 on the subject cited above. The required information had also been sent to the Department of Personal & Administrative Reform on 17/9/09. However the latest information is enclosed at Annexure 'A'. It is also confirmed that this information will be displayed on ESIC Website i.e [www.esic.nic.in](http://www.esic.nic.in).

This is issue with the aproval of Director (PG).

Encl: as above.

Yours faithfully,

*Self*  
**(Pranava Kumar)**  
**ASSTT. DIRECTOR (PG)**

Copy to:-

1. The under Secretary Ministry of Personal, Public Grievance and Pension. Department of Administrative Reform Sardar Patel Bhawan, Sansad Marg, New Delhi for information and necessary action.
2. Director (System) with the request to display the enclosed information in ESIC Website and also as per direction of Ministry of Labour & Employment.

Encl: as above.

*Self*  
**ASSTT. DIRECTOR (PG)**

ANNEXURE 'A'

So. No.	Name of officers dealing with Public Grievances	The nature/type of public grievance handled by them	Contract address	Telephone No.	E-mail address.
1.	Sh. B.K.Sahoo Insurance Commissioner	Coverage/Benefit recovery	ESI Corporation Hqrs. Office Panchdeep Bhawan CIG Marg, New Delhi-110002	232339987	Ins.comm.@esic.nic.in
2.	Dr. Smt. K. Tyagi Medical Commissioner	Medical facility/ Medical claim etc.	ESI Corporation Hqrs. Office Panchdeep Bhawan CIG Marg, New Delhi-110002	23236496	med.comm.@esic.nic.in
3.	Sh. T.K.Bhattacharya Additional Commissioner (P & A)	Staff grievance/ grievance of working/ retired officers/ officials	ESI Corporation Hqrs. Office Panchdeep Bhawan CIG Marg, New Delhi-110002	23239424	Ac-pa@esic.nic.in
4.	Sh. O.P.Jatia Director (PG)	All type of Public Grievance	ESI Corporation Hqrs. Office Panchdeep Bhawan CIG Marg, New Delhi-110002	23237294	Jd-pg@esic.nic.in