



**EMPLOYEES` STATE INSURANCE CORPORATION  
PANCHDEEP BHAWAN: C. I. G ROAD: NEW DELHI**

**Website - www.esic.nic.in (011) 23234092**

No. Z-11/12/1/09-PG

Dated :- 15/12/2009

To,

All Regional Directors/Directors/  
Joint Directors(I/c)MS/SMC/SSMC,  
ESI Corporation,  
Regional Office/Sub-Regional Office/Divisional Office,

Sub:- Putting of Advertisement on Public Grievances.

Sir/Madam,

You are aware that ESI Corporation has set up an elaborate system for speedy redressal of public grievances at various levels as there is scope for any inadvertent or wilful harassment to the beneficiaries/ stakeholders of the Corporation.

The Insurance Commissioner has desired to find newer and innovative solutions to problems of our stakeholders. One has to understand and listen the needs of our stakeholder and offer customized solutions. By inviting suggestion and addressing complaint or grievance on any aspect of our services, best can be ensured/delivered.

Therefore, I am directed to request you to advertise/publicize the P.G. set up of your region/sub-region/divisional office alongwith new initiatives of ESI Corporation like Scheme of Incentives to employer for providing employment to persons with disabilities., Rajiv Gandhi Sarmik Kalyan Yojna and Project Pehchan Work etc. in vernacular/regional language by giving following details -

	Name & Address	Contact Person & No.(s)	E-mail etc. for Online Complaints/Grievance etc.
Name of Implemented Centres/Revenue Villages under the Scheme.			
ESI Hospital			
Dispensary/IMP			
MR Office			
SSMC/SMC			
Branch Office			
Regional Office/Sub-Regional Office/Divisional Office			
Grievance Officer of RO/SRO/Divisional Office			
Hqrs. Office, ESIC			

The Corporate P.G. set up of Hqrs. Office may also get mention in brief and such type of exercise may be carried out periodically for creating mass awareness.

This issues with the approval of Insurance Commissioner,  
Kindly acknowledge the receipt.

Hindi version will follow.

Yours faithfully,

*sd/*

**(Pranava Kumar)**  
**Assistant Director (PG)**

Copy to:-

P.R. Branch Hqrs. with request to start similar exercise for advertisement through our advt. agencies in English & Local Language on P.G. setup of ESI Corporation, and for hosting the same on ESIC Website [www.esic.nic.in](http://www.esic.nic.in). P.R Branch may also refer this branch U.O note no. Z-11/12/1/09-PG dated. 10/11/09 on the subject cited above.

- ✓ 2. System Branch for kind information and necessary action on the subject cited above. They may also refer to this Branch U.O. Note Z-11/12/1/09-PG dt. 10/11/09 in this connection. *This instruction may kindly be hosted on ESIC website.*
3. Copy to Hindi Cell (Hqrs. Office) for Hindi translation.

*[Signature]*  
**Assistant Director (PG)**