



**Employees' State Insurance Corporation**  
**Headquarters, Panchdeep Bhawan,**  
**CIG Road, New Delhi – 110002**  
**ISO 9001:2008 Certified**  
**Phone:011-23236786 VOIP No. 1001 1006**

\*\*\*\*\*

F.No. No. G-32/11/6/50/05 – ISD(SRS) Pt.

Dt. 25<sup>th</sup> March,2011

To

**All Regional Directors ESI Corporation/RO/SRO**  
**All SSMCs/SMCs ESI Hospitals/SDs/DMD**

---

**Sub: Slow Server / application response – reg.**

Dear Sir/Madam,

You are aware that IT roll-out implementation is in the final phase. Some sites are still facing issues like, slow server / application response, non-generation of TICs and Challans and other application / server related problems.

2. I am directed to request you to bring out such issues to the notice of Wipro IT helpdesk on the mail ID [ithelpdesk@esic.in](mailto:ithelpdesk@esic.in) with a copy marked to [praveen@esic.in](mailto:praveen@esic.in). You are also requested to reach out some employers under your jurisdiction and seek feed back from them in the Insurance Module and accordingly apprise the Systems Division.

3. *This issues with the approval of ACC systems)*

Yours sincerely,

  
(Praveen Kumar)

**Dy. Director(Systems)**

**Copy to:**

1. Insurance Commissioner, ESIC Headquarters.
2. Medical Commissioner, ESIC Headquarters.
3. AC(P&A), ESIC Headquarters.
4. Website.