

Public Grievance Cell

Sub:- Service of 24x7 Toll free helpline no. 1800-11-2526.

To give better services/ solve the problem of stake holders quickly, 24x7 toll free helpline no. 1800-11-2526 with dedicated fax number 011-23235481 has started functioning w.e.f. 01.04.2011.

The aims and objectives of installation of this helpline are as under:-

1. Beneficiaries of the scheme may call up this Helpline number to get information about benefits payable by ESI Corporation.
2. The employers may seek assistance regarding their problems related to coverage under ESIC, contribution, returns, problems related to them & their employees, branch office/ Regional office and latest developments;
3. The insured persons/ Employers may seek information regarding ESI Dispensaries, Hospitals, tie-up hospitals alongwith information on Medical Care and Superspeciality treatment being extended to beneficiaries.
4. The toll free helpline number is functioning round the clock 6 days a week (except Sunday).

From 01.04.2011 to 31.05.2011, 5201 calls received on the toll free helpline and those were responded with redressal of their grievances.

System division is requested to upload the above information on ESIC website for information please.


(R. K. Kapoor)
Assistant Director (PG)

System Division, Hqrs. Office
PG Cell ID note no. V-37/13/02/2010-PG

Dated:- 13/06/2011

Copy to:-

Hindi Cell for urgent translation.

Assistant Director (PG)