To,

The Regional Director/Director/Joint Director (I/c),
Regional/Sub-Regional/Divisional Office,
ESI Corporation,

Sub:- Instruction for ensuring smooth functioning / running of RO/SRO/DO/Branch Offices – reg.

Sir,

In order to provide smooth and hassle free service to the Insured Persons the Insurance Commissioner has ordered for the strict compliance of the following:

1. Photo pehchan card/registration of employees should remain opened from 9.00 am to 5.30 pm. The concerned clerk will not leave the counter in any circumstances till his/her reliever take the charge.

2. The disbursement of cash benefit payments to the beneficiaries should begin immediately after the opening of the office at its normal scheduled time and should continue at least till one and half hours is left to close the office at its normal scheduled time. If need is there Regional Director may extend the disbursement hours at his discretion, subject to the work load and requirement of closing cash book/scheduled sheet before closure of office.

3. All officials/ staff of Branch Offices should be given regular training on behavioral aspect in order to sensitize them towards the overall objectives of the Corporation.

4. The normal office working hours and cash benefit payments hours should be displayed prominently in local/ Hindi language in the Branch Office concerned.

You are also requested to ensure that all the Branch Offices under your jurisdiction display the information regarding date of acceptance of E I, date of termination of TDB and 1st payment of PDB as also date of acceptance of death as due to employment injury and date of 1st payment of D.B. in respect of every disablement & dependant
benefit case. The display may be indicated as per detailed instruction already issued vide letter no.R/Genl./Circular/2010-Bft.I dated 09/2010.

Kindly acknowledge the receipt.

Hindi version will follow.

Yours faithfully,

(R.S. Srivastava)
Joint Director (Bft.)

Copy to:

1. All officers/branch of Hqrs. Office.
2. All SSMCs/SMCs for information and necessary action.
3. Director (Vigilance/Zonal Vigilance Officer)
4. Jt. Director (System) for hosting on the website.
5. Jt. Director (OL) for translation.

Joint Director (Bft.)