Public Grievance Cell

Sub: Minutes of the Meeting of Seventh Session of experience sharing to handle Public Grievances held on 27.05.2011 (Friday)

The minutes of the meeting Seventh session of Experience Sharing held on 27.05.2011 (Friday) is enclosed for kind information.

(Mohd. Irfan)
Joint Director (PG)


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1. PS/PA to D.G./F.C./I.C.M.C./C.V.O./C.E./All DMC's
   A.C.(P&A) / Sh. D. Lahiri (A.C.)/A.C. (Benefit)
   A.C.(System)/ All Directors/All Joint Directors/
   All Deputy Directors/All Assistant Directors, Hqrs. Office.
3. MS, Basaidarapur/MS Rohini/MS, Jhilmil/MS, Okhla/MS, Noida.
4. Joint Director (OL) with the request for Hindi Translation of this minute for uploading on ESIC website.
5. Joint Director (System) with the request to upload the enclosed minute.

Joint Director (PG)

Sugandha 74
Minutes of the Meeting of Seventh Session of experience sharing to handle Public Grievances held on 27.05.2011 (Friday)

The meeting was chaired by the Director (PG) with active participation of officers of almost all the branches/Divisions of Hqrs. Office. Director (PG) welcomed Shri C.K. Sharma, Ex-Financial Commissioner, ESIC, who was invited as Special Guest. Director (PG) stated that all the Departments/Ministries are emphasizing in handling of Public Grievance cases on priority within the time frame. The Ministries have full-fledged Public Grievance Cell for monitoring the Public Grievance Cases. The Departments which solve PG cases promptly, their performance is measured good.

**Dr. N.K. Arora, DMC (Procurement Cell)** shared his experience while he was the In-charge of the ESI Dispensary. He said that all the IPs incurring expenditure on medical expenses in emergency cases are being re-imbursement. One day, a family member of an IW came for medical reimbursement claim with the authority letter of the said IW. Later on he came to know that the IW was illiterate and her letter was signed by the Manager of the factory in which she was working. Although, this was a genuine case yet was not a good practice but on verification of claim I allowed the claim.

**Shri Deepak Joshi, Jt. Director-I (E-I)** said that a decision should be taken in this connection and allow the families of IP/IW for reimbursement of such claims by necessary verification.

**Dr. Kaushik, Advisor (ISM)** said that if we have signature/thumb impression of all family members of IPs/IWs, there will not be any such type of problem in future.

**Shri N.K. Tiwari, Jt. Director (PMD)** shared his experience with an incidence while he was a Recovery Officer. Once he visited the industrial area to know the whereabouts of a unit for recovery purposes but it was too difficult to find the said unit premises of the unit. Suddenly a person came to help him and with his support he reached the unit. While accompanying the person to the premises of the unit, the person was Resistant in disclosing that one of his friend covered under ESI Act in this unit died and his the members of his family were not being paid the benefits under ESI Scheme. As a Recovery Officer he assured him to give all possible help. Later on the deceased family got all the benefits. Sh. Tiwari suggested that the grievance members of the family of the deceased I.P should be heard and solved with an humanistic and kind hearted approach.

**Sh. Sunil Kumar Taneja, Jt. Director (E-III)** shared his experienced while was Dy.Director (Bft.) at SRO, Noida in 2005. Once his team visited Noida Industrial Area for coverage of a unit, but the employer refused the team to enter the premises. With lots of his efforts the team entered the premises and covered the factory. On the same day, an accident occurred in the factory and 4 people died in the accident. Since the factory was covered, IPs got their benefit and after this accident they realized the importance of ESIC and thanked his whole team.
Jnri C.K: Sharma, Ex-FC started with “Sanskrit Shloka-

“Om Astoma Sad Gamaya
Tamso ma Jothir Gamaya
Mrytorma amrutham Gamaya”

“Oh Lord- From the unreal, lead me to the Real, From the darkness lead me to light; From the death, lead me to immortality”.

Shri Sharma told that his association with ESIC is very old. He joined ESIC as Financial Commissioner in 1995. He appreciated newly constructed building of ESIC. He said that we can categorize our experience of life as good and bad. Many times actually we think that we have done good for some one, but the person did not think that we had done good for him. For the officers working in the field, when IPs come in person to our office for claim/benefits, a general rudeness in our offices threatens the IPs. They get some element of fear. When we welcome them with calm & patience, guide them, our action is getting popularity. If we are polite, kind heartedly listen to them, it speaks about ourselves.

At this stage of proceeding, Sh. Sahu, Insurance Commissioner joined the meeting.

Shri Sharma continuing said that change is very good in our life. There should be some opportunities in ESIC by deputation of officials/officers in various departments. By this change, the officers interact with others and their experience and knowledge enhance.

Shri Sharma further stated that today we all are living in stress. We have anxiety, lots of guilt advice, working conditions, our domestic issues, our fear of change. In our career we are not happy for what we are getting or what we are not getting but we should not get stress. We should have satisfaction in life. Morning walk, meditation, right thought, emotional balance is very necessary for lessening stress. We should not upset for unnecessary things. Forgive and forget principal should also apply in our offices. If we are passing through bad phase, always remember that this will pass and subsequently morning will come with happiness.

Insurance Commissioner expressed his gratitude to Shri C.K. Sharma who came and shared his valuable experiences which really helped our officers in their day-to-day life. IC said that for interaction, we are having In-house/Out-house programmes/workshops including all cadres. If the working atmosphere is good, the quality of work will also be good. IC further stated ESIC will conduct a Seminar for DDs & JDs on 16th July, 2011 at Vigyan Bhawan.

The meeting ended with thanks to the chair and the vote of thanks was given by Sh. N.K.Tiwari with his remembering words that we have to lead ESIC to its peak.

Next experience sharing meeting will be held on 24.06.2011 (Friday) at 15:30 hrs.

(Mohd. Irfan)
Joint Director (PG)