Minutes of the Meeting of Fifth Session of experience sharing to handle Public Grievance held on 25.02.2011 (Friday)

Fifth meeting of the experience sharing session was chaired by Insurance Commissioner along with good number of Officers of Hqrs. Office. At the outset he thanked the members of organizing committee for its efforts towards successful holding of Diamond Jubilee Celebration at Vigaan Bhawan and expressed his intention to give appreciation letter to each member.

Dr. Vivek Handa DMC (ME) dwelt upon the need of courteous and empathic approach/attitude of the staff working in primary medical units. According to his view, number of hurdles would come in our way including shortage of staff but it is our first and foremost duty to deliver best possible services to our IPs to their satisfaction at each stage. It was brought out that 80% complaints come from Medical side. DMC (ME) replied that by streamlining the function in a better way and analyzing the true reasons of complaints, we can achieve better results.

Shri A. K. Sinha, Director (Vigilance) also shared his working experience related to non-medical and Medical Side. He informed that during his tenure as Regional Director (Bihar) he used to monitor each Return and during this exercise he came across a very old and long pending death case and settled it by utilizing the clue about the employer who was not coming forward for completing the formalities of this accident case. Shri Sinha further informed how his family members faced difficulty in getting treatment due to the behavior of ECG Technician. He was of the opinion that there is a need for change in attitude and behavior of the staff so that they may properly handle the points, with proper care.

Shri H. C. Sharma Director (PG) informed that Public Grievance Redressal has acquired the status of main line activity in Government machinery. It is one of the major instrument of measurement of performance of each ministry and departments. The grievance / complaints do crop up mainly due to deficiency / shortcoming in the system of delivery or myopic policy structure. The grievance gives us feedback about the system and policy structure of the organization and with that we can improve / modify the system and frame better policies.

But 80% of complaints received are due to behavioral problems. It is important that all dispensaries / B.O.s (where staff directly comes in touch with IPs) should be manned by staff / officers possessing outstanding communication skills. Training in enhancing communication skills to all functionaries should be an ongoing process.

Shri Mahesh Sharma, Assistant Director (OL) shared his experience in a unique case of Okhla where an IP expired due to an accident and Death Benefit in the shape of pension was given to the widow. After 13-14 years, widow also unfortunately met with an accident and succumbed to injury. The person, who was receiving the payment of Death Benefit as Guardian of the minor children, again went to receive the pension in respect of deceased wife of IP but the Local office Manager refused to give two pensions saying that the children are entitled to receive one pension which ever is higher. Cases were referred to Regional office but R.D. had given the same view. At last the case was referred to Hqrs. Legal opinion was sought in the case and with our best efforts, the pension of both deceased persons was given to the dependent children.

Mr. R. K. Gautam, Joint Director (PR), narrated an incidence when an I.P. started shouting and using an abusive language in R.D's Chamber to avail benefit for which he was not entitled. Sh. Gautam maintained his cool and made efforts to convince him about the eligibility condition required in his case. Finally, the I.P. was satisfied and thankful and realized his mistake.

Shri Ajay Kumar, Dy. Director (Legal), also shared his experience while on an inspection of a factory where the Workers gheraoed him and declared that they don't want ESI coverage. Sh. Kumar told them that with a nominal contribution @ 1.75% of employee share they are eligible for lot of Benefits under ESI Act and they were convinced and finally agreed for their coverage.
At this stage **Sh. P.C. Hota** Chairman Select Committee for Specialists joined the meeting.

Finally, Insurance Commissioner requested Shri P.C. Hota to enlighten the members with his rich experience. **Shri Hota** while sharing his experience spoke about his first visit to Scotland and observed how punctuality was the hallmark of their public services of this country. When he went to purchase the ticket, he found long queue. If he went to purchase the ticket, the train would have gone before he could get ticket on his turn. He spoke to some railway official who advised him to pay the fare at his destination. While performing his journey, he discussed the matter with him. Upon this he informed Mr. Hota that Public Transport Authority trusts its passengers and what matters most is their intention to pay for the fare of their journey. He also shared the experience of his visit to America and Tokyo. Some beautiful quotations from the biography of Mahatma Gandhi written by John W. Gardner were also cited by him before the audience. In his valuable speech, he spoke at length about Mahatma Gandhi's deep concern for masses and his love for Humanity which inspired him to sit on fast unto death all alone in the communal riot-hit Noakhali for bringing in peace and harmony. Gandhiji was a true leader and we as government servants require the same spirit to serve our country men.

In the end, meeting ended with the vote of thanks to Chair.

**The next meeting of experience sharing would be held on 25th March, 2011, Friday in conference room at Hqrs. Office from 3.30 p.m. to 5.30 p.m.**

\[\text{MOHD. IRFAN}\]
**JOINT DIRECTOR(PG)**

Dated: 14.03.2011

To

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 Assistants Directors, Hqrs. Office.
3. MS, Basaidarapur/MS Rohini/MS, Jhilmil/MS, Okhla/MS, Noida.

\[\text{MOHD. IRFAN}\]
**JOINT DIRECTOR(PG)**
Minutes of the Meeting of Fourth Session of experience sharing to handle Public Grievances held on 30.12.2010 (Thursday)

This meeting held on 30.12.2010 was chaired by Director General.

At the outset the Insurance Commissioner, read a message for the ESIC Employees Union Function at Mumbai and stressed that all the functionaries whatever their hierarchy may be in different divisions of ESIC, are part of the chain and equally responsible to improve the image of the ESI Corporation.

Shri J.P.S. Malik, A.D. informed that during his 15 years in field he had got many opportunities to redress the grievances of the Insured Persons as Branch Manager. He urged that sufficient powers should be given to the Branch Manager of the Local Offices so that IP should not suffer. Director General wanted a list of such powers from Sh. Malik so as to examine them and the required powers may be delegated to Branch Managers.

Shri S.K. Shah, Joint Director while sharing the experience, informed that ESI Corporation has done a lot of progress during the last 1 year under the dynamic leadership of Director General of the Corporation in every field. He informed that the Corporation should make effort to achieve betterment of IPs in all possible manner through better delivery system of benefit.

Shri Keshav Dass, Joint Director(F) stressed upon the root cause analysis of the problems. He said that we should concentrate on the grievances of the IP so that we may analyse the data at a later stage and action deemed fit may be taken.

Director General quoted the example of Mr. Khan of Okhla, New Delhi and stated that if any beneficiary of the Corporation hurts you due to some difficulty which he is facing, try to listen him and redress his grievance in best possible manner so that his attitude to and perception of our organisation may change. By doing this, we can change the image of the Corporation.

Shri R.C. Sharma, Director informed that when he went to Noida Hospital for B.P. Check-up, Medical Specialists refused to check the BP and sent him to another doctor. Shri H.K. Mehta DD had informed that in Greater Noida dispensary which is catering 50,000 IPs is having only 1 or 2 doctors and there is problem in getting the medicines.

Dr. S.K. Jain (DMC) spoke about the primary medical services and informed that ESIC Hqrs office sanctioned 1 lakh rupees to each dispensary for purchase of small equipments/instruments at dispensary level. He further informed that in Noida area two Dispensary– one in Noida and another in great Noida are catering to the medical needs of a vast area.
Director General informed that we can open two or three more dispensaries in the area where the cluster of IP's is more.

Smt. Yashoda Devi informed about poor availability of specific medicines in the hospital and suggested that prescribed medicines should be made available in the hospital. Shri V.K. Sharma, Assistant Director (Vig.) also subscribed to the views of Smt. Yashoda Devi and informed that some improvements should be done. In this connection DMC informed that if the whole medicines are distributed from the hospital, the purpose of establishing the dispensaries will be defeated. He informed that instructions have already been issued to distribute medicines from the Hospital for one week.

Director General informed that some life saving medicines which are not available in hospital, should be made available for the patients at least for one week from the hospital or till the course prescribed by the doctor. He further desired that a progressive Chart for two to three years, showing number of tests done, number of X-rays done and other activities of the hospital etc. should be displayed in the front reception area of the hospital. This procedure should be followed by every ESI Hospital.

Some other issues were also discussed in the meeting. Director General concluded that we should work in a team with humanitarian touch.

The meeting ended with the Vote of thanks to Chair.

(Md. Irfan)
Joint Director (PG)

To
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.
2. All Regional Directors / Directors/ Jt. Directors I/C RO’s /SRO’s/Dos,
   ESI Corpoation.
3. MS, Basaidarapur/MS Rohini/MS, Jhilmil/MS, Okhla/MS, Noida.

(Md. Irfan)
Joint Director (PG)
Minutes of the Meeting of third session of experience sharing to handle Public Grievances held on 29.11.2010.

The third session to share the experience on handling Public Grievances held on 29.11.2010 in Hqrs. Office was presided over by the Medical Commissioner. Addl. Commissioner (P&A), DMCs including other invitees and participants took part in the meeting.

Dr. J.N. Mahanty, Medical Commissioner in his inaugural speech, welcomed all the participants and stressed upon the necessity of such sessions.

Shri T.K. Bhattacharya, A.C. (P&A) stated that learning is a continuous process. We should learn at every stage from each and every person. It really hurts if we do not deliver our services properly and to the satisfaction of our stakeholders. According to him we will have to change our delivery system of benefit and attitude towards work for achieving desired result.

Dr. S.K. Jain, Dy. Medical Commissioner informed that most of the public grievance cases relate to medical reimbursement claims. The grievances are mostly of those IPs who have taken Super Specialty Treatment from other Hospitals. Now, with further delegation of powers to Field Offices for settling the medical reimbursement claims at their level, the no. of grievance cases in this regard will be reduced.

Shri B.D. Sharma, A.C. (Bft.) while sharing his experience, said that we should settle the public grievance cases with happiness and taking personal interest. And he was of the view that such type of happiness is in the form of internal bliss and first step towards achieving our target.

Shri Raj Kanwal, Jt. Director (RTI) expressed the need to resolve discrepancies while settling the public grievance cases. Shri Sushil Sachdeva, Asstt. Director (Rev.) shared his field experience as Local Office Manager in Kolaba, Mumbai. Shri Vijay Bokolia Asstt. Director (Genl.) shared his experience of handling various types of complaints of Officers and Staff at Hqrs. Office.

Smt. Meenakshi Nanda, Asstt. Director (E-VI) and Smt. C.P. Wadhwa, Asstt. Director (Rectt.) also spoke about their different type of work during their career so far. Smt. Yashoda Devi, O.S. (PG) highlighted the attitude of treating doctors in ESIC Dispensary/Hospital. At this, Shri Kanwaljeet, A.D. (E.I) raised the issue of supply of medicines which are purportedly not upto the mark and different from prescribed medicines.

Dr. Vivek Handa, DMC (ME) intervened and said that attitude problem of ESIC doctors is definitely a cause of concern, whereas supply of medicines in ESI establishments are standard one, which meets all the prescribed norms of drug manufacturing, procurement and supply of these to IPs and staff/officers of ESIC are alike.
A.C. (P&A) also took part in the discussion and informed that popular brand of medicines are usually not available in ESIC Hospitals/Dispensaries. He also stressed the need for calling grievances/complaints of ESIC Officers & Staff in this regard, for which Director General may also be invited in the discussion.

Finally, Medical Commissioner commented upon system of procurement of medicines and enlisting of manufacturers and supplier of drugs in the ESI Scheme. He informed that ESIC ensures standard medicines/drugs and popular brands are commercial names, whereas, in ESIC, drugs are purchased as per generic composition of drugs. He expressed satisfaction in deliberating all such issues in a free and frank atmosphere.

The meeting ended with the vote of thanks to Chair.

(Pranava Kumar)
Asstt. Director (PG)


To

1. PS/PA to D.G/F.C/I.C/M.C/C.V.O/C.E/All DMCs
   A.C. (P&A)/Shri D. Lahiri (A.C)/A.C (Benefit)
   A.C. (Systems)/All Directors/All Joint Directors/
   All Deputy Directors/All Assistant Directors, Hqrs. Office
2. All Regional Directors/Directors/Jt. Directors I/C
   ROs/SROS/DOs, ESI Corporation.
3. MS, Basaidarapur/MS Rohini/MS, Jhilmil/MS, Okhla/MS, Noida.

Asstt. Director (PG)
Minutes of first session of experience sharing to handle public grievances held on 24.9.2010

The very first session to share the experience on handling Public Grievance was held on 24.9.2010 in Hqrs. Office which was inaugurated by the Director General.

Financial Commissioner and Medical Commissioner were also present.

At the very outset, Director (PG) welcomed all the participants and told that the grievances arise mainly due to shortcomings in the system and policies of the organization. But it is the behaviour pattern of the staff which is mainly responsible for the generation of grievances particularly in a service sector organization like ours. The experience sharing would not only bring in a constructive approach, but also inculcate motivation to the Redressal Machinery.

The Director General in his inaugural address, emphasized that a grievance arises when a person is denied/deprived of something for which he/she is rightfully eligible. Stressing upon the fact that if we failed to redress a grievance effectively, the system may collapse and the organization may die. He said that holding of such sessions would provide an opportunity to all officers to learn the art of handling grievances in a more effective and prompt manner. It would also reflect the message that this organization attaches utmost importance to its stakeholders in this area.

Shri Arvind Kumar, Joint Director conveyed his thanks for giving him an opportunity to share and discuss the points which people normally do not discuss. He brought to the notice of the gathering that all the officers in the ESIC have been provided with mail id and people are using the mail id to lodge their grievance and also as JD (Sys), he keeps himself on forwarding the same to the concerned authority for necessary action.

At this, DG directed that the mail may be forwarded to him in addition to the concerned person so that he may also look into the matter. JD (Sys) shared his experience of grievance handling by Indian Airlines where he was given the patient, quick and effective redressal of his grievance.
Shri H.K. Mehta, DD(P&D) elaborated as to how grievance arises. He suggested that there should be timely action on all correspondences. There should be humane approach in dealing with all grievance cases and our SSOs/ RDs and Model Hospitals should be strengthened.

While concluding the session, the AD(PG) said it was really a wonderful session to share the ideas/ experience of handling of Public Grievances. Since there was not much time left, the rest of the speakers listed for 24.9.2010 as well as new set of speakers would be sharing the same on the next session i.e. on 29.10.2010.

The DG has kindly advised to increase the duration of experience sharing session from one and half hour to two hours, keeping in view the significance of such sessions.