
To

The All Regional Director/ Director I/c,
Joint Director I/c, SSMC/ SMC,
ESI Corporation/ RO/ SRO,
M.S/ ESI Model Hospital

Sub:- Registration of complaints in Branch offices & Regional Offices.

Sir,

It was reported by some members of sub committee on Diamond Jubilee Celebration that there are cases where complaints were not registered probably due to the absence of a proper mechanism. While explaining the position the Insurance Commissioner informed the members that he has not, so far, come across such instances, but assured the members that he would direct his officers to ensure that complaints are registered at all cost without fail. Any instance of non registration of complaint at the level of branch office/ Regional Office would be viewed seriously.

Yours faithfully

\( \text{(H.C. Sharma)} \)
\( \text{Director (PG)} \)

Copy to The Add. Commissioner System to ensure early installment of Integrated Public Grievance Redressal Management System (IPGRMS) module with the assistance of Wipro for an affective and prompt disposal of Public Grievances

\( \text{Director (PG)} \)
Dated: 3~08/2011

To

The Regional Directors/Director/Joint Director I/c,
ESI Regional Offices/ SRO,

Sub:- Regular holding of Suvidha Samagam (Shikayat Adalat) in Branch Offices – reg.

Sir,

It has been decided to reiterate that Suvidha Samagam Conclave should be held regularly in Branch Offices on 20th of each month as per the Action Plan for Redressal of Public Grievances. The Branch Managers must ensure the participation of local committee members and members of the Regional Board & corporation (if any) hailing from the area under their jurisdiction. Similarly, members of Employers’ and Employees’ Associations should also be invariably invited in order to achieve the objective of holding this meeting.

The IMO In-charge of the concerned dispensary should also be requested to participate in this meeting in order to look into the problems being faced by stakeholders in the field of medical care.

Branch managers may be advised to issue circular specifying date, time and venue of such meeting including objective of such Samagam to all concerned in their respective areas. Also display at Branch Office notice Board etc.

For a deeper reach into the insured population and other stakeholders, an advertisement in local newspaper in local language should be published for wide publicity.

You are requested to furnish information of the above by 5th of the following month and adhered to the above instruction for strict compliance.

This issue with the approval of Insurance Commissioner.

Yours faithfully,

(H.C. Sharma)
Director (PG)

Copy to:-
1. SSMC/ SMC for facilitating the participation of Medical Referee & IMO Incharge in the above said meeting.
2. All members of the corporation. (To All non official member of Corporation).
3. Sh. Arvind Kumar, Joint Director (System) for upload for website of Hqrs. Office.

Director (PG)