



## PUBLIC GRIEVANCES REDRESSAL MACHINERY SET-UP IN ESIC

1. The Cabinet Secretariat, Government of India vide Notification no. A-11013/1/88-Ad-I dated 02.06.98 has extended the jurisdiction of Directorate of Public Grievances to ESI Hospitals and Dispensaries directly managed by the ESI Corporation under the Ministry of Labour.

2. Accordingly, the ESI Corporation has set up the Public Grievance Redressal System at Headquarters office and all RO/SRO/DO/BOs and ESIC Hospitals to ensure expeditious disposal of complaints and redressal of grievances. Public Grievance Cell set-up at ESIC, Head Quarter Office is headed by a senior officer of the Corporation. This Cell monitors the grievance redressal machinery in the entire ESI set-up comprising of Regional Offices, Sub-Regional Offices, Branch Offices, ESI Hospitals and Dispensaries managed and controlled directly by the E.S.I. Corporation. Further, in all field offices and hospitals a designated Grievance Officer has been nominated to ensure prompt and effective redressal of grievances. Detailed guidelines have also been issued from the Hqrs. to all concerned to look into the public grievances of the Stakeholders and settle these within the stipulated time frame.

3. Centralized Public Grievance Redress and Monitoring System (CPGRAMS) has been installed wherein online grievances related to ESI Corporation are being received through PG Portal Govt. of India, "Instruction in this regards has been issued to all RDs/JD I/c, vide letter no. Z-14/11/04/2009-PG dated 09.10.2009 and 03.12.2009 for checking/ monitoring the same at their level for settlement of online grievances within stipulated time frame.

4. Grievances and complaints received through the Cabinet Secretariat (Directorate of Public Grievances), Ministry of Labour & Employment & Prime Minister's Office etc. are promptly taken up and efforts are made to redress them within the time frame.

वेबसाइट की विषय-सूची का प्रबन्धन.....

Website Contents Management.....

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दिनांक / Date..... 24/07/14

5. ESIC has displayed the email-id in the website for filing the complaint. The general public can file the grievance through the mail, representations/ complaints can be forwarded to concerned RO/SRO/Hospital for redressal of the same.

6. The Toll Free Helpline number 1800-11-2526 has been installed at Hqrs, which is functional for 7 days round the clock

7. **Holding of Suvidha Samagam.**

Suvidha Samagam for quick redressal of Public Grievances of beneficiaries are periodically arranged at Regional Offices/ Sub-Regional Office/ Divisional offices on second Wednesday (AN) (if holiday, then next working day) of each month and at Branch Offices on 2<sup>nd</sup> Friday of each month regularly. Medical Superintendent, of the ESIC/ ESIS Hospitals, where the ESIC and ESIS Hospitals are located in the same town/ city, have been directed to attend the Suvidha Samagam organized by the Regional Office/ Sub-Regional Office/ Divisional office. However the Medical Superintendent, of ESIC/ ESIS Hospitals located in different city/ town/ at distance away from Regional Office/ Sub-Regional Office/ Divisional office have been directed to hold the Suvidha Samagam at Hospital level.

8. **Facilitation center**

The Corporation has opened facilitation Centres in all the Regional Offices Sub-Regional Offices/ ESI Hospitals & Model Hospitals including Hqrs. office in order to have a better interaction with the beneficiaries of the scheme.

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