



केन्द्रीय विश्लेषण और आसूचना इकाई
Central Analysis & Intelligence Unit

कर्मचारी राज्य बीमा निगम

Employees' State Insurance Corporation

पंच दीप भवन, सी. आई. जी. मार्ग, नई दिल्ली - 110002

Panchdeep Bhawan, C.I.G.Marg, New Delhi - 110002.

(ISO 9001-2008 Certified Organisation)

No. S-HQ/1/2014-CAIU

Dated: 05.09.2014

To

All ACs/RDs/JD (I/c),
All SSMC/SMC,
All Medical Supdts.
ESI Corporation

Subject : **Setting up of Central Analysis & Intelligence Unit and notification of scheme of inspections linked with Web Portal – Forwarding of complaints.**

Sir/Madam,

In continuation to Hqrs.Circular No.S-11/12/2/2008-Rev.II dated 25/06/2014 and 07/08/2014 on the above cited subject, it is to inform you that C.A.I.U has started functioning with effect from 01/09/2014 but the complaints received up to 31/07/2014 by Field Offices (R.Os, SROs etc.) are yet to be received by this unit as were required, as per instructions. Some of the R.Os / S.R.Os have forwarded the complaints in a summary form whereas the complaints, in original, are to be forwarded to this unit at Hqrs.

As per new inspection policy, C.A.I.U. shall receive complaints received in any office of the Corporation by letter or email, which can be redressed through inspection and accordingly all such complaints are to be directed to C.A.I.U. by the concerned field office- R.O., S.R.O. etc. and follow up action, whatsoever required, on the basis of analysis of data, shall be taken by the Regional Office as per directions from C.A.I.U. Hqrs.

In the light of the above and in accordance with the new inspection policy, you are requested to forward all such complaints, which can be redressed through inspection, to C.A.I.U. immediately so as to enable us to take appropriate action. All pending complaints should be forwarded positively by 10th September 2014 in original and also with a brief note about status of coverage, compliance and inspection of the unit concerned and also with factual position in regard to other irregularities, if any, reported in such complaints.

Hindi version will follow.

Yours faithfully,


(R.S.BISHNOI)
Director(CAIU)

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Director(CAIU)