



**EMPLOYEES' STATE INSURANCE CORPORATION**  
**PANCHDEEP BHAWAN: C. I. G. ROAD: NEW DELHI-110 002**  
**Website - www.esic.nic.in t(011) 23234092**

No. Z-11/12/Pragati/2018-Public Grievance (PF-2)

Date: - 07/08/2018

**MEMORANDUM**

**Sub: - Updation of contact details on CPGRAMS Portal/ESIC PG Portal - reg.**

A copy of Office Memorandum Nos. Z-14025/05/2016-PG Cell dated 22.06.2018 issued by Ministry of Labour & Employment and K-11019/11/2015-PG (Policy) (C.F.NO. 2324) dated 06.04.2018 issued by D/o Administrative Reforms and Public Grievances on the subject cited above, is forward herewith for information and necessary action.

Hindi version will follow.

Encl: - As above

*Vikas Sangwan*  
7/8/18

**(Vikas Sangwan)**  
**Assistant Director (PG)**

**To,**

1. All Regional Directors/Directors/Joint Directors (I/c)
2. Dir.(Med)Delhi/Noida
3. Medical Superintendent ESI Hospitals/ ESIC Model Hospitals
4. All Public Grievance Officers of field offices/Hqrs.
5. Website content Manager with the request to upload the Memorandum on the website of ESIC.

F.No.Z-14025/05/2016-PG Cell  
Government of India  
Ministry of Labour & Employment  
(Public Greivance Cell)

Shram Shakti Bhawan,  
Rafi Marg,  
New Delhi, dated 22 June, 2018

**OFFICE MEMORANDUM**

**Sub: Updation of contract details on CPGRAMS – reg.**

The undersigned is directed to forward a copy of the DARPG's OM No.K-11019/11/2015-PG (Policy) (C.F.No.2324) dated 14.06.2018 (copy enclosed) on the above noted subject and to say that DARPG has observed that the names, designations and contact details of the officers, who are declared as subordinate users on CPGRAMS, are not being updated regularly, due to which in a large number of cases PG Call Centre is unable to contact these officers for ensuring expeditious action on disposal of the grievances. A list of CPGRAMS users/contact officers in r/o this Ministry, who could not be contacted by PG Call Centre of DARPG, as sent by the DARPG, is also enclosed.

3. All concerned Bureau Heads/Nodal Officers etc are, therefore, requested to kindly ensure that the contact details of all CPGRAMS users <sup>are updated</sup> on regular basis. An ATR in the matter may please be sent to PG Cell of this Ministry for onward transmission of the position to the DARPG, at the earliest.

(S.K.Sadhu)

Under Secretary to the Govt. of India

Tel.No.23765232

Encl: As above.

To

1. Chief Labour Commissioner (Central), S.S. Bhawan, New Delhi.
2. Director General of Employment (DGE), Sharam Shakti Bhawan, N.Delhi.
3. Central Provident Fund Commissioner, (EPFO), Bhavishya Nidhi Bhawan, 14, Bhikaji Cama Place, New Delhi.
4. Director General (ESIC), Panchdeep Bhawan, Kotla Road, N.Delhi-110002.
5. Regional Director (CBWE), VRCE Gate, North Ambazari Road, Nagpur.
6. Director, V.V.Giri National Labour Institute, Sector-24, Noida, Uttar Pradesh.
7. Director, Labour bureau, SCO-28-31, Sector-17-A, Chandigarh- 160017.
8. Director, DGMS, Jagjeevan Road, Dhanbad- 826001.
9. Directorate General, Factory Advice Service and Labour Institute, Central Labour Institute Building, N.S.Mankikar Marg, Sion, Mumbai-400022.
10. Director General Labour Welfare, Jaisalmer House, New Delhi.

Copy to:- All Bureau Heads in the Ministry (MS) for kind information.

K-11019/11/2015-PG(Policy)(C.F.No.2324)  
Government of India  
D/o Administrative Reforms and Public Grievances  
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5<sup>th</sup> Floor, Sardar Patel Bhawan, Sansad Marg,  
New Delhi, dated the 14<sup>th</sup> June, 2018.


OFFICE MEMORANDUM

Sub : Officials listed on CPGRAMS but could not be contacted by PG Call Centre –  
reg.

The undersigned is directed to state that the Public Grievances Call Centre set up by this Department has been reminding the concerned officials of 40 Ministries/Departments/Organizations receiving maximum number of grievances to expedite action on pending grievances. It is observed that the names, designations and contact details of the officers who are declared as subordinate users on CPGRAMS are not being updated regularly due to which in a large number of cases PG Call Centre is unable to contact these officers for ensuring expeditious action on disposal of the grievances. The issue was brought to the notice of the Ministries/Departments earlier vide this office O.M. No. K-11019/21/2015-PG(Policy) dated 16.2.2017 and 23.08.2017.

2. A list containing the contacts as shown on the CPGRAMS portal but could not be contacted by the PG Call Centre during the month of May, 2018 is enclosed. It is requested that urgent action may kindly be taken to update the names and contact details of the officials on CPGRAMS on regular basis.

Encl. : As above.

  
(Dipankar Dutta)  
Under Secretary to the Govt. of India  
Tel. : 23401474

Urgent

Pl. push the list  
circulating to all for  
urgent n.a./compliance

21/6/18

Cons ASO, Ph cell



K-11019/11/2015-PG(Policy)(C.F.No.2324)  
Government of India  
D/o Administrative Reforms and Public Grievances  
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