



**HEADQUARTERS  
EMPLOYEES' STATE INSURANCE CORPORATION  
PANCHDEEP BHAWAN; C.I.G. ROAD; NEW DELHI**

No. C-12/12/2018-PG(Misc.)

Dated: 8-01-2019

**OFFICE MEMORANDUM**

The Director General has ordered to deploy an Officer in the rank of Assistant Director at the IVRS Call Center set up at Naraina, Delhi to act as a link between the professional Call Centre and ESIC/Hqrs. so as to keep the Call Centre abreast about the latest development in the ESIC.

1. The Officer so deputed shall guide, assist, clarify about the instructions and rule positions to the personnel responding on behalf of ESIC to those seeking help from the Call Centre.
2. The Officer shall also act as Coordinator between the Call Centre and ESIC Offices across the country in the matter of accessing information relevant to the person concerned.
3. The Officer shall also arrange disposing of the grievances lodged on the ESIC PG Portal for which he/she may need to pursue with the authority concerned so as to redress the grievances to the satisfaction of the complainant.
4. The Officer shall report to the Dy. Director (PG) posted at Hqrs. on daily basis.

For the present, Sri Vikas Sangwan, Asstt. Director (PG) is directed to take charge at the aforesaid location with immediate effect. His posting at Hqrs. shall be deemed to be at the Call Centre till further orders and he shall attend the Call Centre as if he is attending at Hqrs. and for which no conveyance allowance from Hqrs. to Naraina shall be admissible. However, if he is called at Hqrs., he is entitled for conveyance allowance.

  
(A.K. SAHU)  
DIRECTOR (PG)

To,

1. The Officer concerned.
2. Call Centre, Naraina.
3. All Divisional Heads, Hqrs. /NTA New Delhi.
4. All Additional Commissioners/Regional Directors/Director (I/C)/Joint Director(I/C)/Dy. Director (I/C)/ Director, E.V./Joint Director E.I, Headquarters, New Delhi.
5. Addl. Commissioner (F), Hqrs., New Delhi.
6. Director(Medical)Delhi/Director(M)Noida/ESI Hospital, K.K. Nagar.
7. All the Medical Superintendents of ESIC Hospitals & ESIC Model Hospitals.
8. All the Deans of Medical Colleges/Dental Colleges/Nursing Colleges.
9. Director/Joint Director, Zonal Vigilance.
10. The Website Content Manager for uploading the order on the website of ESIC.
11. Guard File.