No.ESIC/HQ/PG/COVID-19/2020
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CIRCULAR

Sub: Designating ESIC officers as NODAL OFFICERS for redressal of grievances of workers during Covid -19 crisis period.

Ministry of Labour and Employment has set up 20 Control Rooms under the office of Chief Labour Commissioner (Central) on Pan India basis in the backdrop of COVID-19, to address wage related grievances of workers employed in Central sphere and to mitigate the problems of migrant workers in coordination with State Governments.

These Control Rooms can be accessed by the workers through phone numbers, WhatsApp & emails and are managed by Officers of the Chief Labour Commissioner(Central).

These Control Rooms are also receiving complaints relating to ESIC.

Further, Hon’ble Minister’s social media account regularly receives some grievances relating to ESIC. Same is the case with the various social media accounts of the Ministry.

In view of this, Hon’ble Minister for Labour & Employment and Chairman of ESIC has directed that all the Regional Heads of ESIC will be “ESIC Nodal Officers” for their Region for redressal of grievances during this crucial period.

ESIC Nodal Officers need to interact with officers managing Control Room of the CLC (C) in their States. If any complaint pertaining to ESIC is received through these Control rooms or from Ministry, the same has to be resolved within 48 hours as far as practically feasible so as to provide respite to workers in the backdrop of COVID-19 crisis.

ESIC Nodal Officers have to arrange to redress all the complaints whether it pertains to ESIC Hospitals/Colleges or SROs or State ESI Directorate within their Region. The redressal of grievance has to be done in coordination with all concerned.

Name, mobile no. and email address of the ESIC Nodal Officers have been shared with Control Rooms of the Chief Labour Commissioners (C) office and also with “Santusht Cell” of Ministry of Labour & Employment which monitors Grievance Redressal in the Ministry.