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मुख्यालय/ HEADQUARTERS
कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



लोक शिकायत शाखा/ PUBLIC GRIEVANCES BRANCH
पंचदीप भवन, सी. आई. जी. मार्ग, नई दिल्ली-110 002
PANCHDEEP BHAWAN, CIG MARG, NEW DELHI - 110 002
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संख्या: सी-12012/54/2021-पीजी

दिनांक: 21.11.2024

कार्यालय ज्ञापन

विषय: विभिन्न क्षेत्र कार्यालयों में लोक शिकायतों का गुणवत्तापूर्ण, प्रभावी और समय पर समाधान तथा उन पर बीमाकृत व्यक्तियों से प्राप्त प्रतिक्रिया के संबंध में ।

यह देखा गया है कि लोक शिकायतों [केंद्रीकृत लोक शिकायत निवारण एवं निगरानी प्रणाली (सीपीग्राम) पोर्टल में प्राप्त सहित] के निपटान के लिए कुछ क्षेत्रीय कार्यालयों द्वारा काफी समय लिया जा रहा है और बिना किसी गुणवत्ता के निपटान किया जा रहा है। कभी-कभी शिकायतों के समाधान में लगने वाले दिनों की संख्या 21 दिन से अधिक पाई गई है। लोक शिकायतों के गुणवत्तापूर्ण निपटान में होने वाली देरी से बीमाकृत व्यक्तियों/ कर्मचारी राज्य बीमा लाभार्थियों/ याचिकाकर्ताओं में असंतोष पैदा होता है।

उपर्युक्त के दृष्टिगत सभी कार्यालय प्रमुखों और शिकायत निवारण अधिकारियों (जी.आर.ओ) को अद्यतन निर्देश निम्नानुसार दोहराए जाते हैं:-

- 1) सभी कार्यालय प्रमुख/ शिकायत निवारण अधिकारी केंद्रीकृत लोक शिकायत निवारण एवं निगरानी प्रणाली (सीपीग्राम) पोर्टल, ई-मेल, दस्ती तौर से हार्डप्रति/ डाक से/ शिकायत पेटी, वॉक-इन (व्यक्तिगत मुलाकात) या किसी अन्य माध्यम से प्राप्त लोक शिकायतों को प्राथमिकता के आधार पर देखेंगे तथा उन्हें अन्य कार्यालयों/ शाखाओं के साथ समन्वय करते हुए गुणवत्तापूर्ण ढंग से इस तरह समाधान करेंगे कि लोक शिकायत का समाधान 21 दिनों की अवधि के भीतर हो जाए।
- 2) शिकायत निवारण अधिकारी दैनिक आधार पर प्रतिदिन 02 बार (*अधिमानतः प्रातः एवं सायं*) लॉग इन करके सीपीग्राम शिकायतों की निगरानी करेंगे।-
- 3) सुनिश्चित किया जाए कि लोक शिकायत का समाधान उसकी प्राप्ति के **15 दिनों के भीतर** हो जाए तथा कोई भी लोक शिकायत **21 दिन** के बाद समाधान हेतु लंबित न हो।
- 4) शिकायत के निपटान से पूर्व याचिकाकर्ता/ शिकायतकर्ता को पत्र/ ई-मेल के माध्यम से गुणवत्तापूर्ण और सुस्पष्ट तर्कसंगत उत्तर दिया जाए। साथ ही मामले का निपटान करते समय याचिकाकर्ता/ शिकायतकर्ता की प्रतिक्रिया/ संतुष्टि की टेलीफोन पर पुष्टि की जाए और सीपीग्राम पोर्टल पर दर्ज की जाए।
- 5) चिकित्सा प्रतिपूर्ति, चिकित्सा सुविधा, नकद हितलाभ, भ्रष्टाचार, कर्मचारी राज्य बीमा अधिनियम के प्रावधानों के अंतर्गत गैर व्याप्ति/ गैर-अनुपालन/ कर्मचारियों की कम संख्या सूचित किए जाने से संबंधित लोक शिकायतों के समाधान एवं निपटान को प्राथमिकता दी जाए। अन्य लोक शिकायतों का भी 21 दिन के भीतर निपटान किया जाए।
- 6) चिकित्सा प्रतिपूर्ति से संबंधित शिकायतों का निपटान करते समय, दावे की गई राशि, पात्रता, दर, केंद्रीय सरकार स्वास्थ्य योजना दरों के अनुसार की गई कटौती आदि का संपूर्ण विवरण

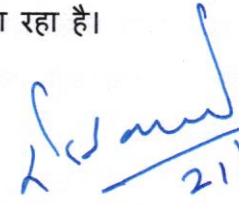
याचिकाकर्ता/ शिकायतकर्ता को दिया जाए ताकि शिकायतों या अपीलों की पुनरावृत्ति से बचा जा सके।

- 7) लोक शिकायत अपीलों का उत्तर प्राथमिकता के साथ पोर्टल पर प्रस्तुत किया जाए, जिसमें उचित कारण और संबंधित नियम/ विनियम/ निदेशों का संदर्भ दिया जाए और प्रयास किए जाएं कि लोक शिकायत अपील को प्राप्त के 20 दिनों के भीतर निपटाया जाए। कोई भी लोक शिकायत अपील 30 दिनों से अधिक लंबित नहीं रहनी चाहिए।
- 8) त्वरित और प्रभावी समाधान सुनिश्चित करने के लिए, यदि आवश्यक हो, तो लोक शिकायत अधिकारियों (जी.आर.ओ) की संख्या बढ़ाई जा सकती है ताकि कामकाज का सुचारू रूप से संचालन हो सके। तथापि, शिकायतों के समाधान की गुणवत्ता से कोई समझौता नहीं किया जाना चाहिए।
- 9) लोक शिकायत अधिकारी (जी.आर.ओ) के विवरण में परिवर्तन (स्थानांतरण/ परिशोधित कार्य आबंटन/ नया नामांकन आदि) होने की स्थिति में, नए लोक शिकायत अधिकारी (जी.आर.ओ) का विवरण तुरंत केंद्रीकृत लोक शिकायत निवारण और निगरानी प्रणाली (सीपीग्राम) पोर्टल में लोक शिकायत अधिकारी (जी.आर.ओ) की मौजूदा उपयोगकर्ता आईडी का उपयोग करके अद्यतित किया जाए और लोक शिकायत शाखा, मुख्यालय, नई दिल्ली को ई-मेल आईडी: pg-hqrs@esic.nic.in के माध्यम से सूचित किया जाए।
- 10) हिंदी में प्राप्त लोक शिकायत का उत्तर अनिवार्य रूप से केवल हिंदी भाषा में दिया जाएगा।

इसके अतिरिक्त, विषय के निपटान और लोक शिकायतों का समाधान करते समय मुख्यालय, नई दिल्ली के पत्र सं. सी/12/12/आईवीआरएस/2019-लो.शि. दिनांक 08.12.2020 (प्रतिलिपि संलग्न) द्वारा शिकायतों के निवारण के संबंध में जारी मानक प्रचालन प्रक्रिया /अनुदेश को ध्यान में रखा जाए।

इसके अलावा, जैसा कि पूर्वोक्त निर्देशों दिनांक 08.12.2020 में बताया गया है बीमाकृत व्यक्तियों / कर्मचारी राज्य बीमा लाभार्थियों से प्राप्त शिकायतों और प्रतिपुष्टि /सुझावों के तुरंत (ऑन-स्पॉट) समाधान के लिए क्षेत्रीय कार्यालयों एवं शाखा कार्यालयों में सुविधा समागम आयोजित किया जाना जारी रहेगा और इस संबंध में रिपोर्टें सूचनार्थ मुख्यालय को भेजी जाएं।

यह बीमा आयुक्त (कार्मिक एवं प्रशासन) के अनुमोदन से जारी किया जा रहा है।


21/11/2024
(रवि प्रकाश, आईओएफएस)
अपर आयुक्त

सेवा में,

1. महानिदेशक/ वित्त आयुक्त/ मुख्य सतर्कता अधिकारी, मुख्यालय, नया दिल्ली के प्रधान निजी सचिव/ निजी सचिव।
2. सभी प्रभागाध्यक्ष, मुख्यालय, नया दिल्ली के प्रधान निजी सचिव/ निजी सचिव।
3. सभी आंचलिक बीमा आयुक्त/ सभी आंचलिक चिकित्सा आयुक्त।
4. सभी अपर आयुक्त एवं क्षेत्रीय निदेशक/ क्षेत्रीय निदेशक/ उप निदेशक (प्रभारी)/ संयुक्त निदेशक, स्थापना -V, मुख्यालय, नई दिल्ली।
5. निदेशालय(चि.) नोएडा/ निदेशालय(चि.)दिल्ली/ आंचलिक प्रशिक्षण संस्थान।
6. सभी चिकित्सा अधीक्षक, कर्मचारी राज्य बीमा निगम अस्पताल और कर्मचारी राज्य बीमा निगम आदर्श

अस्पताल।

7. सभी चिकित्सा महाविद्यालय/ स्नातकोत्तर आयुर्विज्ञान एवं अनुसंधान संस्थान(पीजीआईएमएसआर) के डीन/ दंत्य महाविद्यालय/ प्रधानाचार्य, नर्सिंग महाविद्यालय।
8. सभी शिकायत निवारण अधिकारी (जीआरओ), कर्मचारी राज्य बीमा निगम।
9. वेबसाइट सामग्री प्रबंधक को कर्मचारी राज्य बीमा निगम की वेबसाइट पर सभी संबंधितों की सूचना के लिए अपलोड करने हेतु।



Employees' State Insurance Corporation
"Panchdeep Bhawan", C.I.G. Marg, New Delhi - 110002
(Public Grievance Branch)

No: C-12/12/IVRS/2019-PG

Date: 08/12/2020

To,

All Divisonal Heads, Headquarters Office
All Addl Commissioners & RDs/ Directors /Jt Director In-charge, Regional/Sub-Regional office
All Dean/Med Superintendents – ESIC Medical/Dental Colleges/PGIs/ESIC Hospitals.
Director (Medical)- Delhi/Noida

Subject: SOP for functioning for redressal of Grievances at ESIC Offices.

Sir/Madam,

The undersigned is directed to forward herewith the Standard Operating Procedure, as approved by the Director General, towards the functioning for redressal of Grievances received through various modes like CPGRAMS Portal, email, hard copy etc at ESIC Offices.


It is requested that the SOP must be adhered to while redressal of Public Grievances, failing which the responsibility shall be fixed in terms of the provisions laid down in the SOP against concerned Officers/Officials.

This issues with the approval of Competent Authority.

Yours faithfully,

S.L.Meena
Dy. Director (PG)

- Copy to:
1. PPS/PS to DG/FC/CVO/Medical Commissioner/IC for information
 2. All ACs/ Directors/ Joint Directors/ Deputy Directors, Headquarter.
 3. All Branches, Headquarter Office.
 4. Website Content Manager for uploading on the ESIC Website.


Dy. Director (PG)

SOP FOR FUNCTIONING FOR REDRESSAL OF GRIEVANCES AT ESIC OFFICES

Introduction:

As a service organization, stakeholder service and stakeholder satisfaction are our prime focus area. While the complaints are a means for the aggrieved to voice their grievances, they also tell us the reach of our programs and our deficiencies & failures. It thus becomes essential that all the Grievances are addressed expeditiously and effectively.

Objective:

The objective of this SOP is to provide efficient & effective grievance redressal mechanism to stakeholders/beneficiaries eligible for benefits under the ESI scheme. This SOP has been formulated considering the following:

- Complaints/Grievances raised by General public/IP/IW/Beneficiary are dealt with courtesy and in time bound manner.
- Complete transparency is maintained with the stakeholders and all grievances are dealt in efficient, timely and fair manner.
- Stakeholders are fully informed of avenues to escalate their complaints/ grievances within the organization.
- Stakeholders are informed of their rights to alternative remedy if they are not fully satisfied with the response of a particular field unit to their complaints.
- To ensure all inputs are logged in defined manner and system.
- Every category of Request or Complaint should have pre-defined turnaround time (TAT) & same would be communicated to the complainant.

Definition of Grievances/ Complaints:

- A "Grievance/Complaint" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service and/or process (es) from the Corporation and/ or its intermediary or asks for remedial action where a response or resolution is explicitly or implicitly expected.



- An "Inquiry/Query" is defined as any communication from a person for the primary purpose of requesting information about the corporation and/or its services. A query is an interaction with Corporation which can be resolved during the contact itself. A query does not require any follow-up action.
- A "Request" is defined as any communication from a person soliciting a service such as a change or modification in the policy.

Channels to Lodge a Grievance: The person may lodge his/her complaint, using any of the following facilities given below:

1. Through ESIC Website www.esic.nic.in by selecting "Grievance Redressal" option in "Services" link at Homepage.
2. CPGRAMS Portal: <https://pgportal.gov.in/Signin>
3. Email: pg-hqrs@esic.in or through any Hqrs Office/ field offices email addresses
4. Toll Free Help Lines- 1800-11-2526 (General Helpline) & 1800-11-3839 (Medical Helpline).
5. In Hard Copy by post, by hand, through complaint Box etc.
6. Walk-in (personal visit): To respective field offices/Headquarters Office.

Nomination of Public Grievance Officer (PGO):

- a) Head of the Office may nominate a Deputy Director (Preferably senior most in the Office)/ Assistant Director (in case no DD is posted in the Office Senior most AD) as the Public Grievance Officer for the purpose of ensuring timely and appropriate action on various representations/PGs from Stake Holders/Citizens. A link Officer may also be designated to ensure everyday/regular availability of PGO in the office.
- b) Head of the Office may ensure that the details like Name, Designation, Contact Number, E-mail id, room no etc. of the PGO is publicly displayed at a conspicuous spot at RO/SRO/BO/D(M)D/Medical College/Hospital/Dispensary and ESIC Website for easy information and access to the aggrieved stakeholders.
- c) In case of change of PGO, Head of the Office may ensure to inform the details like name, Designation, Landline & Mobile Number and email id of the new PGO to the Public Grievance Branch, ESIC, Hqrs to have easy/quick access. He/She may also ensure that this change is also updated at the publicly displayed conspicuous spot/Website of the office.

Internal Grievances Redressal Framework:

The Head of Office/PGO at all ROs/SROs/D(M)D/Medical College/Hospitals shall make his/her best endeavor to resolve such grievance at the earliest. The Public Grievance officer at field office shall be inter alia, responsible for ensuring that:

- a) All the officers designated as PGO, are required to update their details on CPGRAMS portal immediately while taking over/receiving the charge of PGO.
- b) All the grievances received at the office are registered in the system and addressed appropriately.
- c) All grievances are resolved at the earliest and not later than the time limit prescribed in the SOP
- d) If the Grievance cannot be settled within the prescribed time, the complainant shall be well informed of the same with the probable/possible time in which the Grievance will be finally redressed, but not later than the time limit prescribed in the SOP

Responsibility:

The SOP should be implemented in its true spirit so as to fulfill the objectives of timely and proper redressal of Grievances of the stakeholders/beneficiaries. There should not be any delay, negligence or lack luster approach towards disposal of Grievances. In case of any delay/negligence/inadequate/misleading response found in disposal of Grievances the officers/officials concerned as mentioned in each level shall attract penal/administrative action as per SOP. Heads of Offices/Divisional Heads of each of the Field Office/Divisions will also be equally responsible for timely and adequate disposal of the grievance as per the SOP.

Administration and Review of the SOP:

The Director General, ESIC shall be the overall in-charge for administration, interpretation, application and revision of this SOP. The SOP shall be reviewed and revised as and when needed.



Action to be taken on Complaints/Grievances/Representations received through various channels.

As per prevailing guidelines various authorities are required to redress the grievance received through various channels within 30 days of receipt of the grievance. For this, following Standard Operating Procedure (SOP) at all levels must be followed:

Grievances received through CPGRAMS Portal

<p>Headquarters Office</p>	<ol style="list-style-type: none">1) PG Branch shall forward the Grievances to the concerned division/field unit within 3 days of receipt of the Grievance. If the grievance does not pertain to ESIC, it may be returned back with appropriate reply within 3 days.2) All Divisions at Headquarters Office shall take appropriate action and redress the grievance within 7 days. In case more time is needed, an interim response shall be provided within 07 days, However, final redressal shall be completed within 20 days in any case.3) Nodal Officer (PG) shall monitor all the responses received from Divisions/field units and dispose of the grievances.4) If the reply given by the Concerned Divisions/field units is not found satisfactory, the Nodal Officer (PG) shall revert back to the Concerned Divisions/field units within 3 days with the direction for proper redressal/reply. The field unit/Division shall submit proper reply and redress the grievance within 7 days thereafter.5) IC (PG) may review 80% of the Grievances disposed of during the month6) Nodal Officer (PG) shall ensure that 20 PG cases per week out of redressed cases must be sent to the Director General for perusal.
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	<p>7) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.</p>
<p style="text-align: center;">Regional Office</p>	<ol style="list-style-type: none"> 1) PGO shall forward the Grievances to the concerned Branches/field unit within 3 days of receipt of the Grievance. If the grievance does not pertain to that unit, it may be returned back with appropriate reply within 3 days. 2) All Branches at Regional Offices shall take appropriate action and redress the grievance within 7 days. Interim reply shall be given within 7 days, if more time is needed, but in no case the final redressal is delayed beyond 15 days. 3) PGO at RO shall monitor all the responses received from all Branches/Field Units, update the reply on the portal and send to Hqrs office to dispose of the grievances. 4) If the reply/response given by the Concerned Branches/field units is not found satisfactory, the PGO shall revert back to the Concerned Branches/field units within 3 days with the direction for proper reply. The concerned Branches/Division shall submit proper reply and redress the grievance within 7 days. 5) The Regional Director may review 80% of the Grievances disposed of during the month 6) The PGO shall ensure that proper reply/response is provided to the complainant while closing the case. 7) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level. 8) The Grievances pertaining to State Govt/ESI Scheme shall be forwarded to the concerned State Govt authority with proper and specific advice for timely and

	<p>appropriate redressal within 3 days. PGO/HoO shall pursue such cases with the concerned appropriate authorities till redressal by the concerned authorities.</p>
<p>Sub-Regional Office/Divisional Office.</p>	<ol style="list-style-type: none"> 1) PGO shall forward the Grievances to the concerned Branch through e-mail/Hard copy within 3 days of receipt of the Grievance. If the grievance does not pertain to that SRO, it may be returned back with appropriate reply within 3 days. 2) All Branches at SRO shall take appropriate action and redress the grievance within 7 days. All the replies shall be approved by the In-charge of the SRO. Interim reply shall be given within 7 days, if more time is required, but in no case final redressal is delayed beyond 15 days. 3) The PGO at SRO shall monitor all the responses received from Branches, update the reply on the portal and send to Regional Office to dispose of the grievances. 4) If the reply/response given by the Concerned Branches is not found satisfactory, the PGO shall revert back to the Concerned Branches within 3 days with the direction for proper reply. The concerned Branches shall submit proper reply and redress the grievance within 7 days. 5) The PGO shall ensure that proper reply/response is provided to the complainant while closing the case. 6) The responsibility for non-adherence of the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level. 7) In case of the grievance pertaining to State Govt/ESI Scheme, the same shall be forwarded to the concerned authorities within 3 days and pursued with the said authorities till redressal.



**D(M)D/D(M)N/Medical/Dental
College/PGI/Hospital/Other
Medical Institutions**

- 1) The PGO shall ensure that grievances must be forwarded to the concerned Branch/ESIC Dispensary through e-mail/Hard copy within 3 days of receipt of the Grievance. If the grievance does not pertain to that Hospital/Institute it may be returned back with appropriate reply within 3 days.
- 2) All Branches at D(M)D/ D(M)N/ Medical/ Dental College /PGI/Hospital/Other Medical Institutions shall take appropriate action and redress the grievance within 7 days. All the replies shall be approved by the MS/Dean of the Hospital/Institute. Interim reply shall be given within 7 days, if more time is needed, but in no case final redressal is delayed beyond 15 days
- 3) PGO at D(M)D/ D(M)DN/ Medical / Dental College College/ PGI/ Hospital/ Other Medical Institutions shall monitor all the responses received from Branches/ESIC Dispensaries, update the reply on the portal and send to Regional Office to dispose of the grievances.
- 4) If the reply/response given by the Branches/ESIC Dispensaries is not found satisfactory, the PGO shall revert back to the Branches/ESIC Dispensaries within 3 days with the direction for proper redressal/reply. The Branches/ESIC Dispensaries shall submit proper reply and redress the grievance within 7 days.
- 5) The PGO shall ensure that proper reply/response is provided to the complainant while closing the case.
- 6) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.



Grievances received on E-mail

<p>Headquarters Office</p>	<ol style="list-style-type: none">1) The PG Branch shall forward the e-mail/grievance to the concerned division/field unit within 3 days of receipt of the Grievance. If the grievance does not pertain to ESIC it may be returned back with appropriate reply to the MOL&E or any other Department/Authority within 3 days.2) All Divisions at Headquarters Office shall take appropriate action and redress the grievance within 7 days. Divisional Heads shall ensure that proper reply/response may be sent to the complainant within 15 days from the date of receipt of the grievance in MOL&E/ESIC. Interim reply may be given, if time is needed, but in no case final reply is delayed beyond 20 days3) PG Branch shall monitor all the responses received from Divisions/field units.4) If the reply/response given by the Concerned Divisions/field units is not found satisfactory, the PG Branch shall revert back to the Concerned Divisions/field units within 3 days with the direction for proper redressal/reply. The field unit/Division thereafter shall submit proper reply and redress the grievance within 7 days.5) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.
<p>Regional Office</p>	<ol style="list-style-type: none">1) The PGO shall ensure that grievances must be forwarded to the concerned Branch/Branch Office within 3 days of receipt of the Grievance. If the grievance does not pertain to that RO it may be forwarded to the concerned RO/SRO/Hospital/ Institute keeping Headquarters' PG Cell in copy within 3 days.2) All Branches at Regional Offices shall take appropriate action and redress the



	<p>grievance within 7 days. The Regional Director shall ensure that proper reply/response is sent to the complainant within 15 days from the date of receipt of the grievance in MOL&E/ESIC. Interim reply shall be given, if more time is required, but in no case final redressal is delayed beyond 20 days.</p> <ol style="list-style-type: none"> 3) PG Cell at RO shall monitor all the responses received from all Branches. 4) If the reply/response given by the Concerned Branches/field units is not found satisfactory, the PGO shall revert back to the Concerned Branches/field units within 3 days with the direction for proper reply. The field unit/Branches shall there after, submit proper reply and redress the grievance within 7 days. 5) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level. 6) The Grievances pertaining to State Govt/ESI Scheme shall be forwarded within 3 days to the concerned State Govt authority for timely and appropriate redressal within 3 days. PGO/HoO shall pursue such cases with the concerned appropriate authorities till redressal.
<p>Sub-Regional Office/Divisional Office.</p>	<ol style="list-style-type: none"> 1) The PGO shall ensure that grievances must be forwarded to the concerned Branch/Branch Office within 3 days of receipt of the Grievance. If the grievance does not pertain to that SRO it may be forwarded to the concerned RO/SRO/Hospital/ Institute keeping Headquarters' PG Cell in copy within 3 days. 2) All Branches at SRO shall take appropriate action and redress the grievance within 7 days. The SRO In-charge shall ensure that proper reply/response is sent to the complainant within 15 days from the date of receipt of the grievance in MOL&E/ESIC. Interim reply shall be given within 7 days, if



	<p>more time is required, but in no case final redressal is delayed beyond 20 days</p> <ol style="list-style-type: none"> 3) PG Cell at SRO shall monitor all the responses received from Branches/Branch Offices. 4) If the reply/response given by the Branches is not found satisfactory, the PGO shall revert back to the Branches within 3 days with the direction for proper reply. The Branches shall submit proper reply and redress the grievance within 7 days. 5) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level. 6) The Grievances pertaining to State Govt/ESI Scheme shall be forwarded within 3 days to the concerned State Govt authority for timely and appropriate redressal within 3 days. PGO/HoO shall pursue such cases with the concerned appropriate authorities till redressal.
<p>D(M)D/D(M)N/Medical/Dental College/PGI/Hospital/Other Medical Institutions</p>	<ol style="list-style-type: none"> 1. The PGO shall ensure that grievances must be forwarded to the concerned Branch/ ESIC Dispensary within 3 days of receipt of the Grievance. If the grievance does not pertain to that D(M)D/ D(M)N/ Medical/Dental College/ PGI / Hospital/ Other Medical Institutions it may be forwarded to the concerned RO/SRO/ Hospital/ Institute keeping Headquarters' PG Cell in copy within 3 days. 2. All Branches at D(M)D / D(M)N/ Medical/Dental College/PGI/Hospital/Other Medical Institutions shall take appropriate action and redress the grievance within 7 days. The DMD/DMN/Dean/MS shall ensure that proper reply/response is sent to the complainant within 15 days from the date of receipt of the grievance in MOL&E/ESIC. Interim reply shall be given within 7 days, if more time is needed, but in no case final redressal shall be delayed beyond 20 days. 3. PG Cell at D(M)D / D(M)N/ Medical / Dental



	<p>College/PGI/ Hospital / Other Medical Institutions shall monitor all the responses received from Branches/ESIC Dispensaries.</p> <p>4. If the reply/response given by the Branches/ESIC Dispensaries is not found satisfactory, the PGO shall revert back to the Branches/ESIC Dispensaries within 3 days with the direction for proper reply. The Branches/ESIC Dispensaries shall thereafter submit proper reply and redress the grievance within 7 days.</p> <p>5. The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.</p>
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Grievances received By Post/By hand/by any other physical form like Complaint Box etc.

<p>Headquarters Office</p>	<ol style="list-style-type: none"> 1) The PG Branch shall forward the Grievance to the concerned Division/field unit within 7 days of receipt of the Grievance in the Branch. If the grievance does not pertain to ESIC it may be returned back with appropriate reply to the MOL&E or any other Department/Authority within 7 days. 2) All Divisions at Headquarters Office shall take appropriate action on the grievance within 7 days. The Divisional Heads shall ensure that proper reply/response is sent to the complainant within 15 days from the date of receipt of the grievance in ESIC. Interim reply shall be given within 7 days, if more time is required, but final redressal shall not be delayed beyond 20 days. 3) Similarly, the grievance received directly by the Division/Branch/field units at their end shall also be redressed within 7 days. 4) PG Branch shall monitor all the responses received from Divisions/field units. 5) If the reply/response given by the Concerned Divisions/field units is not found satisfactory, the
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	<p>Nodal Officer (PG) shall revert back to the Concerned Divisions/field units within 3 days with the direction for proper reply. The field unit/Division shall thereafter issue proper reply and redress the grievance within 7 days.</p> <p>6) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.</p>
<p style="text-align: center;">Regional Office</p>	<ol style="list-style-type: none"> 1) The PGO shall ensure that grievances must be forwarded to the concerned Branch/Branch Office within 7 days of receipt of the Grievance. If the grievance does not pertain to that RO it may be forwarded to the concerned RO/SRO/Hospital/Institute keeping Headquarters' PG Cell in copy within 7 days. 2) All Branches at Regional Offices shall take appropriate action on the grievance within 7 days. The Regional Director shall ensure that proper reply/response is sent to the complainant within 15 days from the date of receipt of the grievance in ESIC. Interim reply shall be given within 7 days, in case more time is required, but in no case final redressal be delayed beyond 20 days. 3) Similarly, the grievance received directly at RO/BOs shall also be redressed within 7 days. 4) PG Cell at RO shall monitor all the responses received from all Branches. 5) If the reply/response given by the Concerned Branches/field units is not found satisfactory, the PGO shall revert back to the Concerned Branches/field units within 3 days with the direction for proper reply. The field unit/Branches shall thereafter issue proper reply and redress the grievance within 7 days. 6) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level. 7) The Grievances pertaining to State Govt/ESI Scheme shall be forwarded to the concerned State Govt authority for timely and appropriate redressal. PGO/HoO shall pursue such cases with the concerned appropriate authorities for



	redressal.
<p>Sub-Regional Office/Divisional Office.</p>	<ol style="list-style-type: none"> 1) The PGO shall ensure that grievances must be forwarded to the concerned Branch/Branch Office within 7 days of receipt of the Grievance. If the grievance does not pertain to that SRO it may be forwarded to the concerned RO/SRO/Hospital/Institute keeping Headquarters' PG Cell in copy within 7 days. 2) All Branches at SRO shall take appropriate action and redress the grievance within 7 days. The SRO In-charge shall ensure that proper reply/response is sent to the complainant within 15 days from the date of receipt of the grievance in ESIC. Interim reply shall be given within 7 days, in case more time is needed, but in no case, the final redressal be delayed beyond 20 days. 3) Similarly, the grievance received at SRO directly shall also be redressed within 7 days. 4) PG Cell at the SRO shall monitor all the responses received from Branches/Branch Offices. 5) If the reply/response given by the Branches is not found satisfactory, the PGO shall revert back to the Branches within 3 days with the direction for proper reply. The Branches shall submit proper reply and redress the grievance within 7 days. 6) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level. 7) The Grievances pertaining to State Govt/ESI Scheme shall be forwarded to the concerned State Govt authority for timely and appropriate redressal. PGO/HoO shall pursue such cases with the concerned appropriate authorities for redressal.
	<ol style="list-style-type: none"> 1) The PGO shall ensure that grievances must be forwarded to the concerned Branch/ESIC Dispensary through e-mail/Hard copy within 7 days of receipt of the Grievance. If the grievance does not pertain to that D(M)D / D(M)N/ Medical /Dental College/ PGI/ Hospital/ Other Medical Institutions it may be forwarded to the concerned

**D(M)D/D(M)N/Medical/Dental
College/PGI/Hospital/Other
Medical Institutions**

- RO/SRO/ Hospital/Institute keeping Headquarters' PG Cell in copy within 7 days.
- 2) All Branches at D(M)D / D(M)N/ Medical/Dental College/PGI/Hospital/Other Medical Institutions shall take appropriate action and redress the grievance within 7 days. The DMD/DMN/Dean/MS shall ensure that proper reply/response is sent to the complainant within 15 days from the date of receipt of the grievance in ESIC. Interim reply shall be given within 7 days, in case more time is needed, but in no case, final redressal be delayed beyond 20 days.
 - 3) Similarly, the grievance received directly by the D(M)D/D(M)N/Medical/Dental/PGI/Hospital/Other Medical Institutions shall also be redressed within 7 days.
 - 4) PG Cell at D(M)D / D(M)N/ Medical/ Dental College/ PGI/ Hospital/Other Medical Institutions shall monitor all the responses received from Branches/ESIC Dispensaries.
 - 5) If the reply/response given by the Branches/ESIC Dispensaries is not found satisfactory, the PGO shall revert back to the Concerned Branches/ESIC Dispensaries within 3 days with the direction for proper reply. The Branches/ESIC Dispensaries shall thereafter issue proper reply and redress the grievance within 7 days.
 - 6) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.



Suvidha Samagam

RO/SRO/BO/Hospital	<ol style="list-style-type: none">1. Suvidha Samagam for quick redressal of Public Grievances of stakeholders/beneficiaries are periodically arranged at Regional Office/ Sub-Regional Office/ Divisional office on second Wednesday (AN) (if holiday, then next working day) of each month and at Branch Office on 2nd Friday of each month regularly. Medical Superintendent of the Hospitals located in the same town/city, have 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 may hold the Suvidha Samagam at their Hospital level. They shall also join the Suvidha Samagam organized by RO/SRO/DO physically or through VC, whichever mode is possible.2. All the ROs/SROs/Hospitals may send the detailed Report of the Suvidha Samagam conducted by 10th of each succeeding month.3. The detailed monthly Report of Suvidha Samagam will comprise of the number of Suvidha Samagam (including Branch Office) held, number of Grievance received and number of Grievance resolved or rejected.4. The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.5. Suvidha Samagam may be conducted through Video Conferencing in situations such as Covid-19 etc.
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Grievances received through Social Media

Headquarters Office	<ol style="list-style-type: none">1. Public Relation Branch, Headquarter Office shall forward the Grievances to the concerned Division/field unit within 2 days of receipt of the Grievance with copy to PG Cell. If the grievance does not pertain to ESIC it may be properly replied within 2 days.2. All Divisions /RO/SRO/D(M)D/ D(M)N/ Medical
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	<p>College/ Hospital/Institute shall take appropriate action and redress the grievance within 7 days.</p> <ol style="list-style-type: none"> 3. The PR Branch shall monitor all the responses received from the Divisions/Field Units and shall respond to them within 2 days in case the response is not found satisfactory. 4. The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.
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Special Provisions:

<p align="center">Covid-19 related Grievance</p>	<ol style="list-style-type: none"> 1) Covid-19 Flagged grievance at CPGRAMS Portal/Covid-19 related Grievances shall be forwarded by PG Branch, Headquarters Office within 1 day and the concerned Division/ Field Office shall redress the Grievance within 2 days from the receipt of the Grievance at ESIC. 2) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.
<p align="center">Grievances received through "Santusht Portal"</p>	<ol style="list-style-type: none"> 1) The Grievances under "Santusht Portal" are directly received by Regional Offices. The RD/MS/Dean/SRO In-charge shall ensure to redress the Grievance within 2 days of receipt of the Grievance at ESIC. The PGO at RO shall get reply from the concerned Branch/Branch Office/SRO/Hospitals etc. and upload the reply on the Portal on the same day of receipt of the reply. 2) The responsibility for non-adherence to the time limit and adequate response as per above SOP shall lie on the concerned Officers/Officials at each level.

