



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



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MINUTES OF MONTHLY SUVIDHA SAMAGAM HELD ON 08.05.2024 AT RO, CHANDIGARH

A monthly Suvidha Samagam was held on 08.05.2024 (Second Wednesday of the month) at 03:00 PM with the Employers/ Insured Persons and their representative at Regional Office, Chandigarh.

Following people participated in the Suvidha Samagam:

1. Sh. Rakesh Kumar, Dy. Director (Incharge)
2. Sh. Anant Prakash Verma, Asstt. Director
3. Dr Sonia Arora, MO In-charge, ESI 29 dispensary, Chandigarh
4. Dr. Rakesh Kumar, MS-ESIH, Ramdarbar, Chandigarh
5. Sh. Sanjay Kumar Gupta, Branch Manager, Mohali
6. Sh. Sanjeev Madan, Branch Manager, Chandigarh
7. Sh. Ranjeet Keer, Branch Manager, Lalru
8. Smt. Loveleen Singh, O.S. Benefit
9. Sh. Kulvir Singh, Outsourcing M/s CTU Travel time Mobility LLP, Chandigarh
10. Sh. Ajit Singh, Outsourcing M/s CTU Travel time Mobility LLP, Chandigarh
11. Sh. Badri Kumar, M/s Nahar T., Lalru.

Sh. Anant Prakash Verma, Asstt. Director welcomed all the guests in the monthly Suvidha Samagam and Sh. Rakesh Kumar, Dy. Director (Incharge) invited them to share their grievances / suggestions to improve the services and problems related to the ESI services faced by them. The grievances and issues/ suggestions discussed are as under –

1. The DD (I/c) informed the representative of employers about the benefit of making online claim instead of visiting the BO for submitting physical claim. He informed that IP can file online claim through IP Portal at the comfort of their home. This will save their time and money and can keep track of the status of their claim.

to ensure asked Sh. Sanjeev Madan, Branch Manager, Chandigarh about the status of the online claims being received through IP Portal and why physical claim still being received. He directed BO to sensitize both IP and employer so as to ensure 100 % claims are received online as per HQ direction. In addition to this the DD(I/c) also advised all the present Branch Managers to

target those units whose IPs visit ESI offices frequently, or whose claims are received most for the purpose of Aadhar seeding. Further, he suggested them to sensitize employers and educate them to guide their workers for online claims submission as much as possible. He also directed them to aware IPs and all the concerned when they visit any unit for investigation of accident/death cases etc.

2. Sh. Badri Kumar, M/s Nahar T., Lalru had the grievance regarding site issues. He complained that the site only works from 1 to 10th date of every month.

The DD (I/c) appraised him about the efforts going on to increase capacity of site and ensured him about the improvement and better results in this issue in short time.

Sh. Anant Prakash Verma, Asstt. Director added that problems with network connectivity issues are also there during peak hours which is one of the main causes of site issues.

The DD (I/c) informed him to educate workers to update Aadhar easily along with their family members with the help of AAA+ app. He informed that the IP being well educated is not a requirement to use this app, rather it can be used by anyone, even children.

The DD (I/c) further told him that the Branch Managers and Inspectors are also making best efforts, by visiting the premises of the employers and residential colonies of the workers for Aadhar seeding despite limited resources of ESIC.

3. The DD (I/c) asked the BM-Chandigarh & Mohali to ensure that change request coming from employer login ID are cleared within 3 working days.
4. Sh. Ajit Singh, Outsourcing M/s CTU Travel time Mobility LLP, Chandigarh informed that he has approximately 130 workers under his jurisdiction. He further elaborated his grievance regarding the accident case of Sh. Amandeep Singh, IP No. 1713878271 and told that the case is pending since long and demand of documents till date is causing harassment to the concerned IP.

The DD (I/C) informed him that in commuting accidents is different from floor accident and therefore time, route, place of accident need to be established with documentary evidences viz. Shift time in/ out register, FIR if it is a hit & run case, Ist aid treatment evidence, etc.

Smt. Loveleen Singh, O.S. Benefit informed in between that there are so

many other discrepancies in this case, such as- the Appointment letter has been issued twice to the IP and such discrepancies have delayed the decision on the case.

DD (I/C) directed the Benefit Branch to issue a proper checklist of requisite documents to avoid delay and give instructions to all the Branch Managers to provide the same to the claimants. The O.S. Benefit replied that the checklist has already been circulated among all the Branch Managers.

Sh. Ajit Singh, Outsourcing M/s CTU Travel time Mobility LLP, Chandigarh also assured that he will submit all the requisite documents which are required for the final decision.

5. Following issues were also discussed:

- Sh. Anant Prakash Verma, Asstt. Director again informed that during VC held on 01/05/2024, the DG had enquired about the status of receipt of online claims from all the Regions and hence he advised all the present Branch Managers to make efforts in this regard. He also suggested them to guide the workers about the benefits of AAA+ app.
- BM-Chandigarh said that the Mohali Dispensary is neither issuing online certificate through dispensary nor physical certificate as per ESI Regulation. They are certifying their medical leave on the same prescription/ paper against different dates.

The DD (I/c) appraised that effort are being taken with DHS Punjab for ensuring 100% implementation of Dhanwantary. Till then, BOM to accept such medical certificates issued by ESI Medical Officer provided it bear their stamp and signature.

The meeting ended with vote of thanks to chair.