

**Minutes of Suvidha Samagam held at R.O. ESIC Punjab, Chandigarh on 11.10.2023 at**

**03:00 PM**

A Suvidha Samagam was held on 11.10.2023 (Second Wednesday of the month) at 03:00 PM with the Employers/ Representatives of Employer Associations/ I.Ps. & IPs representatives of Employees Associations at Regional Office, Punjab Chandigarh. In the meeting, following Officers/Officials participated:

1. Sh. Rakesh Kumar, Deputy Director(In-charge), ESIC Punjab
2. Dr. Rajiv Chhabra, SMO
3. Smt. Seema Rawat, Asstt. Director
4. Sh. Sanjay Kumar Gupta, Asstt. Director
5. Sh. Manoj Sharma, Dera Bassi
6. Sh. Kavish Sharma, Consultant Chandigarh
7. Sh. Shamsheer Singh, Sunrise Labour, Contractor
8. Sh. Desh Raj, Torque Pharma, Dera Bassi
9. Sh. Kaliram, Bhartiya Mazdoor Sangh
10. Smt. Loveleen Singh, OS
11. Sh. Jatinder Singh, SSO Chandigarh
12. Sh. Madan Lal, Branch Manager, Mohali
13. Sh. Raj Kumar Leekha, SSO, Mohali
14. Sh. Sandeep Kumar Shrivastav, Branch Manager, Chandigarh

Sh. Sanjay Kumar Gupta, Asstt. Director welcome all the visitors during the Suvidha Samagam and the meeting of Suvidha Samagam started. The point wise discussions held during the Suvidha Samagam are as follows:

- 1. Sh. Desh Raj from Torque Pharma, Dera Bassi raised the point of slowness of ESIC site. He informed that ESIC site is not functioning properly, therefore, creating trouble during contribution payment and Aadhar seeding and particulars updation.**  
Sh. Rakesh Kumar, Dy. Director (Incharge) informed that the matter is in the knowledge of Hqrs. Office and technical team of Hqrs. is working on it to resolve it.
- 2. Sh. Kavish Sharma, consultant informed that contribution is not being paid by them due to slowness of ESIC site and IPs are not getting the ESIC Benefits timely. He further informed that Aadhar numbers of the workers are being updated but several times, OTP is not coming or some other problem persists. He suggested that the work like EPFO can be started for directly linking the Insurance Numbers with UIDAI site.**  
Dy. Director (Incharge) informed that linking of UAN number do not serve the purpose of Aadhaar seeding because the credential of IP captured in ESI database do not match with UAN/ Aadhaar database and therefore Aadhaar seeding is being done by seeking mandate of the IP through OTP/ Biometric. He further informed that provision of seeking IP mandate through Biometric while Aadhaar seeding is going to be implemented shortly. This will ease out and expedite the process.
- 3. Sh. Shamsheer Singh from Sunrise Labour Contractor inquired about that they are having their units in multiple locations, whether they can comply with ESIC at one place.**  
Dy. Director (Incharge) informed that employer need to obtain sub-code no. for making compliance in r/o employees engaged at different location so that their employees could get cash benefit from the nearest Branch Office. However, they may file single CONSOLIDATED MONTHLY CONTRIBUTION for all their units across India from their Main Code no. He further informed that compliance on Sub-Code no. is also required so as to assess the no. of Insured Person in particular State for the purpose of payment to State Govt. for incurring the expenditure through ESI Hospital & Dispensary.

**Sh. Shamsher Singh also informed that IPs/IWs are not aware of the latest ESIC Benefits.**

Dy. Director (Incharge) informed that though ESI make awareness programme, dissemination of information related to ESI benefits through ESI website and various Social media but it also reaches through word of mouth from IP who availed ESI benefit in their need of hour. Furthermore, pamphlets on ESI scheme is available at Branch Offices/ DCBO. SSOs also make aware about this on their visit to employer premises for inspection purpose.

- 4. Sh. Kaliram from Bhartiya Mazdoor Sangh informed that the companies are not making compliance in r/o all their coverable employees.**

Dy. Director (Incharge) informed that ESI Act make the employer bound to ensure coverage of all its coverable employees. There are provisions in the ESI Act to deal with such defaulting employer. We do receive such complaints and the same is investigated after approval of CAIU, HQ, ESIC.

- 5. Sh. Manoj Sharma, Dera Bassi informed that IPs are being harassed by ESI Dispensary at Dera Bassi. One Case he mentioned that they are referring to the patient to Mohali or Chandigarh and are not allowing the leave of the patient further. The patient has visited Mohalla Clinic also for leave approval.**

Dy. Director (Incharge) asked him to provide the particular of such IP so that it could be taken up with Director Health Services, Govt. of Punjab for taking action in the matter. He informed that Dispensary are basically for providing Primary care treatment and in case patient require specialise treatment, referred to ESI Hospital for Secondary care/ Tertiary care treatment at ESI Hosp./ empanelled hospital. He further informed that in casees of emergency, IP can directly visit to ESI Hospital or empaneled hospitals to get cashless treatment. In case, treatment in emergency is availed from other hospital on ts own cost, he can make claim for reimbursement for the same through the dispensary to which IP is attached. For availing cash benefit from Branch Office, medical certificates issued by Hosp./ Disp. Other than ESIC/ ESIS are also accepted as Alternative Evidence. In some cases, it is accepted after getting opinion of Medical Refree.

**Sh. Manoj Sharma further raised the point of opening of Branch Office and Dispensary in Dera Bassi.**

Dy. Director (Incharge) informed that once IP are seeded with their Aadhaar, they may make cash benefit claim ONLINE through IP PORTAL. As such, requirement of physical visit to Branch Office become Nil. For opening of new dispensaries, he informed that matter is being taken up with Director of Health Services, State Govt. of Punjab for consideration.

The meeting ended with a vote of thanks to the Chair.