



કર્મચારી રાજ્ય વીમા નિગમ
(શ્રમ અને રોજગાર મંત્રાલય, ભારત સરકાર)
કર્મચારી રાજ્ય વીમા નિગમ
(શ્રમ અને રોજગાર મંત્રાલય, ભારત સરકાર)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



પ્રાદેશિક કચેરી / લેન્ડ્રી કાર્યાલય / Regional Office
પંચદીપ ભવન, આશ્રમ માર્ગ, અમદાવાદ, ગુજરાત - ૩૮૦ ૦૦૯
પંચદીપ ભવન, આશ્રમ માર્ગ, અમદાવાદ, ગુજરાત - ૩૮૦ ૦૦૯
Panchdeep Bhavan, Ashram Road, Ahmedabad, Gujarat - 380009
Phone : 079-27582400/450, E-mail : rd-gujrat@esic.gov.in
Website : www.esic.gov.in / www.esic.in

37/G/PGCellHeadquarters-Instructions/2022

03-04-2025

CIRCULAR

Subject: Medical reimbursement and lack of medical facilities types of public grievances received from ESI beneficiaries.

Attention is invited to enclosed Circular no.C-12012/54/2021-PG dated 18.03.2025 & issued by Public Grievance Cell, Headquarters office and Circular No. C-12012/54/2021-PG dated 21.11.2024 issued by Department of Administrative Reforms and Public Grievance(DARPG) regarding timely and qualitative disposal of Grievances on CPGRAMS and comprehensive guideline to strengthen Grievance redressal mechanism for strict compliance.

All Officers/Managers are advised to bring the contents of the Circular dated 18.03.2025 and 21.11.2024 to the notice of all staff under their jurisdiction.Any deviation from the above instructions shall be viewed seriously by the Competent Authority.

Some of the main points stated in the above Circulars to be strictly adhered to are as follows:

1. In medical reimbursement/ lack of medical facilities grievances etc. where services are directly provided by ESIC and necessary resolution lies on the part of ESIC RO/SRO, ESIC Hospital, ESIC Dispensary, D(M)D, DCBO etc. the grievances shall be qualitatively resolved within the 21 days as has been reiterated in ESIC HQ OM of even number dated 21.11.2024.
2. All Head of the offices/GROs shall attend to the Public Grievances- received through CPGRAMS Portal, e-mails, hard copy by hand/post/complaint box, walk in or any other mode- on priority and resolve them qualitatively in coordination with other offices/branches in such a manner that PG is resolved within the period of 21 days.
3. GROs shall monitor the CPGRAMS grievances on daily basis by log-in the portal twice a day (preferably morning and evening).
4. Ensure the PGs are resolved within a period of 15 days from the date of receipt and no PG should remain pending for disposal beyond 21 days.
5. Qualitative and self-speaking reasoned reply be given to the petitioner/ complainant through letter/ e-mail before disposing of the grievance and feedback/ satisfaction of petitioner/ complainant be confirmed telephonically and recorded at the CPGRAMS portal while disposing of the case.
6. PGs related to medical reimbursement, medical facility, Cash benefit, Corruption, non coverage/ non compliance/ under reporting of employees" under the provisions of ESI Act be given priority for resolution and disposal. Other PGs also be disposed of within 21 days.

7. While dealing medical reimbursement grievances the complete details of amount claimed, entitlement, rate, deduction made as per CGHS rates etc. be informed to avoid recurrence of grievances or appeals.
8. Response to PG appeals be submitted in the portal on priority with reasoning and referring relevant rule/regulation/instructions and efforts be made to settle PG appeal within 20 days of receipt and no PG should remain pending beyond 30 days.
9. To ensure quick and effective resolution, the number of GROs may be increased, if required for smooth conduct of business. However the quality of resolution to grievances should not be compromised.
10. In case of change of GROs (transfer/revised work allocation/ new nomination etc.) the details of new GRO be immediately updated in the CPGRAMS portal using the existing user ID of GRO and intimated to PG Branch, Headquarters, New Delhi by sending e-mail at pg-hqrs@esic.nic.in.
11. PGs received in Hindi shall necessarily be replied in Hindi language only.

This issues with the approval of the Regional Director(Incharge).

Digitally signed by
Vivek Awasthi
Date: 03-04-2025
17:54:38

VIVEK AWASTHI
DEPUTY DIRECTOR
PUBLIC GRIEVANCE OFFICER

To,

1. All Branch Officers,ESI Corporation,Regional Office Ahmedabad.
2. All Branch Managers of ESIC Branch Office under the jurisdiction of RO Ahmedabad.
3. All MSs of ESIC Hospital(Bapunagar,Naroda,Ankleshwar and Vapi) of Gujarat Region.
4. The Deputy Director Incharge, Vadodara and Surat,for similar action.
5. The Directorate of Medical Services,Ahmedabad,Vadodara and Rajkot for information and compliance.
6. The Website Content Manager for uploading on the website of ESIC for information of all concerned.