



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
 Website: esic.gov.in/ esic.in

No. C-12012/54/2021-PG

Dated: 18-03-2025

OFFICE MEMORANDUM

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

It has been observed that a large number of public grievances received in ESIC belong to 'Medical Reimbursement' cases (non-acceptance of bill, delay in payment, less payment etc.) and lack of medical facilities, hence timely and effective resolution of such grievance is required. Number of appeal cases arising out of such grievances are also increasing.

In this context, attention of **all Head of the Offices/ Grievance Redressal Officers** is invited towards Standard Operating Procedure/ instructions on redressal of grievances issued by ESIC Headquarters, New Delhi *vide* letter bearing no. C-12/12/IVRS/2019-PG dated 08.12.2020 wherein it has been directed that Grievances pertaining to ESI Scheme/ State Government shall be taken up with concerned appropriate state authority with proper and specific advice for timely and appropriate redressal and respective HoO/ GRO of ESIC shall pursue such cases with the concerned appropriate authorities till redressal by the concerned authorities.

Attention is also invited towards Govt. of India, Department of Administrative Reforms and Public Grievance (DARPG) Office Memorandum No. S-15/21/2021-(PG)-DARPG(e-7085) dated 23.08.2024 (**copy enclosed**). The same was circulated by ESIC Headquarters, New Delhi letter no. C-12012/50/2022-PG dated 29.08.2024 (**copy enclosed**) wherein in the 'Grievance Handling Process' following has been prescribed:

"3.4. Grievance pertaining to Schemes of Central Ministries implemented through States

Grievances pertaining to the schemes of Government of India shall be examined and redressed by the concerned Ministries irrespective of the fact that the scheme is implemented through the State Government. The onus of redressal in such complaints are on the concerned Ministry. Therefore, Ministries shall seek information from the implementing agency, examine the reply and take a

*final call on the resolution to be provided to the citizen.
Such grievances cannot be transferred to the States for
disposal.”*

A copy of aforesaid OM dated 23.08.2024 issued by DARPG, Govt. of India is also endorsed to the Chief Secretaries of States/ UTs.

In the aforesaid cases merely sending a letter to the DIMS/ ESI Society/ State Authority is not enough for qualitative resolution of any grievance. The core mandate of ESIC is to provide benefits to our Insured Persons, Insured Women, their dependents and remove their hardships. ESI beneficiaries expect timely reimbursement of their claims and reasonable medical facilities. It is the duty of ESIC officers to pursue such cases and ensure timely reimbursement of claims.

Hence, in all such cases HoO/ GRO are requested to escalate the level and take up the matter with appropriate authorities for expeditious actions. If the DIMS/ ESI Society/ State Authority is not resolving the issue promptly, the Head of the Office may write DO letters or have personal meetings with Labour Secretary of the state and the reimbursement has to be ensured in a time bound manner within 21 days.

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 Hospitals, 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 (**copy enclosed**).

Head of the Offices/ Grievance Redressal Officers shall be responsible for strict compliance of this OM.

This issues with the approval of Director General, ESI Corporation.

Digitally signed by
Ravi Prakash
Date: 18-03-2025
18:00:32

(Ravi Prakash, IOFS)
Additional Commissioner (PG)

To,

1. PPS/ PS to DG/ FC/ CVO, Headquarters, New Delhi
2. PPS/ PS to all Divisional Heads, Headquarters, New Delhi
3. All Zonal Insurance Commissioner
4. All Additional Commissioners & Regional Directors/ Regional Directors/ Joint Director (I/c)
5. Directorate (M) Noida/ Directorate (M) Delhi
6. All Deans of Medical Colleges/ PGIMSR/ Dental Colleges/ Principal, Nursing Colleges.
7. All Medical Superintendents of ESIC Hospitals & ESIC Model Hospitals
8. All the Grievance Redressal Officers (GROs) of ESIC.
9. Website Content Manager for uploading on the website of ESIC for information of all concerned.
10. Hindi Branch for Hindi translation/ Librarian/ Personal File/ Guard File/ Spare Copies.

Copy also forwarded to:

1. The Medical Commissioner (Medical Services), ESIC, HQ, New Delhi with request to take up the matter suitably with the State authorities.
2. The Zonal Medical Commissioners, ESIC – for kind information with the request to take up the matter with DIMS of respective State Governments under their jurisdiction requesting them to resolve such grievances promptly in co-ordination with ESIC authorities.

F.No. S-15/21/2021-(PG)-DARPG(e-7085)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms and Public Grievance

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated the 23rd August, 2024

OFFICE MEMORANDUM

Subject: Comprehensive guidelines for handling the Public Grievances.

The undersigned is directed to say that in line with the directions of the Hon'ble PM during his interaction with the Secretaries to the GOI on 29th June 2024, DARPG has undertaken a review of existing processes to make CPGRAMS more sensitive, accessible and meaningful to the citizen.

In the past, DARPG had introduced several measures for strengthening CPGRAMS and also issued a comprehensive guideline to strengthening Grievance Redressal Mechanism vide this Department OM of even no. dated 27.07.2022, which stand revised/reiterated as under:

1. An integrated user-friendly grievance filing platform

CPGRAMS is a common open platform for registration of complains by the citizens on any issue against any public authority in Central Government or States/ UT. It provides role-based access to all Central Ministries/ Departments as well as States / UTs. In addition to CPGRAMS, Ministries/ Departments are also having their own public grievance platforms for services rendered by them. Most of the States too have their own portals for Public Grievances. Integration of all these platforms is important to provide citizen a single window experience and wider accessibility to various PG platforms. This will help deduplication and save time and efforts of officials from resolving same grievances on multiple portals. Hence integration of all PG portals of Central Government offices and State/ UTs through API shall be a priority to optimize operational efficiency of all PG portals.

2. Appointment of Nodal Officer for Public Grievances

Nodal Officer for Public Grievances plays a pivotal role in ensuring that grievances from citizens are addressed promptly, fairly, and efficiently. While appointing the Nodal officer for PG, the Ministries shall ensure that the nodal officer shall have enough experience, competency and authority to deal with the public complaints. He shall have the knowledge about the work flow and mapping of officers in each and every vertical in the Ministry/Department including attached/subordinate/autonomous bodies. In the Ministries/Departments where large number of Public Grievances are received, it is advised to appoint a dedicated Nodal officer with independent charge on sufficient rank so as to ensure timely and qualitative disposal of public grievances.

3. Role of Nodal Public Grievance officer

An indicative list of activities to be performed by the Nodal Officer for PG is given as follows:

- (i) **Effective categorization:** Performance of CPGRAMS is based on the effective categorization of complaints and their mapping with right authorities. Hence accurate and updated categorization is critical for grievances reaching the right authority in shortest possible time. Nodal PG officer, under the guidance of Secretary, shall undertake review of categorization once in a six months to ensure their relevance and effectiveness for citizen in filing of grievances.
- (ii) **Appointment of Nodal Technical GRO:** Updating of Grievance Redressal Officers (GRO) on CPGRAMS along with their mobile number, ensuring that correct mapping of GROs with the corresponding categories in CPGRAMS etc. is at the heart of the faster grievance resolution process. It is suggested that Nodal GRO appoint a Nodal Technical GRO under him for enabling this process. Updation of Officers' information regarding his/her mobile number, transfer, retirement and all other technical information regarding CPGRAMS of the Ministry/Department needs to rest with the Nodal Technical GRO.
- (iii) **Monitoring pendency:** It is the responsibility of the Nodal Officer to monitor grievances and check quality of disposal. It is the responsibility of Nodal GROs to ensure that the grievances are handled with sensitivity and communication to citizens are polite and respectful.
- (iv) Nodal PG officer can view the performance of other GROs in the nodal PG officer's dashboard in CPGRAMS. He is expected to utilize this facility to review the performance of other GROs in his Ministry.
- (v) DARPG has created a portal for the feedback collected by BSNL on the grievances disposed by the GROs on CPGRAMS. The portal can be accessed on pgportal.gov.in/ccfeedback/. The Nodal officer is expected to analyze the feedback and work on the areas of poor/low feedback.
- (vi) Root Cause Analysis of Public Grievances to identify areas of concerns and address them through systemic reforms is one of the main objectives of the Public Grievance System. DARPG has set up Data Strategy Unit and developed analytics dashboards powered with AI for deeper analysis of grievances. The Nodal Officer can use the facility developed by DARPG to analyse the pain-points in their schemes/ programmes and address them on a sustainable basis.
- (vii) DARPG is publishing monthly reports on CPGRAMS. The Reports contains relative performance of Ministry / Departments including the ranking of Ministries on the parameters of Grievance Redressal and Assessment Index (GRAI). Nodal Officer shall utilize the report for

improving overall performance and ranking of their Ministries/Departments.

- (viii) Nodal officer shall take note of the complaints appearing in the newspaper/ social media etc. and take suo moto action on the complaints.
- (ix) At least one day in a month shall be utilized by Nodal GRO for having meetings with all Grievance Redressal Officers in his Ministry/Department regarding pendency, quality of redressal and complaints being received.

4. Setting up a dedicated Grievance Cell in every Ministry

To support the Nodal GRO, a dedicated Grievance Cell shall be set up in every Ministry. The Cell shall be adequately staffed with resources having domain knowledge of schemes/ programmes of the Ministry and also having experience and skill for data analytics and root cause analysis of grievances. The Grievance Cell will function under the overall supervision of Nodal Grievance Officer.

5. Timelines for resolving the grievances

5.1 The 10 steps reforms initiated in CPGRAMS have significantly brought down the average resolution time. Keeping this in view, the maximum redressal time advised by DARPG, for cases in CPGRAMS is further reduced to 21 days. In such cases, where the redressal requires longer time, an Interim reply may be given stating the reason for the same and expected timeline when the grievance could be resolved.

5.2 There might be certain categories of grievances where resolution of grievance is not possible within the stipulated timelines of 21 days due to procedural intricacies etc. Ministries/Departments may identify such categories and suggest the timelines as a guideline to GROs. DARPG will assist Ministries/Departments in this process through use of an algorithm which will generate the optimal time for resolution of a particular grievance based on past history.

5.3 The grievances of urgent/priority nature have been identified on the existing CPGRAMS system based on individual Ministry level prompts. Nodal GROs may like to validate the tagging of grievances by DARPG and ensure that all GROs prioritize these grievances while undertaking resolution

6. Escalation process: Appointment of Appellate Authorities

CPGRAMS though by nature is an appeal portal as most of the grievances filed on CPGRAMS are against the previous disposals on other grievance portals, yet it offers one more opportunity to the citizen to raise appeal against the disposal of grievance on CPGRAMS. The appeals are received through CPGRAMS portal or through feedback call centers. Appeal workflow in CPGRAMS presently requires appointment of an officer of the Additional /Joint Secretary rank as the Nodal Appellate Authority (NAA). Sub Appellate Authorities (SAA) may be appointed by the Ministries/Departments under the NAA to offer localized redressal of appeals against

GROs. The Appellate Authorities are required to examine the appeal independently and take a view to allow or reject the appeal. The appeal shall be disposed of in a maximum of 30 days.

7. Redressal/ Closure of Grievances

7.1 Grievances shall be redressed under '*whole of the Government approach*'. This means that in no case grievance shall be closed by stating "*Does not pertain to this Ministry/ Department/ Office*" or its equivalent language. Efforts shall be made to transfer the same to the right authority if the subject of the grievance does not pertain to the receiving Ministry.

7.2 It has also been observed that Grievances are sometimes closed by GRO after noting that some document/information is not available. It is to submit that there is an existing mechanism in CPGRAMS to ask additional documentation from the citizen. GROs may seek any additional information/documents through this mechanism. They may also call the citizen and get the additional papers, if needed.

7.3 After redressal the grievance GRO shall file a detailed Action Taken Report (ATR). DARPG has redesigned its existing Action Taken Reports (ATR) on CPGRAMS to ensure faster closure of frivolous cases and meaningful reporting in other cases. In such cases identified by the GRO as frivolous, GROs would not require to submit detailed ATR and feedback will be disabled on such grievances.

7.4 It has been observed that in several cases, while closing the grievance GROs do not upload the Relied Upon Document. As such, GROs must ensure to upload any letter/order issued by the Ministries/Department for redressal of grievances. They also must give valid and speaking reason while closing the grievances, in case of non-acceptance of request of the citizen.

7.5 The disposed grievance will be treated as closed unless the citizen has filed the appeal. If the appeal is received from the citizen against the disposed grievance, the grievance will be treated as closed only after disposal of appeal.

7.6 CPGRAMS has multilingual auto translation facility. This facility shall be utilized and reply to the citizen shall be given in the language grievance was filed.

7.7 GROs are advised to follow the Standard Operating Procedure for handling the grievance on CPGRAMS which is enclosed at Annexure to this Circular.

8. Feedback on disposed grievances

8.1 On resolution of grievance, an SMS/email is sent on the registered mobile number & email address of the citizen. If the citizen is not satisfied with the resolution, they can provide feedback on the portal and raise appeal on the portal itself. DARPG has also set up a call center to survey the citizen response on disposal of grievances. Every disposed of grievances is dialed by the operator and citizen response on the disposal is obtained.

8.2 Going forward feedback will be integrated with other mechanisms like WhatsApp, chatbot etc so that citizens who are not satisfied with their grievance redressal can file an appeal through any of the above mode of feedback. DARPG has created a separate portal <https://pgportal.gov.in/ccfeedback> where all feedback with call records are available. Nodal PG Officer has been given login credentials to access this portal. Ministries may use this portal for detailed analysis of citizen feedback on their programme/ policies and devise internal mechanism to deal with the feedback to make systemic improvements.

9. Analysis of grievances to review impact of the schemes/ programmes and scope for improvements

9.1 Public grievances are direct feedback from the citizens on performance of programmes / policies/ service delivery of the Government. Analysis of grievances provide meaningful insight and indicate the areas that require specific attention. Analysis of grievances is extremely useful for driving efficiency in government programmes and policies.

9.2 DARPG has set up Data Strategy Unit and developed two AI powered analytical tools. These dashboards can be accessed on <https://treedashboard.in/> and <https://dashboard-pmopg.nic.in/igms2/sign-in>. DARPG has already shared login credentials of both the dashboards with the Ministries. The facility of DSU on CPGRAMS may be utilized by the Ministries/ Departments for deeper analysis of their grievances.

10. Benchmarking Performances: Grievance Redressal Assessment Index (GRAI)

DARPG has introduced a comprehensive Grievance Redressal Assessment Index (GRAI). The objective of GRAI is to assist the Ministries/Departments to review, analyses and streamline their internal grievance redressal mechanism with SWOT analysis. GRAI is based on 4 dimensions of Efficiency, Feedback, Domain and organizational Commitment. It ranks the Ministries Departments on their relative performance for effective handling grievances. The rankings are published every month in the monthly reports on CPGRAMS. An award policy be also introduced to recognize the best practices in handling Public grievances.

11. Communication and Awareness

The link of CPGRAMS shall be prominently displayed at the homepage of every Ministry/ Department. The individual schemes/ programmes of the Ministry shall contain the link of grievance portal/ helpline where citizen can contact in case of a grievance. Other mediums of communication including social media handles of Ministry/ Departments shall also be used to create awareness about the grievance/ complaint filing systems in GOI. Success stories and the best practices of CPGRAMS shall be publicized through PIB Statements and social media handles of the Ministries.

12. Training and Capacity Building

DARPG will organize training for GROs on last Friday of every month. User Manual for GRO interface and Citizen interface are also available for self-learning by GROs. A course module on CPGRAMS is available in iGOT. Ministries shall utilize those training facilities to ensure effective and meaningful handling of public grievance. For training of State GROs, DARPG has collaborated with State ATIs under its SEVOTTAM scheme. It supports ATI for training @ Rs 1500 per GRO / per day

13. Review of PG Cases/ PG Appeals in SOMs

To institutionalize the mechanism of grievance resolution, and to ensure quality disposal, the Secretary of the line Ministries/Departments may review disposal process of CPGRAMS in Senior Officers Meetings. Secretary/Addl Secretary/Joint Secretary should also examine disposal of grievances every week and issue necessary direction for improvement in quality of disposal.

14. Annexure:

An illustrative Grievance Handling process is annexed to these guidelines and can be referred to by Nodal GRO/GRO while handling various situations in grievances.

This issues with approval of Competent Authority.

Signed by D Parthasarathy
Bhaskar
Date: 23-08-2024 16:55:35

(Parthasarathy Bhaskar)
Deputy Secretary to the Govt. of India
011-23401429

To

- i. All Secretaries to GOI
- ii. All Chief Secretaries of States/ UTs
- iii. All Heads of autonomous/ Statutory bodies
- iv. Nodal Public Grievance officers of Ministries/Department/Attached and Subordinate organizations of Govt. of India/ State Govts
- v. NIC, DARPG

Copy for information to:-

- i. PMO (Kind Attention: Sh Amit Khare, Advisor to PM)
- ii. Cabinet Secretary
- iii. Secretary to the President Secretariat
- iv. Secretary General, Rajya Sabha Secretariat
- v. Secretary General, Lok Sabha Secretariat,
- vi. Secretary (Coordination &PG), Cabinet Secretariat

Grievance Handling Process - ANNEXURE-A

1. GRIEVANCE HANDLING PROCESS IN CPGRAMS- STEP BY STEP GUIDE

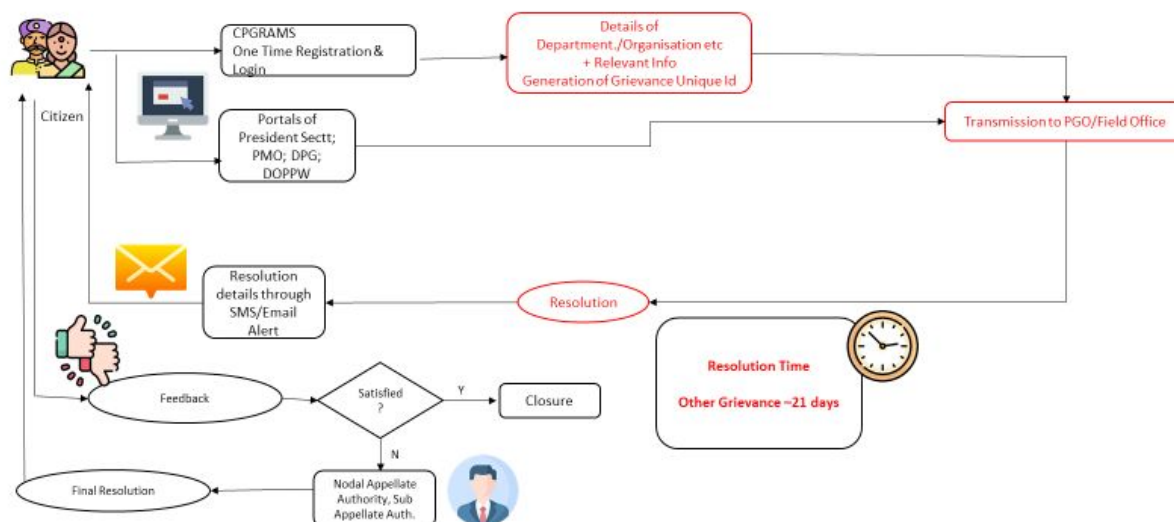
1.1 CPGRAMS is a Centralized portal which receives grievances on various issues ranging from service delivery, demand under schemes, queries on programmes, complaints against malpractices, corruption, discrimination, etc. The portal is connected to all the Ministries/Departments of the Government of India and its States through role-based access to the officers in the portal. When a citizen lodges a grievance, it gets redirected to the concerned authorities, ensuring it is resolved within the given time frame. CPGRAMS is also available in mobile application.

1.2 Going forward Complaints/ grievances received through physical mode/ Whatsapp/Chatbot shall also be registered in CPGRAMS. There is a possibility that the same grievances have been received by multiple authorities. Hence to avoid duplicate registrations in CPGRAMS only the authority concerned with the subject and also the grievance is addressed to them shall register the grievance in CPGRAMS. NIC will develop a protocol to assign unique code to such grievances registered by the Ministries/ Call center

1.3 After successful registration of the complaint a unique registration ID is generated through which the citizen can track status of his complaint. On resolution of grievance an SMS/email is sent to the registered mobile number & email address of the citizen. If the citizen is not satisfied with the resolution, he can provide feedback on the portal and raise appeal on the portal itself. In those cases where self -feedback is not available on the portal, DARPG tries to reach out the citizen through feedback call center to know whether their grievance has been actually resolved or not Unsatisfied citizen has the option to reopen / file an appeal through feedback call. The CPGRAMS process can be explained in the following Chart

1.4 Chart for Grievance Flow:

CPGRAMS Flow



2. References in CPGRAMS not falling under the category of Grievance:

2.1 CPGRAMS Guidelines provides that the following category of references do not fall under the ambit of Public Grievances as they are covered under separate protocols. Following categories are the illustrative list of such references:

- a. RTI Matters
- b. Court related / Sub-judice matters
- c. Religious Matters
- d. Grievances of Government employees concerning service matters
- e. Suggestions
- d. Anything that impacts upon territorial integrity of the country or friendly relations with other countries.

2.2 In case complaint is received under any such categories, it can be closed by the GRO clarifying the rule position to the citizens. DARPG will enhance capability of system for auto identification of such references. However, till such facility is created GRO can identify and mark the complaint under the above categories. He is not supposed to file ATR on those categories and complaints will not go into feedback loop.

2.3 Sometimes frivolous/Spam / abusive / complaints are also received in CPGRAMS. DARPG has developed AI capability to filter those complains at the initial stage. Those grievances are going into Spam box of GRO. If GRO validates the complaint as frivolous/ SPAM then the complaint will be automatically closed and no action will be required on such complaints. Those complaints will not be sent for feedback

2.4 CPGRAMS also receives suggestions from the citizens. The subject specific suggestions may be forwarded to the concerned Division of the Ministries and an acknowledgment may be sent to the citizen. A template for such acknowledgement will be built in the PG portal. However generic suggestions with no substance can be simply closed. GRO is not supposed to act on the suggestion. Once GRO identifies a reference as suggestion, it will not require to file an Action Taken Report and will not go into feedback loop.

2.5 CPGRAMS also receives lots of references demanding a benefit under a scheme. Though they are not a grievance as such, however, those demand shall be noted by the concerned divisions. GRO therefore shall forward all such references to the concerned division and bulk close such references with a polite rule position. Such references shall also be identified by the GRO as a new demand under a scheme and excluded from the feedback loop.

3. Handling complaints:

Different scenarios for a GRO are explained as under:

3.1 Complaint reaches the concerned GRO:

3.1.1 The Grievances shall ordinarily be resolved within a time frame of 21 days. However, grievances identified as priority by the system or where early action is critical such grievances shall be attended to promptly and resolved maximum within 3 days.

3.1.2 If the grievance will take time to resolve beyond the stipulated 21 days an interim reply shall be given to the citizen through interim Action Taken Report (ATR). After final resolution ATR shall be updated with final response. Interim ATR will not go for feedback till the complaint is finally resolved.

3.1.3 If the grievance lacks necessary critical information without which it cannot be processed, the same can be collected either by calling the complainant on his/her registered number by GRO or through feedback call center or use the feature of CPGRAMS for seeking additional information from them complainant. Grievances shall not be closed on the ground of incomplete information without making genuine effort to reach the complainant and get the complete information. Seeking information through feedback call center will require to establish a workflow between GRO and call Center in CPGRAMS. Going forward, DARPG will develop such a system for the benefit of the GROs.

3.1.5 If GRO is not able to get the requisite information despite his best efforts then the grievance can be closed. Since the grievances could not be redressed in such cases those grievances shall not be sent for feedback. They shall be treated under a separate category "**Closed due to insufficient information**". The feedback call

Center will inform the citizen that their grievances could not resolved due to lack of information (specify information) and they can file again with complete information.

3.1.6 While resolving the grievances if GRO has observed any policy/ process issue that have resulted in grievance he will bring the same to the notice of the concerned Division in Ministry with a copy to the Nodal PG officer.

3.1.7 If the grievance cannot be resolved the, the response to applicant shall contain a reasoned explanation for the same. Such grievances shall not go for feedback loop.

3.2. Complaint got assigned to wrong GRO:

3.2.1 If the grievance does not pertain to GRO, he shall immediately forward the same to the concerned GRO if he knows the correct mapping. If not than it shall be forwarded to the Nodal PG officer of his Ministries/Department/ who will find out the right authority and forward the complaint to them for action. The complaint/ grievance shall be forwarded to the concerned GRO / Nodal; GRO within 48 hours of receipt of the complaint. In no case complaint/ grievance shall be closed by stating that "it does not pertain to this Office ".

3.3. Complaints has multiple issues pertaining to different GROs:

If complaint has more than one issue relating to different GROs, the GRO who has received the complaint will collect input from other GROs and ensure a coordinated redressal within the timelines of 21 days.

3.4. Grievance pertaining to Schemes of Central Ministries implemented through States:

Grievances pertaining to the schemes of Government of India shall be examined and redressed by the concerned Ministries irrespective of the fact that the scheme is implemented through the State Government. The onus of redressal in such complaints are on the concerned Ministry. Therefore, Ministries shall seek information from the implementing agency, examine the reply and take a final call on the resolution to be provided to the citizen. Such grievances cannot be transferred to the States for disposal.

3.5. Corruption Complaints:

3.5.1 Complaint relating to corruption, bribery, harassment or having any other vigilance angle of citizens shall be examined closely under the broad guidelines and timelines prescribed by the DoPT and CVC and in consultation with the CVO of the Ministry. If complaints are found worth to take up than an acknowledgement shall be sent to the complainant. As vigilance cases are governed by the procedure and rules stipulated by CVC and DoPT, no ATR will be needed to be filed nor will such complaints/ grievances will go into the feedback. However, after the action is

completed an ATR for internal use may be preferred by the Ministry/Departments. From the citizen's point of view such complaints may be closed with an interim reply

3.5.2 However, if the complaint is found false, malicious, intentional and filed by habitual complaints time and again then such complainants are flagged and blocked in CPGRAMS

4. Escalation Process:

4.1 CPGRAMS has multichannel feedback and appeal mechanism. Going forward, Citizen can file appeal through Portal, Chatbot, WhatsApp and feedback call center. It shall be ensured that only a single appeal is filed for a grievance.

4.2 Appeals will reach to the officer designated as Appellate authorities. The appellate authorities are the officers next senior to the GRO in the hierarchy. The appellate authority will examine the appeal and take an independent view on the appeal after careful examination of grievances and resolution provided by the GRO. The appeals shall ordinarily be closed within 30 days. Appeals will not go into feedback process.



मुख्यालय
Headquarters
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Phone: 011-23604700 Email: dir-gen@esic.nic.in
Website: www.esic.nic.in / www.esic.in

No. C-12012/50/2022-PG

Date: 29.08.2024

To,
The Regional Director/Joint Director/
Deputy Director In-Charge,
ESI Corporation, ROs/SROs.

Medical Superintendents,
ESIC Hospitals/Model Hospitals.

Dean/Head,
ESIC Medical/Dental Colleges.

Subject: Timely and qualitative disposal of Grievances on CPGRAMS.

Sir/Madam,

Department of Administrative Reforms and Public Grievance (DARPG) has undertaken a review of existing processes to make CPGRAMS more sensitive, accessible and meaningful to the citizens. DARPG has issued a comprehensive guideline to strengthen Grievance Redressal Mechanism vide OM dated 23.08.2024 (copy attached).

In view of the above, it is advised to comply with the following points while disposing of grievances on the CPGRAMS Portal:

- The maximum redressal time advised by DARPG, for cases in CPGRAMS has been further reduced to 21 days. In such cases, where the redressal requires longer time, an Interim reply may be given stating the reason for the same and expected timeline when the grievance would be resolved.
- The Grievances shall ordinarily be resolved within a time frame of 21 days. However, grievances identified as priority by the system or where early action is critical such grievances shall be attended to promptly and resolved maximum within 3 days.
- If a grievance lacks necessary critical information without which it cannot be processed, the same can be collected either by calling the complainant on his/her registered number by Grievance Redressal Officers (GROs) or use the feature of CPGRAMS for seeking additional information from the complainant. Grievances shall not be closed on the ground of incomplete information without making genuine effort to reach the complainant and get the complete information.
- In no case grievance shall be closed by stating "Does not pertain to this

region/office” or its equivalent language. Efforts shall be made to transfer the same to the right authority if the subject of the grievance does not pertain to the receiving region/office.

- e. The grievance shall be forwarded to the concerned GRO within 48 hours of its receipt on CPGRAMS.
- f. It has been observed that in several cases, while closing the grievance GROs do not upload the Relied Upon Document. As such, GROs must ensure to upload any letter/order issued for redressal of grievances.
- g. All GROs must give valid and speaking reason while closing the grievances, especially in case of non-acceptance of request of the citizen.
- h. User Manual for GRO interface and Citizen interface are also available for self-learning by GROs. A course module on CPGRAMS is available in iGOT. All GROs shall utilize those training facilities to ensure effective and meaningful handling of public grievance.
- i. It is the responsibility of the GROs to ensure that the grievances are handled with sensitivity and communication to citizens are polite and respectful.

In this context, the Heads of Offices of all ROs, SROs, ESIC Hospitals, and Medical or Dental colleges are requested to regularly review grievances pending for more than 15 days on the CPGRAMS portal to ensure that no grievance remains unresolved for more than 21 days.

This issues with the approval of competent authority.

Hindi version will follow.

Signed by Ravi Prakash
Date: 29-08-2024 18:27:52

(Ravi Prakash, IOFS)
Additional Commissioner

Copy to:-

- 1. All Divisional Heads, ESIC Hqrs for information.
- 2. Website Content Manager for uploading on the ESIC Website.



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
 E-mail: pg-hqrs@esic.nic.in / Website: esic.gov.in/ esic.in

No. C-12012/54/2021-PG

Dated: 21.11.2024

OFFICE MEMORANDUM

Subject: Qualitative, effective and timely resolution of Public Grievances at various field offices and feedback from Insured Persons thereon – reg.

It has been observed that public grievances (including received under CPGRAMS portal) taking long time for disposal by few field offices, and being disposed of without qualitative resolution. Sometimes the number of days taken for resolution has been found more than 21 days. This delay in qualitative disposal of Public Grievances leads to dissatisfaction of Insured Persons/ ESI Beneficiaries/ petitioners.

In view of above, updated instructions to all Head of the Offices and Grievances Redressal Officers (GROs) are reiterated as under:

- 1) All Head of the Offices/ GROs shall attend to the Public Grievances – received through CPGRAMS portal, e-mail, hard copy by hand/ post/ complaint box, walk-in (personal visit) 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.
- 2) GROs shall monitor the CPGRAMS grievances on daily basis by log-in the portal twice a day (*preferably morning and evening*).
- 3) Ensure that 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**.
- 4) 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.
- 5) 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.
- 6) While dealing medical reimbursement grievances the complete details of amount claimed, entitlement, rate, deduction made as per CGHS rates etc. be informed to the petitioner/ complainant to avoid recurrence of grievances or appeals.
- 7) 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. No PG appeal should remain pending beyond 30 days.

8) 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.

9) In case of change of GRO (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**

10) PGs received in Hindi shall necessarily be replied in Hindi language only.

Moreover, Standard Operating Procedure/ instructions on redressal of grievances issued by Headquarters, New Delhi letter bearing no. C-12/12/IVRS/2019-PG dated 08.12.2020 (**copy enclosed**) shall also be kept in view while dealing with the subject and providing resolution to Public Grievances.

Also, for on-spot resolution of grievances and feedbacks/ suggestions from Insured Persons/ ESI beneficiaries, *SUVIDHA SAMAGAM* shall continue to be held at field offices/ Branch Offices as detailed in the aforesaid instructions dated 08.12.2020 and reports may be sent to the Headquarters for information.

This issues with the approval of Insurance Commissioner(P&A).

Signed by Ravi Prakash

Date: 21-11-2024 13:23:06
(Ravi Prakash, IOFS)

Additional Commissioner

To,

1. PPS/ PS to DG/ FC/ CVO, Headquarters, New Delhi
2. PPS/ PS to all Divisional Heads, Headquarters, New Delhi
3. All Zonal Insurance Commissioners/ All Zonal Medical Commissioners
4. All Additional Commissioners & Regional Directors/ Regional Directors/ Deputy Director (I/c)/ Joint Director, Estt. - V, Headquarters, New Delhi
5. Directorate (M) Noida/ Directorate (M) Delhi/ Zonal Training Institutes
6. All Medical Superintendents of ESIC Hospitals & ESIC Model Hospitals
7. All Deans of Medical Colleges/ PGIMSR/ Dental Colleges/ Principal, Nursing Colleges.
8. To all the Grievance Redressal Officers (GROs) of ESIC.
9. Website Content Manager for uploading on the website of ESIC for information of all concerned.



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.

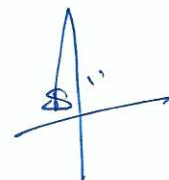
Objective:

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.

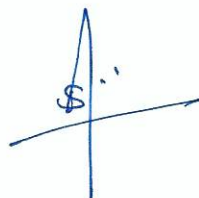
As per prevailing guidelines various authorities are required to redress the grievance received through various channels within 30 days of receipt of the grievance. For this, following Standard Operating Procedure (SOP) at all levels must be followed:

Grievances received through CPGRAMS Portal

Headquarters Office	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 month 6) 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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	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.
Regional Office	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

	appropriate redressal within 3 days. PGO/HoO shall pursue such cases with the concerned appropriate authorities till redressal by the concerned authorities.
Sub-Regional Office/Divisional Office.	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**

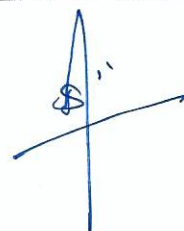
- 1) The PGO shall ensure that grievances must be forwarded to the concerned Branch/ESIC Dispensary through e-mail/Hard copy within 3 days of receipt of the Grievance. If the grievance does not pertain to that Hospital/Institute it may be returned back with appropriate reply within 3 days.
- 2) All Branches 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

Headquarters Office	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 days 3) 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.
Regional Office	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

	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. 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.
Sub-Regional Office/Divisional Office.	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

	more time is required, but in no case final redressal is delayed beyond 20 days 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.
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 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 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



	College/PGI/ Hospital / Other Medical Institutions shall monitor all the responses received from Branches/ESIC Dispensaries. 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. 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.
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Grievances received By Post/By hand/by any other physical form like Complaint Box etc.

Headquarters Office	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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	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. 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.
Regional Office	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.
Sub-Regional Office/Divisional Office.	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.
	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	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	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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	College/ Hospital/Institute shall take appropriate action and redress the grievance within 7 days. 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:

Covid-19 related Grievance	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.
Grievances received through "Santusht Portal"	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.