



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 / રેજીયલ 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

No. 37/A/22/12/QC/2025-Estt.

Date:-22-04-2025

CIRCULAR

Subject : Setting up of Quality Circles at ESIC filed units for Quality Improvements -reg.

In view of surge in the number of grievances received on quality and services provided by ESIC, Hqrs Office vide OM No.Z-11/12/1/Misc.Matter/2024-MSU-Part(3) dated 20.03.2025 has directed all the Accounting Units to form a Quality Circle to improve the quality of services and reduce the grievances.

Quality Circle is a voluntary group of 6 to 12 employees (headed by a "Leader", generally H.O.A.) who perform similar tasks at work place and meet periodically to identify the problems and/or areas needing improvement, analyse root cause of the problems, formulate effective solution/s through discussions, implement the solutions effectively in a time bound manner, review and evaluate the outcomes and initiate course corrections, if necessary, record and document the entire process to improve the quality of services. Training shall also be provided by Hqrs to QCs in due course of time for better understanding of their roles and responsibilities.

All the Officers / Officials are informed to submit their willingness who wants to be the part of Quality Circle of RO-Ahmedabad **within 7 days** to Admin Branch, RO-Ahmedabad through email.

All the officers are also directed to bring the content of this circular to the notice of all the officials working under them for wider participation.

Hindi version will follow.

Digitally signed by
SANJEEV KUMAR SINGH
Date: 22-04-2025
15:29:46
Deputy Director

Copy to:-

1. All the Branch Officers, ESI Corporation, Regional Office, Ahmedabad.
2. All the Office Superintendent, ESI Corporation, Regional Office, Ahmedabad.
3. The website content manager for uploading the same on website of ESIC.
4. Rajbhasha Shakha for Hindi Version.
5. PA Section / Notice Board / Guard File