



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



क्षेत्रीय कार्यालय/ REGIONAL OFFICE
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MINUTES OF MONTHLY SUVIDHA SAMAGAM HELD ON 10.04.2024 AT RO, CHANDIGARH

A monthly Suvidha Samagam was held on 10.04.2024 (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. Pankaj Vohra, Deputy Director, RO, ESIC, Punjab
2. Sh. Sushil Sachdeva, Dy. Director (Finance)
3. Sh. Anant Prakash Verma, Asstt. Director
4. Dr Sonia Arora, MO In-charge, ESI 29 dispensary, Chandigarh
5. Dr. Rakesh Kumar, MS-ESI, Ramdarbar, Chandigarh
6. Sh. Sanjay Kumar Gupta, Branch Manager, Mohali
7. Sh. Sanjeev Madan, Branch Manager, Chandigarh
8. Sh. Ranjeet Keer, Branch Manager, Lalru
9. Smt. Loveleen Singh, O.S. Benefit
10. Sh. Parkash Chand, M/s Joshi Automotives Pvt. Ltd.
11. Sh. Satish Kumar, M/s Joshi Automotives Pvt. Ltd.
12. Sh. Vivek Kumar M/s Ajit Singh & sons
13. Sh. Suresh C. Dhyani, M/s Chandigarh Golf Club
14. Sh. Shishpal, Insured Person- 1713184611
15. Sh. Bharat, Chandigarh
16. Sh. Badri Kumar, Lalru
17. Sh. M.S.Rawat, M/s Suchita steels
18. Sh. Maninder Singh, GRETIS, Chandigarh
19. Sh. Vinay Kumar Gautam, Assistant Director/HR, M/s Cama Infra Ltd., Mohali
20. Sh. Amrik Singh, M/s J&T Management Services
21. Sh. Dinesh Tomer, M/s Toyota Pvt. Ltd.
22. Sh. M.K.Sharma, representative of Employers' Association, Lalru

Sh. Anant Prakash Verma, Assistant Director welcomed all the guests and invited them to share their grievances / suggestions. The grievances and issues / suggestions discussed as under –

Grievance 1: A grievance was raised regarding the site issues. In this regard he elaborated his grievance as sometimes due to technical errors IP's detail with new employers could not be updated consequently IP suffered for medical treatment due to non-availability of updated record in ESI portal.

Sh. Anant Prakash Verma, Asstt. Director assured him that backends are working for speedy processing of site and soon we will get the result.

Grievance 2: During first 20 days of every month the site does not work properly which causes delay in registration of IPs. Sometimes IPs are found already registered with another employer. Branch Officer (Benefit) informed that Aadhar seeding can reduce the chances of having multiple insurance number within an IP. The complainant further added that PDF format/size problem during uploading the documents during registration of IPs on ESI portal.

The complainant was assured that there is no such problem as various cases are received daily in various Branch offices and R.O. in which more than one cases are in PDF/JPG format. Sh. Sushil Sachdeva, Dy. Director (Finance) suggested to give written representation for guidance in respect of documents / PDF format size and the concerned problem so that this office may get the guidance from the headquarter office in this regard.

Grievance 3: At the time of registration of IPs, at times back dates come on the screen" to agree" instead of current date.

Sh. Sushil Sachdeva, Dy. Director (Finance) asked to share screenshots via emails alongwith grievance

so that problem may be forwarded to the ICT headquarter for solution.

Grievance 4: Site issue causes problems while creating challans. As payment of challan is deducted before 15th of the month but realized after 15th of that month in ESI portal, due to which interest on late deposit becomes due, and that too due to no fault of theirs.

Sh. Sushil Sachdeva, Dy. Director (Finance) advised to submit written representation in such cases to avoid penal interest or damages on such payments.

Grievance 5: Site issues raised again and grievance was that they have to use the portal at nighttime due to traffic on site during daytime.

Sh. Sushil Sachdeva, Dy. Director (Finance) said that it is a PAN India problem, and all the efforts are being made at the headquarters level to resolve the matter.

Grievance 6: It was asked as to how any employer will get confirmation about authenticity/deposit of payment made before 15th of a month to ESIC Account.

He was suggested that whenever required, they can get the payment confirmed from R.O., on written request.

Grievance 7: Sh. Vinay Kumar Gautam, HR, M/s Cama Infra Ltd., Mohali raised the issue that the death case of Late Ms. Aashiana, Insurance No. 1713133811 was not yet resolved. He was asking about the current status of the case.

BO benefit replied that the case was received on 19 March 2024 in the Regional Office. The case had certain discrepancies which were conveyed to BM Mohali. Hence it is under process.

Sh. Pankaj Vohra, Deputy Director ensured him that the office will look into the matter on priority basis and soon it will get resolved (status as on 25.04.2024-the case is pending with BM-Mohali for further action)

Grievance 8: Sh. Bharat, S/o Sh. Shishpal, Insurance No. 1713184611 raised his grievance against wrong decision in r/o accident case of his father Sh. Shishpal, who was working at Mukut Hospital. He said the accident report filed but yet to receive benefit, as it was wrongly rejected by the then BOM. Documents submitted multiple times for reconsideration.

Sh. Sanjeev Madan, Branch Manager, Chandigarh said that as per records, it is a floor-accident, and the employer had informed in the accident report that it's not a case of an employment injury. Branch Officer Benefit suggested him to submit papers alongwith written complaint so that matter could be thoroughly investigated at R.O. level.

Grievance 9: Reimbursements of MRC bills usually get very late.

Dr. Sonia Arora, MO In-charge, ESI 29 dispensary, Chandigarh said that it might be due to lack of funds, otherwise usually they always expedite the process of reimbursement on priority basis.

Grievance 10: Issues with AAA+ application: two OTPs are required during registration with this App but they have many cases either having old phone numbers which have stopped working or there are different phone numbers linked with insurance number and Aadhar number respectively. Further site issues are also a big problem.

Grievance 11: Funeral expenses claim status must be reflected.

Sh. Sushil Sachdeva, Dy. Director (Finance) informed that upgradation of the site is under process. Sh. Vinay Kumar Gautam, Assistant Director/HR, M/s Cama Infra Ltd., Mohali thanked the officials for expeditious working process as well as various benefit cases being processed with best efforts.

Grievance 12: Shri MK Sharma representative of Employers' Association, Lalru asked for relaxation in last due date of deposit of contribution till site issues get resolved.

Sh. Sushil Sachdeva, Dy. Director (Finance) said that the suggestion have been noted and will be

communicated to the higher authorities for consideration.

A guest thanked for conducting of monthly Suvidha Samagam and various improvements made by ESIC

Grievance 13: The last grievance was about registration of an IP with new employer code 17000 42014 000 1006, whose joining date is 1st March 2024 but during registration process it was showing as "Already registered." The requisite email has been sent to the concerned Branch Office for online updation by them.

Sh. Sushil Sachdeva, Dy. Director, Revenue Branch-I Officer noted down his grievance and assured the complainant for expeditious action in this regard.

The meeting ended with vote of thanks to chair.