



कर्मचारी राज्य बीमा निगम
(श्रम ँव 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 Suvidha Samagam held at R.O. ESIC Punjab, Chandigarh on 13.12.2023 at 03:00 PM

A monthly Suvidha Samagam was held on 13.12.2023 (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. Pankaj Vohra, Deputy Director, RO, ESIC, Punjab
2. Dr. Rajiv Chhabra, SMO
3. Sh. Sushil Sachdeva, Deputy Director
4. Sh. Vikrant Jagdish Gosain, Assistant Director
5. Sh. Anant Prakash Verma, Assistant Director
6. Sh. Vinay Kumar Gautam, Assistant Director/HR, M/s Cama Infra Ltd., Mohali
7. .Smt. Sangeeta Anand, M/s Checkmale Services, Mohali
8. Sh. Jasbir Singh, Adovcate, Mohali
9. Sh. Ashok Kumar, MIA, Mohali
10. Sh. Rajwinder Singh, M/s A.P. Securities Pvt. Ltd.
11. Smt. Monika, M/s A.P. Securities Pvt. Ltd.
12. Smt. Loveleen Singh, OS Benefit Branch
13. Sh. Rajinder Singh Rawat, SSO Chandigarh
14. Smt. Harpreet Kaur, Branch Manager, Mohali
15. Sh. Tarun Chhabra, SSO, Mohali
16. Sh. Sarwan Kumar, Branch Manager, Lalru

The Suvidha Samagam was presided over by Sh. Pankaj Vohra, DD

I/C.

Sh. Vikrant Jagdish Gosain, Assistant Director, welcomed all the visitors and invited all the guests to share their views/ grievances. The point wise discussions held during the Suvidha Samagam are as follows:

A. Sh. Vinay Kumar Gautam, Assistant Director/ HR, M/s Cama Infra Ltd.,

Mohali :

He requested to change the word Grievance as Suggestion for every Monthly Suvidha Samagam, which is also known as "Grievance Redressal Camp".

The officer told him about its another name i.e., Suvidha Samagam and he was also assured to mention only 'Monthly Suvidha Samagam' in future instead of grievance redressal camp .

Then he raised the point of ESIC site being slow. He informed that as the ESIC site is not functioning properly, the task of contribution payment, Aadhar seeding and particulars updation was affected.

He has been informed that as it is discussed in every meeting, it is a PAN India problem and the matter is in the knowledge of Hqrs. Office and technical team of Hqrs. is working on it to resolve it.

He further requested for training to the staff deputed at branch office as well as ESIC hospital to deal politely with the IPs, their dependents as well as the representatives/attendants.

The officers assured that the staff of all the branch offices will be guided for good behaviour along with special training in this regard. Sh. Vikrant Jagdish Gosain, AD, also directed to issue a circular to the MS, ESIC Hospital for soft speaking skills and training to the staff of the Hospital as well.

He requested to inform the date of this Suvidha Samagam every time so that everyone can participate in this conference.

The Officer informed him that the Regional Office conducts the Suvidha Samagam on monthly basis on second Wednesday of every month and the concerned ESIC field offices on 27th of every month with the collaboration of EPFO as 'Joint Outreach Program' at different venues.

He also raised the issue that neither written nor verbal clear checklist communicate to the employers/IPs/ dependents regarding documents required for accident or death cases.

Requirement of documents in Floor Accident cases, Post EI registration cases, Commuting Accident cases, Heart Attack Case, etc. are different in each cases. While investigation, Branch Manager mention the list of documents requires to decide the case.

He added a grievance about a particular case where there was a server issue during the time of filling the accident report and to avoid the delay a mail was sent along with offline report. Despite all mails and documents given in advance a SCN had been issued.

The Branch Officer (Benefit) advised to the Branch Manager, Mohali to visit there with prior intimation and cover the deficiencies and complete the case to dispose the same at the earliest. The detailed checklist will also be provided to all the concern.

The point for medical equipment in Medical Hospitals was also raised by him. He informed that various employers are ready for charity of medical equipment, if permission will be given by ESIC.

The Branch Officer informed him that the State-Government had sufficient funds to coop the financial needs and the SMO replied that a ESI-society is being formed and hopefully the conditions would improve on its formation.

However, if any request in this regard is received from the Employer's Association, it would be forwarded to the headquarter for consideration.

B. Smt. Sangeeta Anand, M/s Checkmate Services, Mohali

She also raised the problem of server issues resulting trouble during submitting online accident report, contribution payment and Aadhar seeding as well.

The officers again informed that the matter is in the knowledge of Hqrs. Office and technical team of Hqrs. is working on it to resolve it.

She further added that in case of injury/sickness the patient is asked to appear himself, and to do paper formalities to take the rest extension, which is not possible.

The Officers replied that the rest is recommended during the time of discharge of patient from hospital. If rest is extended then it may regularized as AE case, which is a procedure given in the ESI Act. .

C. Sh. Jasbir Singh, Adovcate, Mohali:

Sh. Jasbir Singh, Advocate, Mohali said by appreciating the holding of such Monthly Suvidha Samagam that to get the case of Lt. Sh. White Bahadur resolved within one week is one of the fruitful benefits of such Samagam.

He raised the issued against the Death case of Lt. Sh. Sukhdev Singh, where death was occurred due to heart attack. He said that it was a genuine case. All documents were completed but no reply has been received yet.

The BM Mohali told that the case has been rejected by the RO and she received the letter on the same day (the day of Suvidha Samagam i.e.,

13.12.2023).

The officers replied that all the employment injury cases are scrutinized as per instructions and the decision is taken accordingly. They further said that the cases of heart attack are not always the cases of employment injury. The Branch Manager was advised to apprise the family of the decision taken by Regional Office in the matter.

He also took up the issue regarding hard copies of medical certificate not accepted by BM/ dispensaries and the Doctors do not generate online certificate. They should be advised to issue online certificate because the uneducated workers are not so capable to submit the certificates online.

The Branch Officer (Benefit) apprised the benefits of online claims. He also said that the DG had strictly asked to submit online claims only and proper follow up in this regard is being taken up resulting the RD instructed the BMs to establish helpdesk to help the IPs and educate them about its benefits. He also added that due to the submission of the claims online one may track ones' case easily and they would not have to visit again and again to know the status of their claims. So to avoid harassment and to save time, ESIC has enabled filing **ONLINE CLAIM THROUGH IP PORTAL**. For this employer need to update IP MOBILE NO. in their database so that they could LOGIN to IP PORTAL through OTP and view their Contributory details, Entitlement to various ESI Benefits as on date, filing ONLINE CLAIM by uploading Medical Certificates, etc.

D. Sh. Ashok Kumar, MIA, Mohali :

He raised the point of slowness of ESIC site. He informed that ESIC site is not functioning properly, therefore, creating trouble during contribution payment so he requested to extend the last date of contribution payment by 05 more days until the site is unable to work

with proper speed.

The officers replied him that its all due to transition period and technical issues. Further, decision to extend last date of filing is considered by HQ, ESIC based on complaints received Pan India and no. of filing before and after the last date.

He further requested to appoint an Assistant Director at the post of Branch Manager-Mohali so that the corresponding period as well as disposing accident cases time may be shorten.

The Officers told him that the e-office has reduced the pendency period nowadays.

He also took the point of lengthy Credential updation process. He said that the IPs have to visit local office again and again for updation.

In this regard the BM Mohali was instructed to expedite the clearance of pendency.

He further requested that the Affidavits to add IP's parents name should be replaced with the self declaration.

Sh. Sushil Sachdeva, DD(F) stated that as per government rules affidavits are required to determine dependency of income of the parents, hence it cannot be replaced.

BO (Benefit) further added that the Affidavits received are not in the prescribed/ correct format which causes delay in updation.

He advised to all the Branch Managers to send the cases with proper scrutiny and remarks along with proper recommendation for updation of family details.

He also suggested to paste the proper specimen of the prescribed format of the affidavit for adding the name of dependent father/ mother, on the pillar/wall of their respective branch offices.

He also instructed to give proper recommendation in online module.

E. Sh. Rajwinder Singh, M/s A.P. Securities Pvt. Ltd.

He expressed his grievance that while registering new workers online, the ESIC website doesn't show the Insurance Number of the previously registered employees, however the contact Number and bank account number shown as already attached.

He was informed that the matter will be looked into for providing resolution to the problem and Aadhar Seeding will also help to redress this problem.

F. OTHER DISCUSSIONS :

1. BM Mohali asked for cooperation from the employers for Aadhar seeding.
2. Sh. Jasbir Singh, Advocate suggested to do Aadhar seeding only after 16th of every month to reduce the online traffic on the site during the time of challan submission.

Sh. Sushil Sachdeva, DD(F) stated that it is Government's direction to do the Aadhar seeding at mass level to ease out the difficulties being faced by ESI beneficiaries while getting Medical/ Cash benefits and eliminate fraud cases.

Sh. Rajinder Singh Rawat, SSO Chandigarh advised to set biometric machine for Aadhar updation. He also suggested to go through ERP module and step up to edit employee work flow for credentials update done by IP

3. Sh. Jasbir Singh, Advocate advised to organize seminars at quarterly/ half yearly basis at Mohali association i.e., at MAI. Besides he also praises EPFO Department for giving resolution within 3 days to any problem after such seminars.

Sh. Pankaj Vohra, Deputy Director, replied that ESIC function is different from EPFO. ESIC deliver Medical and Cash Benefits to its beneficiaries through ESI Hospital/ Dispensary/ Branch Offices. Time-line is set for every

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category of Cash Benefit claims and Branch Offices do adhere to the time-line in most of the cases.

The Branch Officer, Benefit concluded the Samagam as a fruitful discussion.

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