

	<p>मुख्यालय, कर्मचारी राज्य बीमा निगम (श्रम एवं रोजगार मंत्रालय, भारत सरकार) HEADQUARTERS OFFICE, EMPLOYEES' STATE INSURANCE CORPORATION (Ministry of Labour & Employment, Govt. of India)</p>	 सत्यमेव जयते	<p>पंचदीप भवन, सी.आई.जी., मार्ग, नई दिल्ली – 110002 PANCHDEEP BHAWAN C.I.G MARG, NEW DELHI – 110002 Phone: 1800-11-2526 Email: esic-hqrs@esic.nic.in Website: www.esic.nic.in/www.esic.in</p>
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No.P-11/14/11/AKAM/2022-Bft.II

Dated: 09.05.2022

To,

All Regional Directors/Director (I/Cs)/ Deputy Dir.(I/Cs) of
Regional Offices/Sub-Regional Offices,
ESI Corporation

Sub: Regarding timely disposal of grievances/ cash benefit cases.

Madam/Sir,

It has come to notice from grievances of various IPs that cash benefits claim including that for Dependant Benefits are not being settled timely & promptly. This results in the high rise of complaints at initial level, inter-department or at the Higher level like Ministry of Labour & Employment or in the CPGRAM portals etc. The cases received under the CPGRAM are also being monitored and the settlement of grievances alongwith resolutions provided in grievances under CPGRAMs are scrutinized from time to time by the Prime Minister's Office also.

It has also been observed from the data received from ROs/SROs that the number of pendency of cash benefits claim is quite high at some R.O./SRO level.

It has been viewed seriously by the Director General.

In view of the above, all Regional Directors/SRO (I/cs) are directed to settle all pending cash benefits cases specially pending accident reports, medical board cases and dependent benefit cases urgently. In future, it may also be ensured that all claim of IPs are disposed off following all laid down standard procedures.

This issues with the approval of the Director General.

Yours faithfully,


(Rahul Bhardwaj)
Deputy Director (Bft.)

Copy to:

1. Rajbhasha Shakha (Hqrs.) for hindi translation.
2. W.C.M for uploading the same on the website.