

## **Suvidha Samagam Meet**

Venue : Regional Office, ESIC, Sector 19-A, Madhya Marg, Chandigarh.

Date 02-11-2023 . Time : 3:30 PM.

As per the instructions of the Head Office, 'SUVIDHA SAMAGAM' was organized during Vigilance Awareness Week (30.10.2023 – 05.11.2023), in the premises of the Regional Office Chandigarh with the aim of quick disposal of the complaints received, under the chairmanship of Deputy Director (Incharge), and in coordination with the nearest Branch Managers Chandigarh, Lalru and Mohali, so that the grievances of all the Principal Employers, Insured Persons and their dependents are attended on the spot.

Following Officers/Employers Association Representative/I.Ps/Employee Association representative attended Suvidha Samagam on 02-11-2023 at 3:30 pm in Regional Office, Chandigarh :-

- i) Sh Rakesh Kumar, Dy. Director (Incharge)
- ii) Sh Sonam Dawa, Dy Director
- iii) Sh Vikrant Gosain, Asstt. Director
- iv) Sh Amandeep Singh, Employer from M/s Globe Automobile Pvt Ltd.
- v) Sh Badri Kumar, Employer from M/s Ramada Plaza, Zirakpur
- vi) Sh Ravi Kumar, Employer from M/s Gopal Sweets, Zirakpur
- vii) Sh Balbir Singh, Employer from M/s Olympus
- viii) Sh Dinesh, Employer from M/s Globe Automobiles Pvt. Ltd.
- ix) Sh Tarun Chhabra, SSO
- x) Sh Raj Kumar Leekha, SSO
- xi) Sh Jatinder Kumar, SSO
- xii) Sh R.S.Rawat, SSO
- xiii) Sh Sarwan Kumar, Branch Manager, Lalru
- xiv) Sh Sandeep Srivastava, Branch Manager, Chandigarh

Meet started with permission of Chair. Various stake holders that were present aired their grievances as follows:-

***i) Sh Ravi Kumar, Employer from M/s Gopal Sweets, Zirakpur***

**Grievance 1:** Employer expressed his grievance that website of ESI is not working properly. He also stated that they are facing problems in registration of new workers and Aadhar seeding of their existing employees.

**Redressal 1:** It was informed that HQ, ESIC is aware of this issue and our technical team is continuously working on it to resolve this issue. Further, he was also informed that in case large no. of monthly contribution filing is delayed due to system slowness, ESIC may relax the last date of filing. It was informed that provision is already there in the system to do new registration through Aadhaar. For this validation of Aadhaar is now also being done through Biometric. Through this mode, employees' particulars are filled automatically and thus registration is completed in minimum time. With regard to Aadhaar seeding of their existing employees, there are several modes to do this. Aadhaar seeding can be done through Employer Portal, IP Portal and staff login ID at special camp arranged at employer premises, Branch Offices, ESI Hospitals. Aadhaar validation through Biometric make the process fast.

Employer were requested to update employees mobile no. in their database so that IP can login into IP Portal and do the Aadhaar seeding in r/o self and their family on its own. It was also apprised to them that now onward employees can make cash claim online through IP Portal without visiting the Branch Office.

It was informed that any updation request is created by employee through IP Portal comes to employer login ID for validation. As such, employers were requested to validate such updation request so that it could be approved at Branch Office level.

**Grievance 2:** He expressed his grievance that while logging on to ESIC website, the site shows “Enter Valid Employer Code”

**Redressal 2:** It was informed that such issue may be escalated to our technical team through email [itcare@esic.nic.in](mailto:itcare@esic.nic.in). In case, it remains unresolved, it may be escalated to [rd-punjab@esic.nic.in](mailto:rd-punjab@esic.nic.in).

**ii) Sh Dinesh, Employer from M/s Globe Automobiles Pvt. Ltd.**

**Grievance 1:** He expressed his grievance regarding problems faced in tracking of number of Insured Persons whose Aadhar seeding is being done.

**Redressal 1:** It was informed that now a report is provided to download the list of employees with their Aadhaar seeding status from their employer login ID.

**Grievance 2:** He expressed his grievance regarding setting up of Dispensary at Derabassi and Lalru.

**Redressal 2:** It was informed that a proposal for setting up of new dispensary at various catchment area including SAS Nagar has been sent to Govt. of Punjab and this office is actively pursuing it further. It was further informed that this office is also in the process to identify more catchment area having benchmark IP Population of 3000 or more and beyond 8 Kms from existing dispensary, for setting up of ESI Dispensary.

**iii) Sh Balbir Singh, Employer from M/s Olympus**

**Grievance:** He expressed his grievance that while registering new workers online, the ESIC website doesn't show the Insurance Number of the previously registered employees, only a pop-up opens stating that the employee is already registered.

**Redressal:** It was informed that the matter will be looked into for providing resolution to the problem.

Meet ended with a note of thanks from the Chair.

Date : 02-11-2023

Time : 3:30 PM to 4 PM.