



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



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MINUTES OF MONTHLY SUVIDHA SAMAGAM HELD ON 13.03.2024 AT RO, CHANDIGARH

A monthly Suvidha Samagam was held on 13.03.2024 (Second Wednesday of the month) at 03:00 PM where the Employers/ Insured Persons and their representative were invited at Regional Office, Chandigarh.

Following people participated in the Suvidha Samagam:

1. Sh. Rakesh Kumar, Dy. Director (Incharge)
2. Dr. Rajiv Chhabra, SMO, R.O. Chandigarh
3. Sh. Ajay Kumar Mahan, Dy. Director, BO-General Branch
4. Dr Sonia Arora, MO In-charge, ESI 29 dispensary, Chandigarh
5. Sh. Anant Prakash Verma, Asstt. Director (Benefit & Legal)
6. Sh. Harvinder Singh, Acting Branch Manager, Mohali
7. Sh. Basant Singh, Consultant
8. Sh. Dharmender Rana, Branch Manager, Chandigarh
9. Sh. Sarwan Kumar, Branch Manager, Lalru
10. Smt. Loveleen Singh, O.S. Benefit
11. Sh. Sunil Dutt, OS, on the behalf of MS-ESIH, Ramdarbar, Chandigarh

Sh. Rakesh Kumar, Dy. Director (Incharge) welcomed all the guests and invited them to share their grievances / suggestions. The grievances and issues / suggestions discussed as under –

1. BOM-Chandigarh was instructed to ensure the practice of accepting online claims only.
2. The DD (I/c) asked Dr Sonia Arora, MO In-charge, ESI 29 dispensary, Chandigarh about the status of availability of medicines and procedure of reimbursement. Then Dr. Rajiv Chhabra, SMO, R.O. Chandigarh informed that the Regional Office receives the bills of DCBOs only for reimbursements. The MO In-charge, ESI 29 dispensary, Chandigarh was also asking for the working conditions and dispensary issues over there. She requested for the supplies of furniture as well as computers. She also stressed upon to create the space for medicines in the dispensary.

She was informed that the Regional Office provides the expenditure of building repairs/maintenance and computer systems, but they would have to arrange the requisite furniture and other equipment's through DHS. She was also suggested to approach the concerned DHS regarding such issues.

For immediate resolution the DD (I/c) called Sh. Ajay Kumar Mahan, Dy. Director (BO-General Branch) in the Samagam and directed him to do the needful to clear out scrap material for creating space for dispensary medicines and equipment storage. BO-General Branch suggested that the Branch Manager Chandigarh is competent enough to do the needful in this regard by taking the requisite help of RO wherever required.

3. The DD (I/c) asked about the status of Branch Office staff to the BOM Chandigarh. He replied that there are 9 employees in the Branch and 03 employees for Aadhar seeding.

Then DD (I/c) asked about the status of mismatch and Aadhar seeding data and also instructed to expedite the disposal of pendency therein.

4. Sh. Basant Singh, Consultant came only with the grievance regarding Site issues. The DD (I/c) showed him the time/dates of filing of contribution on the LED screen and told him the site might be slow but never stopped.

Sh. Basant Singh further complained that the site only works till 8 of every month and only after 8:00 PM which causes problem in filing contribution.

The DD (I/c) suggested him to file the contribution before 8th of every month and payment of salary can be made after that, if required.

5. The DD (I/c) asked Sh. Basant Singh to ensure Aadhar seeding in concerned units. He reiterated site issues and reluctance of IP in sharing OTP.
6. Then the DD (I/c) instructed all the present branch managers to ensure all pending payments are to be cleared expeditiously and fix responsibility of those causing delay.
7. He directed not to receive any physical claim, to guide IPs & HRs of the employers regarding online submission of claims.
8. He also directed to use the tools of Regulation 99 and Regulation 53 in case of late submission.
9. At the end the DD (I/c) instructed to the Branch Officer Benefit as well as all the present Branch Managers to take the help of area SSOs to ensure the presence of at least two stakeholders from each area, in each Suvidha Samagam in future and to circulate the message of conducting of this monthly Suvidha Samagam as much as possible.

The meeting ended with vote of thanks to chair.