



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 Suvidha Samagam held on 07.02.2024 at R.O. Punjab Chandigarh during Special Services Fortnight 2024

A Suvidha Samagam was held on 07.02.2024 (during Special Services Fortnight 2024) at 03:30 PM with the Employers/ Representatives of Employer Associations/ I.Ps. & IPs representatives of Employees Associations at Regional Office, Punjab Chandigarh. The following persons participated in the Suvidha Samagam:

1. Sh. Pankaj Vohra, Deputy Director
2. Dr. Rajiv Chhabra, SMO
3. Dr. Rakesh, ESIC MH Chandigarh
4. Sh. Ajay Kumar Mahan, Dy. Director
5. Sh. Sushil Sachdeva, Dy. Director
6. Sh. Anant Parkash Verma, Asstt. Director
7. Sh. Sanjeet Kumar Mishra, Onkar Ind. & Security Services
8. Sh. Lakhwinder Singh, Bhartiya Mazdoor Sangh
9. Sh. Badri Parshad, Bhartiya Mazdoor Sangh
10. Sh. Dinesh, Toyota, Mohali
11. Smt. Loveleen Singh, O.S. Benefit
12. Sh. Sarwan Kumar, Branch Manager, Lalru
13. Sh. Dharmender Rana, Branch Manager, Chandigarh
14. Sh. Ankit Kumar, UDC, Branch Office, Mohali

Sh. Anant Parkash Verma, Asstt. Director (Bft.) welcomed all the delegates and invited all the guests to share their views/ grievances. The pointwise discussions held during the Suvidha Samagam are as under:

ISSUES DISCUSSED

1. Sh. Badri Parsad from Bhartiya Mazdoor Sangh, Chandigarh informed that the wage ceiling of Rs.21000/- was increased long ago and is needed to be increased. Asstt. Director (Bft.) informed that the matter is to be considered by ESIC Hqrs. New Delhi only and requested to give a written request in this regard so that the same may be forwarded to Hqrs. Office for further action.
2. Sh. Lakhwinder Singh from BMS raised a query about the SOP for any kind of grievance pertaining to ESIC. Asstt. Director (Bft.) informed that any kind of grievance pertaining to ESIC can be lodged on CPGRAMS and in every Regional/ Sub Regional Office, a Public Grievance Cell has been devised and any grievance can also be directly given at Regional / Sub Regional Office. Sh. Pankaj Vohra, Dy. Director also added that the grievance should be specific, and any kind of policy related grievance need to be forwarded to competent authority.
3. Sh. Lakhwinder Singh from BMS inquired about the coverage of unorganized sector workers into ESIC. Asstt. Director (Bft.) informed that the matter is already under active consideration by PMO/ Ministry of Labour & Employment, New Delhi. As this is a policy matter, as and when instructions will receive from Hqrs. Office, necessary steps will be taken accordingly.
4. Sh. Lakhwinder Singh from BMS also raised the point that employees working of D.C. rates are even not being covered under ESIC. Sh. Pankaj Vohra advised to give the details of such employees / employers so that same can be taken up further after examination.
5. Sh. Badri Parsad from Bhartiya Mazdoor Sangh requested to organize some Awareness camps. Sh. Sushil Sachdeva, Dy. Director informed that awareness camps are being organized in big units after their

request to ESIC Offices. Sh. Badri Parsad was requested to give some requisition in writing that at which place of employer / employer's association, the awareness camp is to be organized. Sh. Pankaj Vohra, Dy. Director also added that at present ESIC is celebrating its Special Services Fortnight 2024 and Health Camps, Aadhar Seeding Camps, Awareness Camps will be held during this fortnight.

6. Sh. Dinesh Kumar from M/S. Toyota, Mohali informed that new initiative has been started by ESIC which are very good like Aadhar seeding which will be beneficial in future but slowness of Server during challan creation and family updation of any IP/ IW still persists. The approval from ESIC Office for any family updation is very slow at Mohali. Sh. Pankaj Vohra inquired from the staff from Mohali who informed that one instance is that where IP himself/herself has updated any particular and that request is pending with employer for several days and second is earlier the Aadhar Seeding work was being done and such requests remained pending at Branch Office level. Sh. Pankaj Vohra, Dy. Director advised Branch Manager Mohali to clear all such pendency from their ID within a stipulated time and advised all the Branch Managers to clear such pendency from their IDs and no such long pendency should be there in any Branch Office. He also conveyed that now the AAA+ App has also been started from where the IP can generate his request or submit claim by not visiting the ESIC Office. **(Action by All Branch Managers)**
7. Sh. Dinesh Kumar from M/S. Toyota, Mohali inquired that some notices from ESIC offices are being received to them on email and through DAK regarding non-payment of contribution for their Sub Code Numbers in spite of payments being made by them regularly. Sh. Sushil Sachdeva informed that in Sub Codes Payments sometimes, payments do not reflect. Sh. Ajay Kumar Mahan advised him to give the details of such Code / Sub Code Numbers pertaining to Regional Office, Punjab, Chandigarh so that inquiry of the employer can be resolved and also advised to contact the respective Sub Regional Office also for the matters related to them. **(Action by Revenue Branch Officers)**
8. Sh. Badri Parsad inquired about the condition of the ESIS Hospitals and Dispensaries that Ips are not given the complete medicines there, sometimes doctors do not sit there. SMO Punjab informed that for the last three month no Director Health Services was posted by the State Govt. of Punjab and now posting of DHS has been done and hoped that things will improve and will streamlined.
9. Sh. Badri Parsad, BMS informed that there are some cases where the contractors are hiring the manpower for 5-6 months only and after that they change the manpower and not complying the ESI/ PF. Sh. Sushil Sachdeva, Dy. Director(F) informed that in such cases, if the contractor is complying with ESIC, then it is the responsibility of the Principal Employer to comply with the same and he has to pay the ESIC contribution for the workers. He advised to advise the Principal Employer to ensure ESIC compliance by the contractors. Sh. Pankaj Vohra, Dy. Director also informed that many companies also ensure ESI/ PF compliance by the contractors while making payment to them.
10. Sh. Pankaj Vohra, Dy. Director advised Branch Manager, Mohali to clear all the pendency of family updation & Aadhar Mismatch at the earliest.

The meeting ended with the vote of thanks to the chair.