



કર્મચારી રાજ્ય વીમા નિગમ
(અમદાવાદ મંત્રાલય, ભારત સરકાર)
કર્મચારી રાજ્ય વીમા નિગમ
(અમ એંડ રોજગાર મંત્રાલય, ભારત સરકાર)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



પ્રાદેશિક કાર્યાલય / ક્ષેત્રીય કાર્યાલય / Regional Office
પંચદીપ ભવન, ભાશ્રમ માર્ગ, અમદાવાદ, ગુજરાત - ૩૮૦ ૦૦૬
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37/G/PG Cell/CPGRAM/Instructions/2022

CIRCULAR

Subject : Timely and qualitative disposal of Public Grievances and Appeals under CPGRAMS.

Attention is invited to enclosed Circular no.C-12012/50/2022-PG dated 29.08.2024 issued by Public Grievance Cell, Headquarters office and OM dated 23.08.2024 issued by Department of Administrative Reforms and Public Grievance(DARPG) regarding timely and qualitative disposal of Grievances on CPGRAMS and comprehensive guideline to strengthen Grievance redressal mechanism for strict compliance.

- All Officers/Managers are advised to bring the contents of the Circular dated 29.08.2024 and OM dated 23.08.2024 to the notice of all staff under their jurisdiction. Any deviation from the above instructions shall be viewed seriously by the Competent Authority. Some of the main points stated in the above Circular and OM dated 29.08.2024 to be strictly adhered to are as follows:
- The maximum redressal time advised by DARPG, for cases in CPGRAM is reduced to 21 days. The same has already been notified to be 15 days as per directions from Director General ESIC earlier. In cases, where the redressal requires longer time, an **interim reply** may be given stating the reason for the same and expected timeline when the grievances could be resolved. However, grievances identified as priority by the system or where early action is critical such grievances shall be attended to promptly and resolved maximum within 3 days. In this context, Head of all Branches/Offices under the jurisdiction of Ahmedabad, SROs, ESIC Hospitals are requested to regularly review communications received from PG cell to ensure that no reply/interim reply is given at the earliest to improve our rankings in CPGRAMs portal.
- It has also been observed that reply received towards the Grievances

sometimes mentions that some document/information to be given by complainant is not available. The concerned Office/Branch may seek any additional information/documents from the complainant at their own level. They may also call the citizen and get the additional papers, if needed.

- Concerned Office/Branches must ensure to give valid and speaking reason while closing the grievances, in case of non-acceptance of request of the Citizen/Complainant.
- A monthly meeting shall be done with all the Branch Officers and Branch Managers every month regarding pendency, quality of redressal and complaints being received and pending as on date.
- If the grievance does not pertain to any particular Branch/SRO/Hospitals, efforts shall be made transfer/forward the same immediately to the right authority under intimation to PG Cell, Regional Office, Ahmedabad. If the newly assigned Branch/Branch Office/SRO/Hospitals too finds that it does not pertain to them, then it shall be forwarded to the PG Cell who will find out the concerned Office/Branch and forward the complaint for timely action within 48 hours.
- It is the responsibility of every Officer to ensure that the grievances are handled with sensitivity and communication to Citizens are polite and respectful.

This issues with the approval of the Regional Director(Incharge).

(GAUTAM KUMAR)

DEPUTY DIRECTOR,PGO

To,

1. All Branch Officers, ESI Corporation, Regional Office Ahmedabad.
2. All Branch Managers of ESIC Branch Office under the jurisdiction of RO Ahmedabad.
3. All MSs of ESIC Hospital (Bapunagar, Naroda, Ankleshwar and Vapi) of Gujarat Region.
4. The Deputy Director Incharge, Vadodara and Surat, for similar action.

5. *DMS office, ESI Scheme, Ahmedabad for similar action.*
6. *The web content manager to upload the order in ESIC Website.*

DEPUTY DIRECTOR

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