

Suvidha Sama gam Meet

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

Date 13-9-2023 Time: 3:00 PM.

As per the directions of the Head Quarters Office a 'SUVIDHA SAMAGAM' was organized on the second Wednesday (afternoon) in the premises of the Regional Office Chandigarh with the aim of person to person interaction and quick disposal of the complaints received, under the chairmanship of Deputy Director (In charge), and presence of Medical Superintendent /State Medical Officer/concerned Officers 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 13-9-23 at 3:00 pm in Regional Office, Chandigarh :-

- i) Sh Rakesh Kumar, Dy. Director Incharge
- ii) Dr Rajiv Chhabra, SMO
- iii) Sh Ajay Kr Mahaan, Dy Director
- iv) Sh Rajneesh Chaudhary, Dy Director
- v) Sh Jyoti Ram, Asstt Director
- vi) Smt Seema Rawat, Asstt Director
- vii) Dr Aman Arora, ESI Hospital, Mohali
- viii) Sh Manoj Sharma, Employer from M/s A.B.Polymer, Derabassi
- ix) Sh Ashwani Sharma, Employers Association Representative , Derabassi
- x) Sh Suresh Mongia, Employers Association Representative , Derabassi
- xi) Sh Badri Parsad, Employees Association, Chandigarh
- xii) Sh Basant Kumar, Consultant
- xiii) Sh Maninder Singh, Employer from M/s Gretis, Chandigarh
- xiv) Sh. Surjit Singh, Employer from M/s Ind Swift Laboratory, Chandigarh
- xv) Sh Vijay Kr, IP, represented by her daughter
- xvi) Sh Tarun Chhabra, SSO
- xvii) Sh Raj Kr Leekha, SSO
- xviii) Sh Jatinder Kr, SSO
- xix) Sh R.S.Rawat, SSO
- xx) Sh Vivek Goyal, SSO
- xxi) Sh Sarwan Kr, Br Manager, Lalru
- xxii) Sh Sandeep Srivastava, Br Manager, Chandigarh
- xxiii) Sh.Madan Lal, Branch Manager, Mohali.
- xxiv) Smt. Loveleen Singh, O.S. Benefit Branch

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

i) Sh Maninder Singh, Employer from M/s Gretis, Chandigarh

Grievance: Employer expressed his grievance that website of ESI is very slow. They are unable to upload challans on time.

Redressal: He was informed that the slow speed is in the knowledge of the Department and a dedicated technical team is working round the clock at Server end for carrying out necessary updations and to increase the speed. Further, it was informed that ESIC do relax the last filing dates in cases of prolonged server breakdown.

ii) Sh Manoj Sharma, Employer from M/s A.B.Polymer, Derabassi

Grievance: He expressed his grievance that Dispensary at Derabassi and Lalru are found locked after 2 pm.

Redressal: He was informed that matter will be brought to the notice of Directorate of Health Services, Govt. of Punjab to look into these grievances.

iii) Sh Ashwani Sharma, Employers Association Representative, Derabassi

Grievance 1: He expressed his grievance that there is no ESIC/ESIS Hospital in Lalru

Redressal: He was informed that ESIC has accorded in-principal approval for setting up of ESI Hospital at Lalru. ESIC is waiting for suitable piece of land from the State Govt. for setting up Hospital.

Grievance 2: He expressed his grievance that Dispensaries do not function 24 hours to deal with emergency and it does not have the facility of Ambulance and Diagnostic Lab.

Redressal: He was informed that Dispensary provide primary care health. For secondary care treatment patient are referred by ESI Dispensary to ESI Hospital. ESI Hospitals have 24 hours emergency services. ESI also have

Govt. Hospital/ Medical Colleges/ empaneled hospital for Tertiary care treatment which are not available inhouse.

In emergency life threatening situation, beneficiary can take treatment on its own and claim reimbursement through their attached dispensary or can visit directly to empaneled hospital who obtain permission from ESI Hospital for cashless treatment.

Grievance 3: He expressed his grievance that there is no Mobile App for facilitating I.Ps.

Redressal: He was informed that through I.P Portal, beneficiary can see their contributory details, entitlement to ESI benefits, update their family, seed the Aadhaar of self and family, make claim for cash benefits for abstention on medical ground, etc. DHANWANTARI app is also available through which IP can take online appointment where ESIC Dhanwantari system is 100% functional.

iv) I.P Sh. Vijay Kr, represented by his daughter

Grievance: The I.P's daughter expressed her grievance that Reimbursement of Medical Bills amounting to Rs 75000/- is pending in ESI Dispensary, Sector 29, Chandigarh since January 23.

Redressal: IMO In charge, ESI Dispensary, Sector 29, Chandigarh informed that the Claim has been sanctioned and payment is pending due to Budget issues. He assured her that he will look into the matter personally and will assure early Reimbursement.

The Suvidha Samagam ended with a note of thanks from the Chair.

Date: 13-9-23