



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



लोक शिकायत शाखा/ PUBLIC GRIEVANCES BRANCH
 पंचदीप भवन, सी. आई. जी. मार्ग, नई दिल्ली-110 002
PANCHDEEP BHAWAN, CIG MARG, NEW DELHI - 110 002
 E-mail: pg-hqrs@esic.nic.in / Website: esic.gov.in / esic.in

No. PG-01/907/2024-PG

Dated: 14.11.2024

OFFICE MEMORANDUM

Sub: Nodal Officers to deal with the grievances/ complaints received through 'SANTUSHT' Cell, Office of Hon'ble Minister for Labour & Employment – reg.

It is brought into the notice of all Head of the Offices/ Controlling Officers/ Grievance Redressal Officers that 'SANTUSHT' Cell is a Grievance Monitoring Cell under direct control of Office of Hon'ble Minister for Labour & Employment (HLEM), Govt. of India wherein received grievances/ complaints are addressed.

It has been decided that the nominated Grievance Redressal Officer (GRO) at field offices and Headquarters shall be the Nodal Officer to deal and dispose of grievances/ complaints received from the 'SANTUSHT Cell', O/o HLEM also.

I have been directed to convey that these grievances/ complaints shall be qualitatively resolved within 7 (seven) days from the date of receipt under intimation to the petitioner/ complainant as per Standard Operating Procedure/ instructions on redressal of grievances issued by Headquarters letter bearing no. C-12/12/IVRS/2019-PG dated 08.12.2020 (**copy enclosed**).

The Head of the Offices/ Controlling Officers shall be responsible for strict compliance of this OM.

This issues with the approval of Competent Authority.

(Ravi Prakash, IOFS)
 Additional Commissioner

To,

1. To all the Grievance Redressal Officers (GROs) of ESIC.
2. PPS/ PS to DG/ FC/ CVO, Headquarters, New Delhi
3. PPS/ PS to all Divisional Heads, Headquarters, New Delhi
4. Insurance Commissioner (NTA), Dwarka, New Delhi
5. All Zonal Insurance Commissioner/ All Zonal Medical Commissioner

6. All Additional Commissioners & Regional Directors/ Regional Directors/ Deputy Director (I/c)/Joint Director, Estt. - V, Hqrs, New Delhi
7. Directorate (M) Noida/ Directorate (M) Delhi/ Zonal Training Institutes
8. All Medical Superintendents of ESIC Hospitals & ESIC Model Hospitals
9. All Deans of Medical Colleges/ PGIMSR/ Dental Colleges/ Principal, Nursing Colleges.
10. Deputy Director/ Assistant Director, concerned Zonal Vigilance
