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कर्मचारी राज्य बीमा निगम  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
HEADQUARTERS OFFICE,  
EMPLOYEES' STATE INSURANCE CORPORATION  
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संख्या:- PG-01/64/2022-PG

दिनांक : 18/01/2022

To

1. The Regional Director/Director/  
Joint Director/Deputy Director In-Charge,  
ESI Corporation,  
ROs/SROs.
2. Medical Superintendents,  
ESIC Hospitals/Model Hospitals.
3. Dean/Head,  
ESIC Medical/Dental Colleges.

**Sub: Qualitative and timely disposal of Public Grievances on CPGRAMS Portal.**

Sir/Madam,

Kindly take reference to the Standard Operating Procedure (SOP) dated 08/12/2020 for redressal of grievances, according to which the grievances which do not pertain to the concerned office/division are to be returned within 3 days so that the total time taken for resolution of the grievance does not go beyond 30 days. However, it is observed that the time taken for returning the grievances exceed the prescribed time limit.

Such type of delayed action results in overall delay in disposal of grievances. During the review meeting held at MoL&E on 20/12/2022, The Additional Secretary, MoL&E took serious view of the lackadaisical approach by PG Nodal officers and expressed displeasure over delay in disposal of grievances.

In view of the above, it is advised to all the PG Officers of ESIC that CPGRAMS Portal should be monitored daily and the cases not pertaining to the offices of their jurisdiction should be returned immediately.

This issues with the approval of Competent Authority.

Yours faithful

(Vikas Sangwan)

Astt. Director (PG)

Copy to:- Website Content Manager for uploading the circular on the ESIC Website.

Astt. Director (PG)