



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



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## **MINUTES OF MONTHLY SUVIDHA SAMAGAM HELD ON 14.08.2024**

### **AT RO, CHANDIGARH**

A monthly Suvidha Samagam was held on 14.08.2024 (Second Wednesday of the month) at 03:00 PM at Regional Office, Chandigarh.

Following officials participated in the Suvidha Samagam:

1. Sh. Rakesh Kumar, Deputy Director (I/c), RO, ESIC, Punjab
2. Sh. Anant Prakash Verma, Asstt. Director (BO-Benefit)
3. Dr Sonia Arora, MO In-charge, ESI 29 dispensary, Chandigarh
4. Dr. Gagan Gulati, Pharmacy Officer, ESI 29 dispensary, Chandigarh
5. Dr. Manbhavan Gopal, ESICMH, Ram Darbar, Chandigarh
6. Sh. Sushain Jaidka, Acting Branch Manager, Mohali
7. Sh. Sanjeev Madan, SSO, Derabassi
8. Smt. Loveleen Singh, Branch Manager, Chandigarh
9. Smt. Suman Sharma, O.S. Benefit

The Suvidha Samagam was presided over by Sh. Rakesh Kumar, Deputy Director (I/c), RO, ESIC, Punjab.

The grievances and issues / suggestions discussed as under –

1. Dr. Gagan Gulati, Pharmacy Officer, ESI 29 dispensary, Chandigarh and Dr. Manbhavan Gopal, ESICMH, Ram Darbar, Chandigarh introduced themselves.

The DD (I/c) asked Dr. Gagan Gulati and Dr. Sonia Arora about any problem in ESI 29 dispensary, Chandigarh as well as position of the Dhanwantri module. They appraised about the problem regarding MRC / PRINTER

SHORTAGE etc. They had also informed that the Dhanwantri module still not operational completely only Maternity cases are being done through this module. **(Action by BO-SMO/ESICMH)**

2. Smt. Loveleen Singh, Branch Manager, Chandigarh raised the issue that BOM Panchkula does not accept offline certificate issued by Chandigarh. The DD(I/c) advised her to get their refusal in writing to do the needful at RO level in this regard. **(Action by BOM-Chandigarh)**
3. The DD (I/c) asked about the status of accident cases from the BOM Chandigarh. She told about the backlog of 120 pending cases out of which 15 to 20 cases have been sent to Regional Office for closure/ rejection. **(Action by BOM-Chandigarh)**
4. The DD (I/c) also instructed to the BO-Benefit to review the pendency and disposal of accident cases by Branch Manager Mohali also.**(Action by BO-Benefit)**
5. The DD (I/c) further asked BOM Chandigarh about the status of daily payments. She appraised that Branch Office-Chandigarh does around 250 payments per month. She was advised to **ensure online payments of physical claims only through IP portal and to guide IPs & HRs of the employers regarding online submission of claims & its benefits.** **(Action by BOM-Chandigarh)**
6. Sh. Sushain Jaidka, Acting Branch Manager, Mohali was asked about the slow working (especially credentials change request pendency) of BO Mohali. He was also advised not to keep such cases for more than 3 days in the ID of branch manager. In this regard the acting BOM stated that only 212 cases are currently pending in the ID of BOM Mohali which will be cleared within 2 days. **(Action by BOM-Mohali)**
7. **The DD (I/c) further instructed all the present branch managers to ensure all pending Accident/Death cases are to be cleared expeditiously**

**by ensuring the fact-based, well reasoned and logical contextual factors for rational analysis as a fast disposal tool instead of investigation of each & every case. (Action by BOMs-Punjab/Chandigarh)**

8. The DD (I/c) instructed to Sh. Sanjeev Madan, SSO, Derabassi to mow the weed/grass and also to ensure the cleanliness of the branch office premises. **(Action by BOM-Lalru/Derabassi)**
9. He was further advised not to take any offline claim over there. Besides he was also directed **to help the IPs to submit online claims through IP portal and educate them how to keep track of the status of their claim after submission.(Action by BOM-Lalru/Derabassi)**
10. The DD (I/c) asked Dr. Manbhavan Gopal, ESICMH, Ram Darbar, Chandigarh for not having enough referrals. He replied that IP insists for government hospital referral. **(Action by ESICMH, CHANDIGARH)**
11. The DD (I/c) also asked Dr Sonia Arora regarding internet issues at ESI 29 dispensary, Chandigarh. It was informed that there is no such problem at 29 dispensary, however sector 23 dispensary has internet issue.

The DD (I/c) directed the concerned officials telephonically get the issues in this regard with follow up of the same and also to do needful for the maintenance of printers therein.

Present Doctors were also advised to give a written complaint to the ICT branch, RO, Chandigarh in this regard.

Further IMO dispensary also complained about the boundary wall of the dispensary as well as roof of the doctors' room.

The DD (I/c) informed that new agency has been hired to take action in this regard and the soon these things will get done.

After that the water logging issues during Monsoon at dispensary premises were also raised by the IMO dispensary. The DD (I/c) assured necessary action in this regard. **(Action by BO-ICT/PMD/General)**

12. The DD (I/c) asked about the status of suvidha samagam at branch offices' level.

The Branch Officer Benefit appraised that all the concerned branch offices hold monthly suvidha samagam on every second Friday at their premises. He told that a consolidated report is also being sent by the regional office to the headquarter office in this regard on monthly basis. **(Action by All BOMs-Punjab/Chandigarh)**

13. Branch manager Chandigarh told about the problem of separate space for MR sitting arrangements in their premises.

The DD (I/c) directed that since all transaction are being made in e-office and ERP. There is no requirement of making separate entry in manual ledger, schedule sheet, etc. Old records/ ledgers be weeded out as per retention schedule. Any records which are of permanent nature viz. PDB/ DB decision, 1st payment entry in PDB/ DB register be retained digitally in e-office. Hard copies be retained, if there is any Court Cases. **(Action by BOM-Chandigarh)**

14. The DD (I/c) discussed the issue of procurement as well as local purchase of medicine in at ESI 29 dispensary, Chandigarh.

The doctor said that report is being submitted with proposal to constitute panel in this regard. **(Action by BO-SMO)**

15. The DD (I/c) stated that complaints are being received from IPs that they are being turned away from treatment, if they belongs to any other region. Henceforth doctors have to ensure treatment being granted to IPs from other region as well. **(Action by BO-SMO/ESICMH/ESI dispensary, Chandigarh)**

16. Dr. Manbhavan Gopal, ESICMH, Ram Darbar, Chandigarh complained that there is only one x-ray machine in the hospital, which is not working since long. So Ips have to leave for x-ray from other places.

The DD (I/c) asked to get it repaired on priority **(Action by BO-**

**SMO/ESICMH, Chandigarh)**

17. The MO In-charge, ESI 29 dispensary, Chandigarh was also requesting regarding requirement of AC.

She was informed that the Regional Office provides the expenditure of building repairs/maintenance and computer systems, but they would have to arrange the requisite assets and other equipments through DHS. She was also suggested to approach the concerned DHS regarding such issues. If state refuses in writing only then the issues can be taken into account. **(Action by BO-SMO/ESI dispensary)**

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