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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 11/02/2026 AT RO, CHANDIGARH

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A monthly Suvidha Samagam was held on 11/02/2026 (Second Wednesday of the month) at 03:00 PM at Regional Office, Chandigarh.

Following officials participated in the Suvidha Samagam:

1. Sh. Manjeet Sehrawat, Deputy Director, RO, ESIC, Punjab
2. Smt. Loveleen Singh, Branch Manager, Chandigarh
3. Smt. Punam Arora, Branch Manager, Mohali
4. Dr. Rakesh Kumar, E.S.I Hospital, Chandigarh
5. Dr. Sonia Arora, E.S.I Dispensary Sector – 29, Chandigarh
6. Sh. Ravi Shekhar Singh, M/S Aqua Fiber IND.
7. Sh. Ajay Kumar, M/S Aqua Fiber IND.

The Suvidha Samagam was presided over by Sh. Manjeet Sehrawat, Deputy Director, RO, ESIC, Punjab. The grievances and issues / suggestions discussed as under –

1. Sh. Ravi Shekhar Ji expressed a concern regarding the difficulties faced while registering new employees on the ESI portal. When attempting to enroll employees, the system often shows them as 'already registered.' Furthermore, if he tries to register them using their Aadhaar card, an OTP is sent to the insured person, which leads them to worry that it might be a fraud. "The Chairperson directed them to take up the matter through the Helpdesk."

(Action to be taken by ICT Branch)

2. In addition to the previous points, he also expressed concern that the ESI website has not been functioning properly over the past few days. This has caused significant difficulties in registering insured persons and depositing monthly contributions (Challans). **Sh. Manjeet Sehrawat, Deputy Director, RO, ESIC, Punjab** has replied that the site was non-function for a week and now it is working properly. Sh. Ravi Shekhar Ji's suggestion is that the deadlines for employee registration and Challan generation should be extended by the same number of days that the ESI portal remained non-functional.

(Action to be taken by ICT Branch)

3. Sh. Ajay Kumar expressed his concern regarding the significant delay in receiving the Benefit

payments for two of his insured persons. (Sh. Rajesh Singh - 1215396206 and Sh. Gulab - 1214904857).

"The Chairperson asked to note the Insurance Numbers of both the IPs and verify from concerned Branch Office".

(Action to be taken by BM Dera Bassi)

4. Sh. Ravi Shekhar Ji raised a concern regarding the poor condition of the toilets at the Dera Bassi Branch Office. He noted that the facilities are in very bad shape and suffer from drinking and stagnant water issues.

"The Chairperson advised to forward the matter to General Branch".

(Action to be taken by General Branch)

5. Sh. Ravi Shekhar Ji proposed that the ESI should provide employers with access on the employer portal to view the status of online certificates and online claims issued by the dispensaries for the insured persons.

"The Chairperson directed them to take up the matter through the Helpdesk."

(Action to be taken by ICT Branch)

The Samagam ended with vote of thanks to chair