

The ESI Corporation has taken various remedial measures to ensure timely redressal of grievances of the Insured Persons/ beneficiaries of ESI Scheme. Regional Board and Local Committees who represent Employees, Employers and Scheme Administrators have been constituted under Regulation 10 and 10-A of ESI (General) Regulation 1950. Accordingly all the units as well offices of the Corporation dealing with public grievances have been given specific instruction to register the complaints, lodged by Insured Persons, Employers, V.I.P.s, Employees' or Employer's Associations/News items and complaint boxes kept at every Regional office, Sub Regional Offices, Branch Offices and Pay Offices. On verifying the fact and nature of complaints, same is dealt at different level of the office. Admission or rejection of the case of complaint / grievances is to be informed to the concern person along with the reason of the admission or rejection.

Subsequently, The ESIC Gujarat has set up an independent cell at Regional Office to deal with Public grievances at regional level.

Accordingly, the special cell to deal with the public grievances as well as to promote the public relations has been set up at Regional Office Gujarat to Monitor redressal of grievances of the beneficiaries and people attached to the scheme. The Complaints are being taken care of and settled by arranging seminar or shikayat Adalat or personally to the extent of satisfaction.

A facilitation center is opened at Ground Floor of Regional Office, Gujarat allowing Insured persons, employers etc. to lodge their complaints with Corporation.

The Complaints are thoroughly attended and wherever necessary, detailed investigation are also conducted to give the Justice to the complaints.