

Citizen's /Client's Charter
For EMPLOYEES' STATE INSURANCE CORPORATION
Ministry of Labour & Employment, Government of India

**Address: - ESI Corporation,
Panchdeep Bhawan, CIG Road,
New Delhi-110002**
Website: - www.esic.nic.in
Date of Issue: April, 2022
Next Review: April, 2023



VISION PANCHDEEP

Committed to:

- Provide Health and Social Security Coverage to organized sector workers in the country.

MISSION

- To ensure delivery of quality health & social security services to Insured Persons.
- To carry out expansion of ESI Scheme to new areas and sectors of employment in the country.
- Creating awareness of ESI Scheme among all stakeholders.

Main Services/Transactions

S.No.	Service/Transaction*		Weight %	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fee		
									Category	Mode	Amount
1	Medical Facilities		40	Medical Commissioner	mc-medadmin@esic.nic.in	011-23231204	Online	Physical presence	-	-	-
2	Non-Coverage, Non-Compliance /under reporting		20	Insurance Commissioner (Revenue)	ic-revenue@esic.nic.in	011-23237294	Online registration of units/ Employees, Defaulter action for non-compliance/ under reporting	Representations/ complaints/ Defaulters list	-	-	-
3	Medical Reimbursement		16	Medical Commissioner	mc-medadmin@esic.nic.in	011-23231204	Online	Claim	-	-	-
4	Cash Benefit		24	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294			-	-	-
	S. No.	Benefits									
	1	Sickness	2				Online	Medical Certificate	-	-	-
								RM-1 Claim complete in all respect along with Bank A/c details			

S.No.	Service/Transaction*		Weight %	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fee		
									Category	Mode	Amount
2	Extended Sickness	3		Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Medical Certificate	-	-	-
								MR opinion/ Medical Board opinion			
								Claim complete in all respect along with Bank A/c details			
3	Enhanced Sickness	1		Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Medical Certificate	-	-	-
								Claim complete in all respect along with Bank A/c details			
4	Maternity	5		Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Medical Certificate	-	-	-
								Abstention verification Report			
								Claim complete in all respect along with Bank A/c details			

S.No.	Service/Transaction*	Weight %	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fee		
								Category	Mode	Amount
5	Disablement	2	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Accident Report	-	-	-
							Investigation report along with all necessary documents viz FIR (if applicable) e.t.c			
							Medical Certificate/ Treatment papers Medical Board disability assessment			
							Claim complete in all respect along with Bank A/c details.			
6	Dependent	3	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Accident Report	-	-	-
							Investigation report along with required documents.			
							Claim complete in all respect with bank account number of dependents.			
7	Rajeev Gandhi Sharmik Kalyan Yojana (Unemployment Allowance)	2	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Closure/retrenchment/ permanent invalidity not less than 40% arising out of non-employment injury certificates.			
							As per ID Act Employer certificate /Life certificate.			
							Claim complete in all respect along with Bank A/c details.			

S.No.	Service/Transaction*	Weight %	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fee		
								Category	Mode	Amount
8	Funeral expenses	2	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Death Certificate	-	-	-
							Claim by eldest surviving member of the family or the person who actually incurs the expenditure, complete in all respect along with Bank A/c details			
9	Confinement expenses	2	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Claim by IW/IP in respect of herself or his wife in appropriate form complete in all respect along with Bank A/c details	-	-	-
10	Atal Beemit Vyakti Kalyan Yojana	1	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Claim by IP/IW in prescribed Form (AB-1). Form AB-2 by employer along with Bank A/C details. (Conditions relaxed for Corona period)	-	-	-
11	ESIC" Covid-19 Relief Scheme	1	Insurance Commissioner (Benefit)	ic-revenue@esic.nic.in	011-23237294	Online	Claim by dependent in prescribed Form (CRS I & II) with Bank A/c details. (Condition IP/IW died due to COVID-19.)			

Service Standards

S.No	Services /Transaction	Weight	Success Indicators	Service Standards	Unit	Data sources
1	Medical Facilities	40	30 days	30 days	days	1.CPGRAM and www.esic.nic.in 2.Public grievances link available at our official website www.esic.nic.in 3.Toll Free No. (24x7) 1800112526 (General Purpose) 1.Email- (i) pg-hqrs@esic.nic.in (for public grievances), (ii) itcare@esic.nic.in (for grievances of employers on IT related issues)
2	Non Coverage, Non Compliance under Reporting	20	31 days	31 days	days	
3	Medical Reimbursement	16	60 days	60 days	days	
4	Cash Benefit	24	No. of Day	days	days	
1	Sickness	2	7 days	7 days	days	
2	Extended Sickness	3	7 days	7 days	days	
3	Enhanced Sickness	1	7 days	7 days	days	
4	Maternity	5	14 days	14 day	days	
5	Disablement	2	30 days	30 days	days	
6	Dependant	3	90 days	90 days	days	
7	Unemployment Allowance	2	30 days	30 days	days	
8	Funeral expenses	2	1 day	1 day	days	
9	Confinement expenses	2	1 day	1 day	days	
10	Atal Beemit Vyakti Kalyan Yojana	1	15 days	15 days	days	
11	ESIC "COVID-19 Relief Scheme"	1	15 days	15 days	days	

Grievance Redress Mechanism

This section should contain information relating to the following items:

S. No.	Name of the Public Grievance Officers	Helpline Number	E-mail	Mobile No.
1	Sh. L. Jamir, Insurance Commissioner	011-23235778	l.jamir@esic.nic.in	7086059333
3	Sh. Kashi Prasad Pandey, Dy. Director	011-23235781	kashi.pandey@esic.nic.in	7895999696
4	Sh. Vikas Sangwan, Asstt. Director	011-23231354	vikas.sangwan@esic.nic.in	9999719004

Data sources

1.CPGRAMS and www.esic.nic.in

2.Public grievances link available at our official website www.esic.nic.in

3.Toll Free No. (24x7)

1800112526 (General Purpose)

4.Email-

(i) pg-hqrs@esic.nic.in (for Public Grievances),

(ii) itcare@esic.nic.in (for grievances of employers on IT related issues)

Weblink: <http://www.esic.in>

Select 'Grievance Redressal' under 'Service' option.



Public Grievance Redressal System at HQ office

- Public Grievance Cell is headed by Senior Officer.
- Monitors the grievances redressal machinery of all the offices under the control of ESIC
- Public Grievance officers have been designated in all field offices and hospitals to ensure prompt and effective redressal of grievance.
- Guidelines are issued from the ESIC Hqrs. from time to time to ensure prompt disposal of grievances.

Centralized Public Grievance Redressal and Monitoring System (CPGRAMS)

- Online grievance related to ESIC all received through PG portal Govt. of India.
- A Detailed Standard Operating Procedure (SOP) has been formulated by PG Cell ESIC Headquarters and issued on 08.12.2020 for functioning of
redressal of Public Grievance received through various modes like CPGRAMS, Emails etc. by ESIC Offices.
- Also monitor grievance received through Directorate of Public Grievance Ministry of Labour & Employment & PM office.

Suvidha Samagam

- On the spot redressal of public grievances of beneficiaries.
- Periodically, meetings held on second Wednesday (A.N.) every month in ESIC ROs/SROs and 2nd Friday of every month at DCBOs/BO.
- MS of ESIC/ESIS hospital of same locality/town/city must attend the Suvidha Samagam in ROs/SROs.
- MS located in different city/town at distance away from RO/SRO have been directed to hold at Suvidha Samagam hospital level.

Facilitation Center

- The Corporation has opened facilitation Centers in all the Regional Offices, Sub-Regional Offices, ESIC hospital & Model Hospitals in order to have a better interaction with the beneficiaries of the scheme.

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS SOME MISCELLANEOUS PROVISIONS

Disqualification for benefits in certain cases:

A person who works and receives wages on any day is not entitled to sickness benefit (SB) or maternity benefit (MB) or temporary disablement benefit (TDB) in respect of that day.

A recipient of sickness benefit or temporary disablement benefit must remain under medical treatment and obey the instructions given by his Insurance Medical Officer. He should not leave the area of treatment without the permission of his medical officer and should present himself for examination by the medical officer or any other person authorized by the Corporation.

Safeguarding the right to benefit:

Cash benefits payable under the Employees' State Insurance Act are not liable to attachment or sale in execution of any court decree or order. Also, the right to receive any benefit is not transferable or assignable.

Protection from Dismissal, discharge or other Punishments:

An employee is protected against dismissal, discharge, or other punishments during the following periods: –

- (1) a period of 6 months in case of a recipient of disablement benefit;
- (2) a period of 6 months in case an employee is under medical treatment for sickness or certified illness due to pregnancy or confinement;
- (3) a period of 12 months in case an employee is under medical treatment for T.B., Leprosy, Mental, Malignant or any of the 34 specified diseases.

Adjudication Machinery:

To make the right of claimants effective, every claimant has a right of raising a dispute in the Employees' Insurance Court. It is headed by a judicial officer appointed by the State Government. The jurisdiction of a Civil Court is barred in all such cases.

Repayment and recovery of Benefit payments:

If a person receives any benefit to which he is not legally entitled, he is liable to repay the value of any such benefit to the Corporation.

Punishment for false statement, etc.:

Any false statement or false representation made or caused to be made for the purpose of obtaining benefit wrongfully, etc. constitutes an offence under the Employees' State Insurance Act, punishable with imprisonment upto three months or with fine up to five hundred rupees or both.



FOR BETTER AND QUICKER SERVICES

Please Remember:

- Pehchan Card/e Pehchan Card is your visa to social security; protect it from loss or damage.
- In case of loss of Pehchan Card/e-Pehchan Card, report the matter to your Branch Office/Dispensary.
- Insurance Number of IPs is now portable across the country.
- If you are joining/switching over job and already registered with ESI Registration No. (Insurance No.), please inform the same to your new employer.
- Certain benefits are based on your length of contribution. Hence, registering yourself with existing ESIC Insurance No., on change of employment, will entitle you to such enhancement/contribution related benefits.
- Always carry your Pehchan Card/e-Pehchan Card, Health Pass Book and/or computer generated OPD Slip while visiting ESI Dispensary/Hospital. You will get the facilities faster with these. Your previous medical history can be easily seen.
- Apply for examination by Medical Board immediately after your TDB terminates.
- Follow referral procedures for treatment except in emergencies.
- If you have a grievance, contact Branch Office Manager/Dispensary in charge to which you are attached for quick redressal. Besides this, the concept of Suvidha Samagam on a fixed day of each month has also been introduced across all the offices of ESIC.
- Be courteous with ESI staff and expect courtesy and co-operation from them always.



FOR HELPING US TO HELP YOU

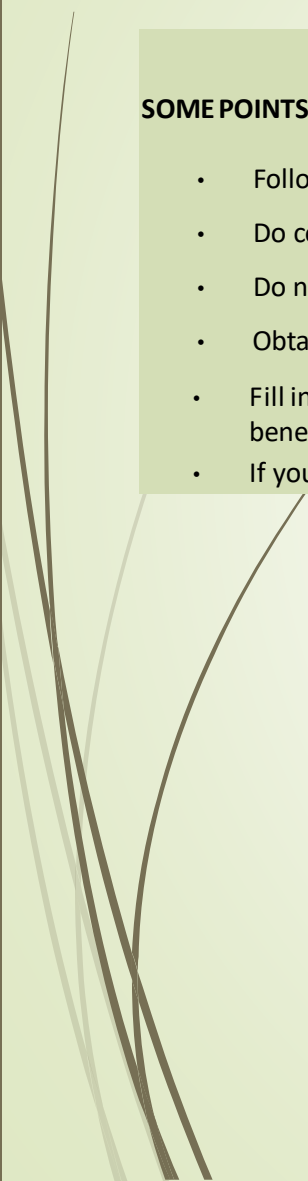
Please:

- Do not add any non-eligible person in your family particulars for purpose of medical facility, etc.
 - Do not deface or tamper with your Pehchan Card/e-Pehchan Card and Health Pass Book.
 - Do not fake illness or injury for claiming any benefit.
 - Do not lend your Pehchan Card/e-Pehchan Card to anyone else.
 - Do not force your doctor for wrong certification, etc.
 - Do not approach touts for any favor from ESIC.
 - Do not pay for any ESIC Forms. These are supplied free of cost from Branch Offices.
 - Do not forget to add/delete a family member in your declaration in the event of birth/death.
 - Do not forget to carry Form 105 duly signed by your employer on outstation journeys. This will enable you to avail ESI facilities anywhere.
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ESIC IS YOUR TRUSTEE –TRUST IT ALL THE TIME

SOME POINTS TO REMEMBER

- Follow the instructions of your doctor carefully.
 - Do continue the medical treatment as prescribed by your doctor.
 - Do not fail to appear before the Medical Referee at the appointed time and date.
 - Obtain a medical certificate only if you are unable to attend to your work.
 - Fill in particulars and dates on your Forms correctly and make no wrong declaration on your claim for purpose of obtaining ESIC benefits.
 - If you have any doubt or need a clarification, contact your Branch Office Manager or Dispensary in charge.
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ADVANTAGES TO EMPLOYERS

Employers who come under the purview of the ESI Act, 1948, derive the following benefits under the Scheme: -

- Employers are absolved of all their liabilities of providing medical facilities to employees and their dependents in kind or in the form of fixed cash allowance, reimbursement or actual expenses, lump sum grant or opting for any other medical insurance policy of limited scope, unless it is a contractual obligation of the employer.
- Employers are exempted from the applicability of the:
 - Maternity Benefit Act.
 - Employees' Compensation Act, in respect of employees covered under the ESI Scheme.
- Employers have, at their disposal, a productive, well secured workforce - an essential ingredient for better productivity. Employers are
- absolved of any responsibility in times of physical distress of workers such as sickness, employment injury or physical disablement resulting in loss of wages, as the responsibility of paying cash benefits shifts to the Corporation in respect of insured employees.
- Any sum paid by way of contribution under the ESI Act is deducted in computing 'income' under the Income Tax Act.

Incentive to employers in the Pvt. Sector providing employment to the persons with disability:

The Incentive Scheme for employers in private sector for providing employment to persons with disabilities has come into force w.e.f. 1.4.2008. through Ministry of Labour and employment Gazette Notification No. S-38025/2/2008-SS.I dated 31-03-20087 published in the Gazette of India extraordinary part II, Section 3 Sub Section (1). Persons with disabilities employed on or after 1.4.2008 and drawing monthly wages upto Rs.**25,000/-** are covered under the scheme and Employer's share of contribution is paid by the Government for three years.



ROLE OF EMPLOYERS

- The Employer should get their factory/establishment registered immediately after the ESI Act become applicable. Employers can register their units through: -
 - ESIC web portal – www.esic.in
 - Shram Suvidha Portal
 - Newly registered companies through the Ministry of Corporate Affairs Portal.
 - Use Employers' code no. in all ESIC forms document and correspondences with various offices of the ESIC.
- Employers are advised to obtain correct particulars of his/her employee's before taking him in employment in declaration forms (unless this employee is registered in ESIC earlier) and obtain employee's signature on it. They should then fill this information in online declaration form and registered his/her employee's under ESIC Act immediately.
- In case of Labour/Manpower supplying agencies, challan of advance contribution for six months should be generated by the employers through the ESIC web portal, deposited in the bank.
- Pay ESI contributions (Employers' share @ 3.25% (w.e.f 01.07.2019) of the wages and employees' share @ 0.75% (w.e.f 01.07.2019) of the wages within 15 days of the following month, in which the wages fall due.
- The employee Insurance Number, once given, is valid for the lifetime of an employee. He need not register himself again if he changes location or employment.

WHAT TO DO WHEN (BY EMPLOYERS')

To ensure smooth flow of ESI Benefits to Insured Employees

- Online registration of employees may be done correctly and promptly on appointment, with all relevant information.
- Print out of Temporary Identification Certificate (e-Pehchan Card) may be given to employees promptly so that they can avail of ESI benefit from day one of employment.
 - In order to facilitate a newly Insured Person to avail medical benefit under the Scheme in absence of an identity certificate/identity card, a 'Certificate of Employment' may be issued to the Insured Person in Form-86. This certificate, issued by the employer, remains valid for 3 months but can be revalidated for a further period not exceeding 3 months.
- Whenever events, such as, marriage, birth or death entails any additions or deletions in the family particulars of an Insured Person, the requisite information may be uploaded in the ESIC web portal.
- On re-entry of a person into insurable employment or, where an Insured Person had been dis-entitled to medical benefit due to non-generation of Return of Contribution, the employer may issue a 'Certificate of re-employment' or 'continuing employment' to such person in Form ESIC-37. This certificate will enable the Insured Person to avail of medical benefit from the date of its issuance.
- If an insured employee needs a change of dispensary due to any valid reasons, the employer may change the dispensary from the drop down list in the ESIC web portal.
- Whenever an Insured Person goes out of station on duty or leave, he may be issued a certificate in Form ESIC 105. This will enable him and his family to avail of medical treatment in ESI Dispensaries/hospitals elsewhere, if available at such outstation locations.
- Employers may assist or guide individual employees, for claiming any lawful benefit under the ESI Scheme, and also educate them properly about their rights and responsibilities under the Scheme.
- The usefulness of the ESI Scheme in the face of an untoward event resulting in loss of wages or earning capacity could be explained to the employees.
- For clarification of any doubt vis-à-vis your rights and responsibilities under the ESI Act, it is advisable to get in touch with a ESIC official rather than depend on advice from self-proclaimed consultants or any other unauthorized persons.

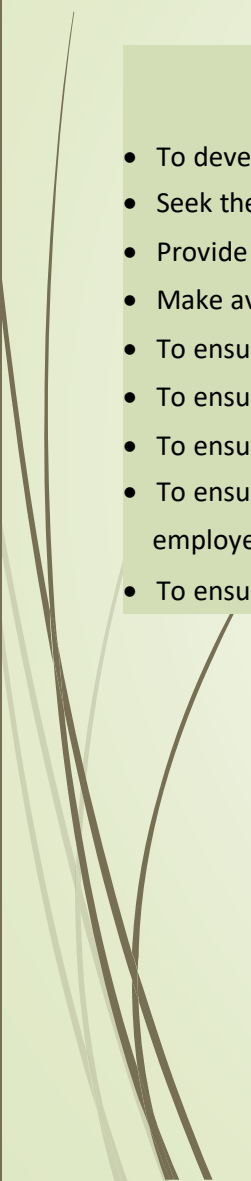


RIGHTS OF EMPLOYERS

- To be represented on ESI Corporation, Medical Benefit Council and other important committees of the Corporation that may be formed from time to time.
 - To be supplied requisite Forms as may be required for fulfilling any obligation under the ESI Act.
 - To recover employees share of contribution on the spot from the wage of insured person. To appeal to appellate authority of the ESI Corporation in case of dispute on the claim.
 - To appeal to Employees' Insurance Court if not satisfied with the findings of Appellate Authority.
 - Right to seek exemption from the applicability of the Scheme in case benefits provided by the management are similar or superior to those available under the ESI Scheme.
 - Right of access to all essential information concerning the applicability of the Act, benefits, contribution, inspections and other procedures.
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ROLE OF ESIC IN SERVING EMPLOYERS

- To develop a responsive, purposive and productive relationship with employers.
 - Seek their active involvement in the improvement of the ESI Scheme.
 - Provide them necessary guidance in fulfilling their lawful obligation under the ESI Act.
 - Make available to them requisite Forms and Performa as may be required by them from time to time.
 - To ensure that any lax medical certification by IMOs/Panel Doctors does not bring down the productivity of a factory or establishment.
 - To ensure that in case of any difficulty, doubt or misunderstanding, employer is given a chance to be heard at an appropriate level.
 - To ensure that all correspondence emanating from the employer is responded to timely and objectively.
 - To ensure that an employer is not being harassed by any official of the Corporation authorized to inspect the premises or the records of the employer.
 - To ensure that any grievances received from employers are looked into promptly for speedy redressal.
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LIST OF STAKEHOLDERS / CLIENTS

S. No.	Stakeholder/Clients
1	Central Ministries/Department
2	State Government/ UT Administration
3	All units running in implemented areas under ESI Act and having 10 or more employees.
4	All workers working in implemented areas and earning wages upto Rs. 21,000 per month.
5	All family members/dependents of insured persons.
6	All material suppliers and service providers.
7	All Trade Union Organization's
8	All Employers Associations

RESPONSIBILITY CENTRE AND SUBORDINATE ORGANIZATIONS

S. No.	Responsibility Centers and Subordinate Organizations	Landlines Numbers	Email	Address
1	All ESIC Regional Directors	Information available at official website i.e. www.esic.nic.in		
2	All Directors, ESIC Sub-Regional Offices	Information available at official website i.e. www.esic.nic.in		
3	All Medical Superintendents, ESIC Hospital	Information available at official website i.e. www.esic.nic.in		
4	All Medical Superintendents, ESIS Hospital	Information available at official website i.e. www.esic.nic.in		
5	All ESIC Medical/PG educational Institutes	Information available at official website i.e. www.esic.nic.in		
6	All Dispensary Cum Branch Offices /Branch Offices, ESIC	Information available at official website i.e. www.esic.nic.in		
7	All ESIC Dispensaries	Information available at official website i.e. www.esic.nic.in		
8	All ESIS Dispensaries	Information available at official website i.e. www.esic.nic.in		