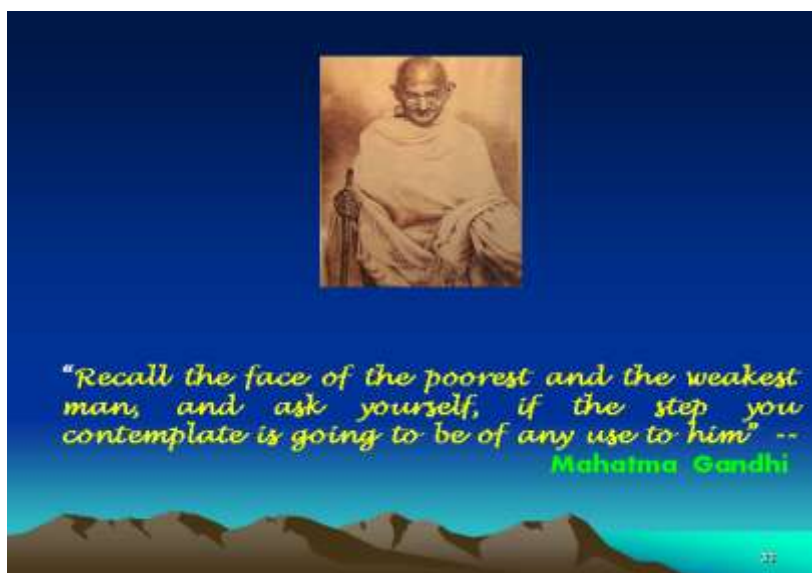




Employees' State Insurance Scheme

CITIZEN'S CHARTER

REVISED EDITION: OCTOBER 2011



Employees' State Insurance Corporation
(Ministry of Labour & Employment, Govt. of India)

Headquarters
(ISO 9001-2008 Certified)
Panchdeep Bhawan, C.I.G. Marg
New Delhi-110 002
Website:- www.esic.nic.in/www.esic.in



ESI SCHEME OF INDIA

- The country's first multi-dimensional social security scheme for workers in the organized sector, introduced in – 1952.
- Covers beneficiary population of 5.55 crores today.
- Has the country's largest medical infrastructural facility.
- Is the most affordable social security system with the lowest contribution rate for multiple health insurance benefits.
- Takes care of the client and his/her dependents from day one of entering insurable employment.
- Is the only health insurance scheme that offers comprehensive medical care to workers and their dependents without any upper cap on individual expenditure.
- Offers medical care to retired/disabled insured persons for self and spouse for a nominal contribution of Rs. 120/- per annum.
- Offers financial protection through cash payments in the event of sickness, temporary/permanent disablement, maternity, death due to employment injury or occupational disease and unemployment.

MISSION

A very large social security network that provides protection against basic economic risks namely.

Sickness, maternity, disability and death.

It is a product of simple and liberal welfare legislation.

It is an Efficient, Honest and Consumer friendly Organization and its employees act like Missionaries with Zeal.

Security and Service in the hour of need is its Motto.

It ensures protection during Disease, Disability and Distress.

VISION PANCHDEEP

We are committed to:

- **Augmenting better coordination and awareness of the scheme among all stakeholders of the scheme and**
- **Bringing improvement**
 - **Towards prompt delivery of services to IPs and Employers.**
 - **Towards prompt handling of grievances of IPs and Employers.**
 - **Towards brining better work environment in our Offices.**
- **Coverage of the scheme to new areas and new sectors of employment, Compliance to the Act involving revenue and recovery related items of work, Cleanliness towards upkeep of our offices and office records & Control over lax certification/misuse of benefits.**
- **Developing potential skill and positive human relations (through Training and interaction among all involved in the Scheme)**
- **Ensuring simplification of Rules, Regulations and Procedures towards hassle-free services.**

ESI SCHEME OF INDIA

“A Participative Health Insurance Scheme for a Happy and Healthy Nation.”

EMPLOYEES' STATE INSURANCE SCHEME OF INDIA

CITIZENS' CHARTER

1. INTRODUCTION

Employees' State Insurance Scheme of India, is an integrated social security scheme tailored to provide protection to workers in the organized sector and their dependants in contingencies, such as sickness, maternity or death and disablement due to an employment injury or occupational disease. Towards this objective the scheme of health insurance provides full medical facilities to insured persons and their dependants, as well as, cash benefits to compensate for any loss of wages or earning capacity in times of physical distress.

2. APPLICABILITY OF THE ESI ACT

The ESI Act applies to any premises/precincts, where 10 or more persons are employed. The “appropriate Government” State or Central is empowered to extend the provisions of the ESI Act to various classes of establishments, industrial, commercial, agricultural or otherwise in nature. Under these enabling provisions, most of the State Govts. Have extended the ESI Act to certain specific classes of establishments, such as, Medical and Educational Institutes, shops, hotels, restaurants, cinemas, preview theatres, motor transport undertakings, newspaper and advertising establishments etc., employing 10 or more persons.

3. ORGANISATION

As provided under the ESI Act, the Scheme is administered by a duly constituted corporate body called the 'Employees' State Insurance Corporation (ESIC)'. It comprises members representing Central and State Governments, Employers, Employees, Parliament and the medical profession. Union Minister of Labour & Employment functions as Chairman of the Corporation whereas the Director General, as its chief executive, discharges the duty of running the day-to-day administration.

A Standing Committee representing all stakeholders is elected from the body corporate for managing the affairs of the scheme and monitoring the progress of implementation of various corporate decisions and policies etc. from time to time.

The Medical Benefit Council, a statutory body advises the Corporation on matters related to administration of medical benefit under the ESI Scheme.

4. INFRASTRUCTURE

The central headquarters of the Corporation is located at New Delhi. For purpose of coverage, revenue collection, extension of the scheme to new classes of establishments, implementation of the scheme in new areas, coordination with the State Governments and general administration the Corporation has established Regional, Sub-Regional and Divisional Offices across the country mostly located in the State Capitals.

Given the huge number of beneficiaries – about 5.55 crores now the Corporation has set up a wide spread network of service outlets for prompt delivery of benefits in cash and kind that includes full medical care. Medical facilities are provided through a network of 1388 ESI Dispensaries, over 1678 Panel Clinics, besides 148 ESI hospitals and 42 hospitals annexes with other 27739 beds. For providing super-speciality medical care, the Corporation has tie up arrangements with advanced medical institutions in the country, both in the public and private sector. The medical benefit is administered with the active cooperation of the State Governments.

The payment of cash benefits is made at the grass roots level through as many as 798 Branch Offices and Pay Offices that function under the direct control of the Corporation.

5. CONTRIBUTION

The ESI Scheme is mainly financed by contributions raised from employees covered under the scheme and their employers, as a fixed percentage of wages. As of now, the rates of contribution are:-

- (i) Employees' Contribution : 1.75 percent of wages
 - (ii) Employers' Contribution : 4.75 percent of wages
- Employees' earning upto Rs.100/- a day as wages are exempted from payment of their part of contribution.
 - The State Govts. bear one-eighth share of expenditure on Medical Benefit within the per capita ceiling of Rs.1200/- per annum and any additional expenditure beyond the ceiling.

6. WAGE CEILING

Employees of covered units and establishments drawing wages upto Rs.15,000/- per month come under the purview of the ESI Act, 1948 for multi-dimensional social security benefits.

7. SOCIAL SECURITY BENEFITS

Quantum, Scale and Contributory Conditions :

Employees covered under the scheme are entitled to medical facilities for self and dependants. They are also entitled to cash benefits in the event of specified contingencies resulting in loss of wages or earning capacity.

The insured women are entitled to maternity benefit for confinement. Where death of an insured employee

occurs due to employment injury or occupational disease, the dependants are entitled to family pension – the dependants benefit.

Various benefits that the insured employees and their dependants are entitled to, the duration of such benefits and contributory conditions thereof, are as under:-

I) Medical Benefit

Medical care for self and families are admissible from day-one of entering into insurable employment. Whereas, the primary, out patient, inpatient and specialist services are provided through a network of Panel Clinics, ESI Dispensaries and Hospitals. Super Speciality services are provided through a large number of advanced empanelled medical institutions on referral basis.

Eligibility to Medical Benefit

- From day-one of entering insurable employment for self and families such as spouse, dependant parents and children, own or adopted.
- For self and spouse on superannuation, or retirement under VRS or, premature retirement subject to having been in insurable employment for five years before leaving employment or in case the IP who ceases to be in an insurable employment in account of permanent disablement due to employment injury till the date on which he would have vacated the employment on attaining the age of superannuation had he not sustained such permanent disablement.

- The rate of contribution for superannuated/disabled IPs is Rs.120/- per annum payable in lump sum at the Branch Office for availing reasonable medical care for self and spouse.

II) Sickness Benefit (Cash)

Sickness Benefit is payable to an insured person in cash, in the event of sickness resulting in absence from work and duly certified by an authorized medical officer/practitioner.

- The benefit becomes admissible to insured persons in respect of whom contribution is paid or payable for at least 78 days in corresponding contribution period of six months and have completed 9 months in insurable employment.
- Sickness Benefit is payable for a maximum of 91 days in two consecutive benefit periods of sickness benefit at 70% of average daily wages.

II (a) Extended Sickness Benefit (Cash)

Extended Sickness Benefit becomes payable to insured persons for the period of certified sickness in case of specified 34 long term diseases and in case of rare diseases that need prolonged treatment and absence from work on medical advice.

- For entitlement to this benefit an insured person should have been in insurable employment for atleast two years. He/she should also have paid contribution for a minimum of 156 days in the preceding four contribution periods or say two years.
- ESB is payable for a maximum period of two years (including 91 days as SB) on the basis of proper medical certification and authentication by the designated authority.
- Amount payable in cash as Extended Sickness Benefit is 80% of the average daily wages.
- The benefit is payable within 7 days following the submission of complete claim papers at the Branch Office concerned.

II (b) Enhanced Sickness Benefit (Cash)

This cash benefit is payable to insured persons in the productive age group for undergoing sterilization operation, viz. vasectomy/tubectomy.

- The contributory conditions are same as for the normal Sickness Benefit.
- Enhanced Sickness Benefit is payable to an Insured Women for 14 days for tubectomy and for 7 days in case of vasectomy in respect of male IPs.
- The amount payable is 100% of the average daily wages.

III Maternity Benefit (Cash)

Maternity Benefit is payable to Insured Women in case of confinement or miscarriage or sickness related thereto in a benefit period.

- For claiming the benefit, the contribution for at least 70 days in the immediately proceeding two consecutive contribution periods should be payable and in case of new entrant confinement/miscarriage and sickness related thereto in a benefit period is sufficient.
- The benefit is normally payable for 12 weeks in case of normal delivery and 6 weeks in case of mis-carriage, which can be further extendable by 4 weeks on medical grounds.
- The rate of payment of the benefit is 100% of the average daily wages.
- The benefit is payable within 14 days of submission of duly authenticated claim papers.

IV Disablement Benefit (Cash)

Disablement Benefit is payable to insured employees, being in insurable employment, suffering from physical disablement due to employment injury or occupational diseases.

- An insured person should be an employee on the date of the accident.
- Temporary disablement benefit @ 90 per cent of the average daily wages is payable till temporary disablement lasts.
- In case of permanent disablement, the cash benefit is payable for whole life. Amount payable is worked out on the basis of loss of earning capacity determined by a Medical Board.
- Disablement Benefit is payable within one month of submission of the Accident report with complete claim papers.

V Dependants' Benefit (Cash)

Dependants' Benefit (Family Pension) becomes payable to dependants of a deceased insured person where death occurs due to employment injury or due to occupational disease.

- A widow can receive this benefit on a monthly basis for life or till her re-marriage.
- Son upto age of 25 years and unmarried daughter can received benefit.
- Other dependants like parents including a widowed mother etc. can also receive this benefit under certain conditions.
- The rate of payment is 90 per cent of the average daily wages distributed among the dependants in a fixed prescribed/ ratio/ proportion.
- The first payment is payable within a period of three months following the death of an insured person and thereafter periodically on regular monthly basis.

VI Other Benefits

Some other benefits offered by the Scheme are:-

- a) **Funeral expenses** on death of an I.P. subject to a maximum of a Rs10,000/- payable at the Branch Office. The claim of such payment should be made within three month of the death of IP.
- b) **Vocational Rehabilitation** in case of physical disablement due to employment injury under 45 years of age with 40 percent or more disablement. Payable as long as vocational training lasts - actual fee charged or Rs.123/- a day whichever is higher
- c) **Free supply** of physical aids and appliances such as crutches, wheelchairs, dentures, spectacles and other such physical aids.
- d) **Preventive health care** services such as immunization, family welfare service, HIV/AIDS detection, treatment etc.
- e) **Confinement Allowance** @ Rs.2500/- is paid to an insured woman or insured person in respect of his wife in case confinement occurs at a place where necessary medical facilities under ESI Scheme are not available. This is paid for two confinements only.
- f) **Unemployment Allowance** named as Rajiv Gandhi Shramik Kalyan Yojana, is payable to workers facing involuntary unemployment due to closure of factory/establishment or retrenchment or permanent invalidity not less than 40% arising out of non-employment injury and the contribution in r/o him have been paid/payable for a minimum of three years prior to the loss of employment. The daily rate of Unemployment Allowance is 50% of the average daily wages. This allowance is payable for a maximum period of 12 months during entire life either in one spell or in different spells of not less than one month's duration. Unemployment Allowance recipients if desirous of upgrading their skill may get training for shorter period through AVTI. The entire fee is paid by the corporation and also to and fro rail journey fare is reimbursed by the corporation.
- g) **Super Speciality Treatment (SST)**
The insured persons and their family members are entitled to Super Speciality medical care and /or reimbursement on these including cost of supply of medicines there to if the I.P completes three months service and contribution for 39 days in r/o self and six month service and 78 days contribution in case of family members.
- h) A Sum of Rs. 100 is paid to PDB/beneficiaries for visiting Branch Office to submit life certificate.

8. SERVICE STANDARDS

The time schedule for the purpose of payment of Benefit available under the ESI Scheme is enumerated below:-

Benefit Payment	--	Time Schedule
i) Sickness Benefit	--	Not later than 7days
ii) Funeral Expenses	--	Immediately on receipt of claim i.e. same day
iii) 1st payment of Maternity Benefit	--	Not later than 14 days
iv) 1st payment of TDB	--	Not later than one month
v) 1st payment of PDB	--	Not later than one month
vi) 1st payment of DB	--	Not later than 3 months
after the claim therefore together with the relevant medical or other certificate and any other documentary evidence which may be called for under there regulations		

Where a benefit payment is not made within the time limits specified in sub-regulations, it shall be reported to the appropriate (Regional) Office and shall be paid as soon as possible.

9. ADVANTAGE TO EMPLOYERS

- ❖ Exemption from applicability of Workmen's Compensation Act, 1923 in respect of employees covered under the Scheme.
- ❖ Exemption from applicability of Maternity Benefit Act, 1961 in respect of insured women.
- ❖ Any sum paid by way of contribution under the ESI Act is deducted in computing 'income' under the Income Tax Act.

10. INCENTIVES TO EMPLOYERS IN THE PVT. SECTOR PROVIDING EMPLOYMENT TO THE PERSONS WITH DISABILITIES

- ❖ Incentive Scheme for Employers for providing Employment to the Persons with Disabilities- this scheme has come into force w.e.f. 01.04.2008. Persons with disabilities employed on or after 01.04.2008 and drawing monthly wages upto Rs.25000/- are covered under the Scheme and Employers' share of contribution is paid by Government for three years.

11. RIGHTS AND DUTIES OF EMPLOYERS

(a) Duties of Employers

- ❖ An employer will apply in Form-01 for coverage under the ESI Act, within 15 days after the Act becomes applicable to a factory or establishment.
- ❖ The employer will submit Declaration Form alongwith photograph of IP and Family in respect of all coverable employees in the unit.
- ❖ The employer will obtain the particulars in the Declaration Form & Obtain Signature Immediately on entering the Insurable Employment.
- ❖ The employer will collect temporary identity cards from the Branch Office concerned followed by permanent photo identity cards and pass them on to the employees concerned.
- ❖ The employer will deposit both employee's and employer's contribution as per specified rates within 21 days of the following month.
- ❖ The employer will maintain an Accident Book and submit accident reports to the Branch Office, involving insured worker(s) on the job, within 24 hours of an accident.
- ❖ The employer will maintain all such records and registers as are required under the Act and produce them for verification/inspection before the authorized officers of the Corporation.
- ❖ The employer will facilitate proper inspection of records/register and the premises by visiting officers of ESIC as and when so required.
- ❖ The employer shall submit half-yearly Return of Contribution (RC) by 12th May/11th November every year with all columns properly filled.
- ❖ The employer shall indicate insurance number of IPs in chronological order in the return of contribution and his own code number in all correspondence.
- ❖ The employer will not make any false declaration or misrepresentation of the facts, concerning the applicability of the Act, or, admissibility of benefits to employees – regular, hired or contractual.
- ❖ The Employer will ensure that contribution is paid in respect of all contract labour, badili and casual workers drawing wages upto Rs.15,000/- a month.
- ❖ The employer will promptly report the date of closure of a factory/establishment to the ESIC Branch Office/Regional Office, preferably within seven days of such closure and clear ESI liabilities.
- ❖ The employer will report any change in business activity, address, ownership or the management to ESIC authorities forthwith.

- ❖ An employer will also ascertain the liability towards ESI dues, while taking over the ownership of a factory/establishment through purchase, gift, lease, license or otherwise as the new owner is liable to discharge past liabilities.

(b) Rights of Employers

- ❖ Right to be represented on ESI Corporation, Medical Benefit Council and other important committees of the Corporation that may be formed from time to time.
- ❖ Right to be supplied requisite Forms as may be required for fulfilling any obligation under the ESI Act.
- ❖ Right to recover employees share of contribution on the spot from the wages of insured person.
- ❖ Right to appeal to Employees' Insurance Court in case of any disputes.
- ❖ Right to appeal to appellate authority of ESI Corporation in case of dispute on the claim.
- ❖ 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.

12. SAFEGUARDS FOR INSURED EMPLOYEES

1. Right to receive payment of any benefit under the Act that shall not be transferable or assignable.
2. Cash Benefits payable under the Act are not liable to attachment or sale in execution of any decree or order of any court.
3. Employer shall not dismiss, discharge or reduce the wages or otherwise punish a covered employee during the period he/she is in receipt of Sickness Benefit or Maternity Benefit etc.
4. By reason of his liability to pay his share of contribution under the ESI Act, no employer shall directly or indirectly reduce the wages of a covered employee.
5. Right to register their grievances/complaints at any level for immediate redressal.
6. Right to approach ESI Court against any action/decision of the Medical Board etc.

13. DELIVERY OF BENEFITS

The delivery of benefits with regard to the ESIC ensures that;

- The quality and quantity of benefits is as per norms and standards laid down by the Corporation for the purpose.
- The benefits are made available within the given time frame to insured persons and beneficiaries.
- No harassment is caused to the beneficiaries across the counter at the grass root level by way of word or deed.
- All requisite information, procedural guidance etc. is made available to the beneficiaries for claiming benefits.
- All types of forms etc. are made available to the beneficiaries free of cost as may be required by them for filing claims etc.
- No beneficiary is exploited at any level in any way in the process of delivery of benefits.
- Office hours as notified for ESIC/ESIS establishments are strictly adhered to by the staff and displayed prominently so as to avoid any inconvenience being caused to the beneficiaries in smooth flow of benefits.
- Drugs, dressings, injections etc. as prescribed by the authorized doctors are made available timely.
- Provide Super-speciality services through tie up arrangements by ESIC with reputed and Govt. / private hospitals.
- Provide ambulance services and home visits by the doctors.
- A complaint box is fixed within the office premises for posting written complaints.

14. 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 scheme as a confidence building measure.
- Provide them necessary guidance in fulfilling their lawful obligations under the ESI Act.
- Make available to them requisite Forms and Proforma as may be required by them from time to time.
- To ensure that any lax medical certification on part of ESIC 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.
- To ensure that any grievances received from employers are looked into promptly and pointedly for speedy redressal.

15. REDRESSAL OF PUBLIC GRIEVANCES

ESI Scheme being a multi- pronged service intensive Social Security programme for workers, an estimated 10 lakh beneficiaries visit the service outlets at the grassroot level daily, either for treatment or for availing cash benefits. In such a highly interactive and dynamic service delivery system, there is sufficient scope for any inadvertent or willful harassment being caused to the beneficiaries. Accordingly the ESI Corporation has set up the Public Grievances Redressal System at all levels i.e Hqrs. Office/ROs/SROs/DOs/Branch Offices/ESI Dispensaries/ ESI Hospitals. To ensure expeditious disposal and speedy redressal of public grievances under the ESI Scheme various measures have been taken by the Corporation. Grievances can be reported in writing, over telephone through Toll Free Helpline no. 1800-11-2526, by post or in person to any of the following Officers.

Branch Office Level : Manager of Branch Office

Dispensary Level : IMO Incharge

Hospital Level : Medical Superintendent/Deputy Medical Superintendent

State/Regional Level : (i) Public Grievance Officer
(ii) Regional Director ESIC
(iii) Director/Joint Director I/c, ESI Corporation
(iv) Senior State Medical Commissioner/ State Medical Commissioner
(v) Director, Medical, ESI Scheme

Corporate Level (Hqrs) : i) Director General
ii) Medical Commissioner
iii) Insurance Commissioner
iv) Director (Public Grievances)

ESI Corporation, CIG Marg
Panchdeep Bhawan,
New Delhi-110002

The Corporation has taken measure to strengthen the internal Grievance handling Machinery by imparting required training to its Officers & members of Staff. In these Workshops, the emphasis is given on understanding of the nature and types of public grievances in Corporation and ways and means to redress these grievances effectively. Thrust has also been given to build up a client friendly work environment in the field offices and establishments.

The Public Grievance System has introduced its e-mail address on internet from Nov. 2004 so as to lodge the grievance through e-mail by all the stakeholders.

16. RIGHT TO INFORMATION

Under Section 3 of the Right to Information Act, 2005, any citizen of India can seek information related to Employees' State Insurance Corporation by submitting an application with requisite fee from the following Central Public Information Officers (CPIOs) [within the meaning of sections 5 and 2(c) of the RTI Act]:-

a) Medical Establishments

ESI Hospital	-	Asstt. Director/Dy. Director (C.P.I.O.)
D(M)D	-	Asstt. Director/Dy. Director (C.P.I.O.)
D(M) NOIDA	-	Asstt. Director/Dy. Director (C.P.I.O.)
ESI Dispensaries	-	IMO Incharge (C.P.I.O.)

b) Regional Offices

Regional Office	-	Asst. Director/Dy. Director (C.P.I.O.)
Sub-Regional Office	-	Asst. Director/Dy. Director (C.P.I.O.)
Divisional Office	-	Asst. Director/Dy. Director (C.P.I.O.)
Branch Office	-	Branch Manager (C.P.I.O.)

c) Headquarters Office - Director/Addl. Commissioner (RTI/C.P.I.O.)

17. TOLL FREE HELPLINE

In order to bring transparency in the system and to provide easy step to stake holders to access the information pertaining to ESIC and to make the ESI Scheme customer friendly, a Toll Free Helpline Number 1800-11-2526 is installed and activated since 01.12.2006 (functioning all the working days from 9:30 A.M to 5:30 P.M). Now the toll free helpline is functional for seven days round the clock w.e.f. 01.07.2011. Advertisement has also been made in all national leading dailies in this connection. The system is functioning under the direct supervision of Public Grievance Cell and reviewed by the Insurance Commissioner & Director General. At present, System is operated manually, but efforts are being made to develop software and to launch 24X7 helpline for handling beneficiaries issues.

18. VIGILANCE RELATED ISSUES

For vigilance related issues employers and employees covered under the Scheme can contact the Regional Director, ESIC or their area or write to the:-

Chief Vigilance Officer/Director (Vigilance)

Employees' State Insurance Corporation,
Panchdeep Bhawan, CIG Road,

New Delhi-110002.
Tel. : 011-23221105(CVO)/23230145(Director)
011-23234092 (Extn. 293/311)

19. ONLINE SERVICES

In ESI Corporation, bilingual (Hindi & English) portal based Website www.esic.nic.in and www.esic.in are already pressed into service. The following services can be availed online by stakeholders incase of need.

- i) Registration of employers & employees
- ii) Online payment of ESI Contribution by the employers
- iii) Payment of Cash benefits at Branch Offices
- iv) Facilitation of Medical Care at Dispensaries & Hospitals
- v) I.T. Roll Out programme under "Project Panchdeep"
- vi) Stakeholder empowered to lodge Grievance and get redressal through internet facility anytime & anywhere in ESIC.

- vii) Stakeholder empowered to lodge online public grievance through CPGRAM, Govt. of India vide their Website <http://pgportal.gov.in> and Helpline portal <http://helpline.rb.nic.in>

20. GENERAL INFORMATION

For any other information about the scheme individuals or organizations may log on to ESIC website: www.esic.nic.in or contact any of the following Officers.

- Branch Office Level** : Manager of Branch Office
- Dispensary Level** : IMO Incharge
- Hospital Level** : Medical Superintendent/Deputy Medical Superintendent
- State/Regional Level** : (i) Public Grievance Officer
(ii) Regional Director ESIC
(iii) Director/Joint Director I/c, ESI Corporation
(iv) Senior State Medical Commissioner/ State Medical Commissioner
(v) Director, Medical, ESI Scheme
- Corporate Level (Hqrs)** : i) Director General
ii) Medical Commissioner
iii) Insurance Commissioner
iv) Director (Public Grievances)

ESI Corporation, CIG Marg
Panchdeep Bhawan,
New Delhi-110002
E-mail: jd-pg@esic.nic.in/jd-sys@esic.nic.in
PHONE NOs. 011-23234092/93/98
FAX No. 011-23234537

Regional Offices(ROs)/Sub-Regional Offices/Divisional Offices

Addl.Commissioner/ Regional Director/ Director/Joint Director (I/c)	Address & Website of the concerned Office	Tel No.(Office) & Email Address
Hyderabad, Andhra Pradesh U.H. Rao, AC & RD	ESI Corporation , Panchdeep Bhawan, 5-9-31/1/B, Opp. Old Gandhi Medical College, Basheerbagh Main Road, Hyderabad-500063. http://www.apesic.nic.in/	040-23266025, 23266016, 23266027, 23266037 23231987(Res) 040-23266010 (Fax) rd-ap@esic.nic.in
SRO, Vijayawada (Andhra Pradesh) J.S.Murthy, Jt.Director(I/c)	14-20-27, Gandhi Nagar, Padnabha Building, Vijayawada-520003	0866-2571880(D), 0866-2570464 dir-bza@esic.nic.in
SRO, Visakhapatnam (Andhra Pradesh) Janardan Rao, Director	Sub-Regional Office, NTR Sahakara Bhawan, D.No.58-14-57/1, II Floor, marripalem, Vuda Layout, NAD (Post) Visakhapatnam - 530 009	0891-2733219 (T) 0891-2733126 (T) 0891-2796635 (F) sro-vizag@esic.nic.in
Guwahati, Assam P.Barua, RD	ESI Corporation, Panchdeep Bhawan, P.O.Bamuni Maidan, Guwahati-781021.	0361-2550357, 0361-2550075(R) esic@gul.dot.not.in rd-assam@esic.nic.in
Patna, Bihar Gautam Ghosh, RD	ESI Corporation, Panchdeep Bhawan, Belly Road, Opp.C.R. Building, Patna-800001.	0612-2521928 0612-2533314(Fax) root@esic.bin.nic.in rd-bihar@esic.nic.in
Ranchi, Jharkhand L.Jamir, RD	ESI Hospital Campus, Namkum, Ranchi-834010	0651-2261581 0651-2261569(T/F) rd-jharkhand@esic.nic.in
Raipur, Chattisgarh J.K.Dagar, RD	ESI Corporation, 18, South Avenue, Choubey Colony, RAIPUR (Chattisgarh) http://www.esicraipur.org	0771-2254589 0771-2254598 (F) rd-cgarh@esic.nic.in
Delhi A.K.Verma, AC & RD	ESI Corporation, D.D.A. Shopping Cum-Office Complex, Rajendra Place, New Delhi-110008. http://esicdelhi.org.in	011-25745044 011-25734381(Fax) 011-25731762(Fax) rd-delhi@esic.nic.in rd-delhi@esicdelhi.org.in rdesidel@bol.net.in

SRO, Rohini (Delhi) Pranaya Sinha, Director	ESI Corporation, Sector 7, Near Sai Baba Mandir, Rohini, New Delhi	011-27048945 011-27056510(T/F) 011-27040347 dir-rohini@esic.nic.in
SRO, OKHLA (Delhi), M.K.Sharma, Director	ESI Corporation, Sub-Regional Office, C-149, Okhla Industrial Area, Phase-1, New Delhi - 110 020	Dir : 011-26814613 DD(F) : 011-26817130 Fax : 011-26813811 EPABX: 011-26371775 011-26811288 dir-okhla@esic.nic.in
DO, Nandnagri, (Delhi), Ashok Chandra, JD	ESI Corporation, Divisional Office, Nandnagri, Delhi-110093	011-22123685 011-22123948 (Fax) do-nandnagri@esic.nic.in
Goa R.S.Rao, RD	ESI Corporation, Panchdeep Bhawan, IIIrd floor,EDC ,Plot No: 23, Patto, Panaji, Goa-403001 http://www.esicgoa.org.in	0832-438858(TeleFax) 0832-2438859- DD(Fin.) esicgoa@goatelecom.com rd- goa@esic.nic.in
Ahmedabad, Gujarat L.K. Pattnaik, AC & RD	ESI Corporation, Ashram Road, Ahmedabad-380014. http://esicgujarat.org	079-27540544 079-25740498 (Fax) esiabd@adl.vsnl.net.in rd-gujrat@esic.nic.in
SRO, Vadodara (Gujarat) M.H. Chandarana, JD	ESI Corporation, Urmil Society, ESI Dispensary, No. D-1, Alka Puri, Baroda - 452 008 http://esicvadodara.org	0265-2324442 0265-2324446 (Fax) dir-vadodara@esic.nic.in
SRO, Surat (Gujarat) VVSP Ramachandra Rao, Director	ESI Corporation, ESI Hospital Complex, Majura Gate, Ring Road, Surat - 395 001	0261-2233195 0261-2235621 (Fax) dir-surat@esic.nic.in
Faridabad, Haryana A.K.Srivastava, RD	ESI Corporation, Panchdeep Bhawan, Behind Lakshmi Narayan Mandir, Sector-16, Faridabad, Haryana-121002	0129-2284728 0129-2282442(Fax) 0129-2264078(F) esicfdb@nicfdb.chd.nic.in rd- haryana@esic.nic.in
SRO, Gurgaon (Haryana) M.S.Dahiya, Director	Sub Regional Office, ESI Corporation, Plot No. 47, Sector 34, Near Hero Honda Chowk, Gurgaon - 122001 Haryana http://esicgurgaon.in/	0124-2370270(T/F) esicggn@gmail.com sro-gurgaon@esic.nic.in

DO, Ambala Deoki Nandan, JD	Divisional Office,	0171-2521447 0171-2521943(Fax) sro-ambala@esic.nic.in
Himachal Pradesh, Parwannoo, B.S.Negi, Director	ESI Corporation, Near ESI Hospital Parwannoo	01792-235056 01792-235057 01792-235134(Fax) dir-parwannoo@esic.nic.in
Jamu & Kashmir, Rattan Kumar, RD	ESI Corporation, Panchdeep Bhawan, 10-B (Radha Bhawan), Shastri Nagar, Jammu-180004	0191-2459568 (T) 0191-2459682 (F) rd-jnk@esic.nic.in
Bangalore, Karnataka K.F.Janvekar, AC & RD	ESI Corporation, Panchdeep Bhawan, No.10, Binny Peth, Binny Fields, Bangalore-560023. (Karnataka) http://www.esickar.gov.in/	080-26740764 080-26741307(F) esicbng@kar.nic.in rd-karnataka@esic.nic.in
SRO, Hubli (Karnataka) A.Srinivasan, JD	ESI Corporation, Niketan Shoppee, Sarvoday Circle, Keshwapur Hubli-580023.	0836-2354627 (T/F) 0836-2237303 (Ph.) 0836-2237827 (Fax) esihbl@vsnl.com dir-hubli@esic.nic.in
DO, Gulbarga (Karnataka) S.Nazeer Ahamed, JD	ESI Corporation, Divisional Office, #15, Arihant Nagar, Sedam Road, Gulbarga-585103	08472-278478 08472-278479 sro-gulbarga@esic.nic.in
SRO, Bommasandra (Karnataka) C.R.Nageswaran, Director	Sub Regional Office, E.S.I.Corporation, No.23, 9th 'B'&'C' Main, B.T.M.Ring Road, Opp.Indian Oil Petrol Bunk, Bangalore	 sro-bommasandra@esic.nic.in
SRO, Peenya (Karnataka) J.H.Nayak, Director	Sub Regional Office, E.S.I.Corporation, Harini Towers, 8th Cross, 3rd Main, Off Ring Road, (Near FTI) II Stage, Industrial Suburb, Yeshwanthpur, Bangalore.	080-23376821/23376831 (T) 080-23376841 (F) 080-23373917 (JD's No.) sro-peenya@esic.nic.in
Thrissur, Kerala T.M.Joseph, AC & RD	ESI Corporation, Panchdeep Bhawan, North Swaraj Round, Thrissur-680020. http://esickerala.gov.in/	0487-2331241, 0487-2338441 (F) rdesikerala@dataone.in rd-kerala@esic.nic.in

SRO, Kollam (Kerala) S.V.Krishna Kumar, Director	Sub-Regional Office, E.S.I.Corporation, St.thomas Shopping complex, Cross Jn. Q.S.Road, Kollam - 691001	0474-2761190, 2767247 0474-2760097 (Fax) sro-kollam@esic.nic.in Br.Office-Trivendrum - 0471-2335067 (Fax) Liaison Office - 0471-2325068
SRO, Ernakulam (Kerala) T.M.Joseph, Director	Sub-Regional Office, E.S.I.Corporation,	0484-2102016 0484-2102031 sro-ernakulam@esic.nic.in
DO, Kozhikode (Kerala) K.P.Appachan, Director		rd-kerala@esic.nic.in
Indore, Madhya Pradesh A.K.Mukhopadhyay, RD	ESI Corporation, Panchdeep Bhawan, Nanda Nagar, Indore-452008 http://esicmp.in	0731-2576452 0731-2550485 (Fax) rd-mp@esic.nic.in
Maharashtra- Mumbai S.C.Chakraborty, AC & RD	ESI Corporation, Panchdeep Bhawan, 108, N.M.Joshi Marg, Lower Parel, Mumbai-400013. http://esicmaharashtra.gov.in	022-24933329 022-24933330 022-24925352(F) karabini@vsnl.com rd-maharashtra@esic.nic.in
SRO, Thane (Maharashtra) S.Biswas, JD	ESI Corporation, ESI Hospital Complex, 5th Floor, Wagle Estate, Thane-400 604	022-25805222 022-25806131 (F) dir-thane@esic.nic.in esicthane@mtnl.net.in
SRO, Marol (Maharashtra) Manju Chakraborty, Director	ESI Corporation, Panchdeep Bhawan, Plot No.9, Road No. 7 MIDC, Marol, Andheri (East) Mumbai-400 093	022-28270207 022-28303542(F) dir-marol@esic.nic.in
SRO, Pune, (Maharashtra) S.K.Sinha, Regional Director	ESI Corporation, Site No.689/690, Bibe Wadi, Pune-411037 http://www.esicpune.in/	020-24218710 020-24215153(F) esipune@mah.nic.in dir-pune@esic.nic.in
SRO, Nagpur (Maharashtra) S.C.Bhardwaj, Director	ESI Corporation, Panchdeep Bhawan, Ganesh Peth, Nagpur-440018.	0712-2722987 0712-2729353 0712-2729359(F) esicngp@nagpur.dot.net.in dir-nagpur@esic.nic.in

SRO, Aurangabad (Maharashtra) D.T.Undirwade, JD	Sub-Regional Office, E.S.I. Corporation, IInd Floor, ESIS Hospital Building, P-16, Naregaon Road, MIDC, Chikalthana, Aurangabad(Maharashtra) PIN-431210	0240-2483144(T/F) 0240-2485949, 6452516 sro-aurangabad@esic.nic.in
DO, Nasik R.K.Choudhary, JD		
Bhubhneswar, Orissa A.S.Meeran, RD	ESI Corporation, Panchdeep Bhawan, Plot C, Janpath Unit No.IX Bhubaneswar-751007 http://www.esicorissa.nic.in/	0674-2540207 (T/F) 0674-2542174 0674-2542175 rdesicor@bsnl.in rd-orissa@esic.nic.in
Chandigarh, Punjab B.B. Puri, RD	ESI Corporation, Panchdeep Bhawan, Block No.3, Sector – 19-A, Madhya Marg, Chandigarh-160020 http://www.esicpunjab.org/	0172-2544126 0172-2542892(F) rd-punjab@esic.nic.in
SRO, Ludhiana (Punjab) K.S.Dhaliwal, JD	ESI Corporation, Sub-Regional Office, SCF 22,23, Phase - II, Focal Point, Ludhiana Punjab	0161-2670838-41 0161-2670839(Fax) sro-ludhiana@esic.nic.in
SRO, Jalandhar (Punjab) J.S.Dhanda, JD	ESI Corporation, Sub-Regional Office,	 sro-jalandhar@esic.in
Jaipur, Rajasthan R.P.Meena, RD	ESI Corporation, Panchdeep Bhawan, Bhawani Singh Marg, Jaipur-302001 http://www.esicrajasthan.com/	0141-2385774, 0141-2385767 0141-2222047(F) esicjpr@raj.nic.in rd-rajsthan@esic.nic.in
DO, Jodhpur, Subroto Mukherjee, JD	Presently functioning from RO Jaipur Office Complex	0141-2229058 sro-jodhpur@esic.nic.in
SRO,Udaipur(Rajasthan) G.C.Darjee, JD	5, Bhupalpura, (R.K.Plaza), Near Shastri Circle, Udaypur (Rajstahan) Pin – 313001	0294-2418807 sro-udaipur@esic.nic.in

Tamil Nadu- Chennai, R.Natarajan, RD	ESI Corporation, Panchdeep Bhawan, 143, Sterling Road, Chennai-600034. http://www.esichennai.org/	044-28279952 044-2838559(Fax) esichennai@dataone.in edprochennai@gmail.com rd-tamilnadu@esic.nic.in
Tamil Nadu -SRO, Madurai, S.Mohd.Mohideen, AC & RD	ESI Corporation, 4th Main Road, K.K. Nagar, Madurai - 625 020 http://www.esicmadurai.org	0452-2532989 0452-2531255 (Fax) esimdu@vsnl.com dir-madurai@esic.nic.in
Tamil Nadu- SRO, Coimbatore S.Vasudevan, Director	ESI Corporation, Sub Regional Office Coimbatore, Panchdeep Complex, 1897, Trichy Road, Ramanathapuram Coimbatore - 641045 http://esicoimbatore.org/	0422-2315940 0422-2314430 0422-2315970(Fax) jtdr@md5.vsnl.net.in dir-kovai@esic.nic.in
Tamil Nadu-SRO, Tirunelveli M.Karunanidhi, JD	ESI Corporation, Municipal Shopping Complex, Sindhupoonthurai, Tirunelveli-627001 www.esictirunelveli.org	0462-2332107 (Fax) 0462-2332105 sro-tirunelveli@esic.nic.in
Tamil Nadu - SRO Salem Salem, Director	ESI Corporation, 39/57, Three Roads, Salem-636009	0427-2336941, 2336942 0427-2336943 (F) jdesicslm@hotmail.com sro-salem@esic.nic.in
Pondicherry (Puducherry) Smt. K. Padmaja Nambiar, AC & R.D.	ESI Corporation ESIC Complex, Bouvankare Street, Mudaliarpet, PUDUCHERRY-605004	0413-2354268 (R.D.) 0413-2357642 0413-2357662 (Fax) rd-pondi@esic.nic.in
Uttar Pradesh (Kanpur) P.K.Srivastava, AC & RD	ESI Corporation, Panchdeep Bhawan, Sarvodaya Nagar, Kanpur-208005 http://www.esicuttarpradesh.org/	0512-2217957 0512-2224061(Fax) esic@knp.nic.in rd-up@esic.nic.in
Uttar Pradesh- SRO,NOIDA Sanjay Sinha, Director	ESI Corporation, C-22/12, Sector-57, NOIDA-201301 www.esicsronoida.org.in	0120-2584445 0120-2585644(Fax) sro-noida@esic.nic.in

SRO, Varanasi Anil Kumar, JD	ESI Hospital Campus, Pandeypur, Varanasi-221002 http://esicsrovaranasi.org.in/	0542-2502518 0542-2504553 0542-2500115 0542-2509098 (Fax) sro-varanasi@esic.nic.in
SRO, Lucknow D.K.Mishra, JD	Sub-Regional Office E S I Corporation A-11, Sector-J, Aliganj, Lucknow Uttar Pradesh	0522-2745170 0522-2745175 sro.lucknow@esic.in
Uttaranchal Capt.Upendar Sharma, RD	ESI Corporation, Panchdeep Bhawan, Wing No.4, Shivpuri, Prem Nagar, Dehradun Uttarakhand	0135-2774763 0135-2774762 0135-2772099(Fax) rd-uchal@esic.nic.in
West Bengal G.C. Jena, AC & RD	ESI Corporation, Panchdeep Bhawan, 5/1, Grant Lane, Calcutta-700012. http://esicwestbengal.org/	033-22259236(T/F) join5279@dataone.in rd-westbengal@esic.nic.in
SRO, Barrackpore, West Bengal Arun Pandey, JD	Sub-Regional office, E.S.I.Corporation 2nd Floor, Sinchi Tower, 177F, B.T.Road, Sodepur, P.O.-Panhati, Kolkata- 700114 Dist-24, Parganas(North), West Bengal. http://www.esicbarrackpore.org/	033-25231503 033-25231949(Fax) dir-bpore@esic.nic.in

ESI SCHEME TODAY - 2010-2011 (As on 31.3.11)

COVERAGE		
•	No. of States/UTs covered	29
•	No. of implemented centres	790
•	No. of Employees	1.54 crores
•	No. of Insured Persons/Family units	1.55 crores
•	No. Insured women	24.89 lakhs
•	No. of Beneficiaries	6.02 crores
•	No. of Employers covered	4.43 lakhs
INFRASTRUCTURE		
	No. of Regional/Sub-Regional/Divl. Offices	57
	No. of Branch/Pay offices	799
	No. of ESI Hospitals	147
	No. of Hospital Annexes	42
	Total No. of Hospital Beds	22,325
	No. of ESI dispensaries/ ISM Units	1402/93
	No. of IMOs/IMPs.	7983
	No. of Para-medical staff	45000

60 Years of ESI Scheme
Over 5000 service outlets
For
Social Security of Workers

**Published by :
DIRECTOR GENERAL
EMPLOYEES' STATE INSURANCE CORPORATION – INDIA
Produced & Designed by: Public Grievance Cell, Hqrs. Office, ESIC**