

SUVIDHA SAMAGAM CELL

Subject : Posting of relevant information on our website.

E.D.P. Section is requested to post the following relevant information regarding public grievances of Regional Office Mumbai, on our Website as per Additional Commissioner's order on Noting Page-16 of Co-ordination Branch file.

- 1) Suvidha Samagam and Awareness Seminars with employers, Trade Union Representatives, Corporation Members and employees are now being held every alternate month at Regional Office, Mumbai-13.
- 2) Suvidha Samagam is also conducted on 2nd Wednesday of every month from 3pm to 5pm at Regional Office, Mumbai-13 for all the ESIC Stake Holders.
- 3) The Suvidha Samagam and Awareness Meetings with employers/employees are being held on 2nd Friday of every month at Branch Offices of the Mumbai Region.
- 4) There is a Toll Free Help Line No. 18002094599 and direct Tel. No. 022-61209796, made available for redressal of Public/Beneficiaries Grievances on all the working office hours between 9.30 AM to 6.00 PM.
- 5) "Feed Back" forms are being issued to the visitors/beneficiaries for their Satisfaction/suggestions, if any and action thereon taken for redressal etc;

Positions of Public Grievances during the last 3 Months are as under:-

PUBLIC GRIEVANCES

Month	Previous pending	Complaints/Grievances received	Total	Disposed off	Pending
May -15	03	07	10	07	03
June-15	03	07	10	08	02
July-15	02	07	09	07	02


(Rajiv Ranjan)
Deputy Director

EDP Section, R.O. Lower Parel, Mumbai- 400013.

U.O.Note No.B/Suvidha Samagam Cell/ESIC Website/2015 Dated 11/08/2015