



कर्मचारी राज्य बीमा निगम  
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)  
EMPLOYEES' STATE INSURANCE CORPORATION  
(Ministry of Labour & Employment, Govt. of India)



मुख्यालय  
Headquarters  
पंचदीप भवन सी०आई०जी रोड, नई दिल्ली-110002  
PANCHDEEP BHAWAN, C.I.G. MARG, NEW DELHI-110 002  
Phone: 011-23604700 Email: dir-gen@esic.nic.in  
Website: www.esic.nic.in / www.esic.in

F. No. E-13/14/10/2024-PR(E-844086)

Dated: 17-03-2025

To

1. All Addl. Commissioners & Regional Directors/Regional Directors/  
Director(Incharge)/Joint Directors(Incharge)
2. All Medical Superintendents of ESIC Hospitals
3. All Deans of ESIC Medical Institutions
4. DM(Delhi) & DM(Noida)

**Subject: Establishment of Facilitation Centres at ESIC Field Offices and Hospitals - reg.**

Madam/Sir,

It has been directed to ensure seamless interaction and timely resolution of issues faced by Insured Persons (IPs), and for this, all ESIC Field Offices, Hospitals, and Medical Institutions are required to establish well-equipped Facilitation Centres in reception area at their respective premises.

The centres will act as hubs to facilitate seamless interaction between ESIC and its stakeholders, addressing Insured Persons' (IPs) concerns in real-time, providing information about ESIC services, and promoting transparency about the ESI Scheme. These centres will directly engage with IPs, ensuring they are informed about their rights, responsibilities, and benefits. By offering easy access to essential information, it will empower IPs to make informed decisions, building trust and transparency.

In this regard, the following are to be ensured by the ESIC Field Offices, Hospitals and Medical Institutions:-

1. **Strategic Location:** Each Facilitation Centre has to be strategically located in the reception area within the premises of ESIC Field Offices and Hospitals, ensuring easy accessibility for IPs.
2. **Equipped with Necessary Tools:**
  - o **LED TV:** To display essential information, promotional materials, ESIC YouTube videos, and live updates related to the ESI Scheme.
  - o **Printer:** To provide on-demand printing of documents such as essential information for the IPs.
  - o **Informational Brochures/Pamphlets:** Updated & printed ESIC brochures and pamphlets must be made available to be distributed amongst visitors/stakeholders.
3. **Well-Trained Staff:** Each centre will be staffed with knowledgeable, eloquent, and well-trained ESIC personnel who are well-versed in the functioning of the ESI Scheme. These personnel will assist Insured Persons by providing clear explanations and addressing queries related to their concerns. Such staff must be courteous while dealing with stake holders.

At many field offices such facility is already available. But, all ESIC Field Offices and Hospitals are hereby instructed to implement/ revamp the setup of the facilitation centres as outlined above, ensuring that they are fully operational, at the earliest. It is also to be noted that the facilitation centres will be a permanent setup at the premises.

It is further requested that weekly positive stories/success stories be sent via email to this office, highlighting how the ESI Scheme has made a meaningful difference in the lives of Insured Persons (IPs) and their families. These stories will be used to enhance the visibility of the scheme through the official social media handles of ESIC.

**This has the approval of the Competent Authority**

Yours faithfully

**Rakesh Kumar**  
**Dy. Director(PR)**  
**Email: pr.branch-hq@esic.nic.in**

**Copy to:-**

1. PPS / PS to **DG, FC, CVO**
2. All MCs/All ICs/ACs/Chief Engineer/All DMCs & Jt. Director, Hqrs.
3. **Website Contents Manager** with a request to upload the same on ESIC Website.