



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



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Circular

It may be noted that the telephone numbers of each of the Regional Offices, Sub Regional Offices, ESIC Medical Colleges and ESIC Hospitals, are important part of the communication process, which the ESIC as an organization would like to establish and continue with the same.

However, a sample survey was taken up by the office of IC (P & A) as a surprise check, about the Landlines numbers of the Head of offices of the field units. It was expected that the PS/PA or any other personal staff of the Head of Office would pick the phone. However, it is disappointing to note that many of the such landlines numbers were out of order or were not picked-up at all. In some cases it came out to be connected with General (EPBAX) Board of the entire concerned Regional Office. This has been viewed seriously by the Competent Authority.

It is directed that the Landline number of all the Head of the offices should be functional/ operational and the same should be maintained properly by the Personal staff of the concerned Head of the offices. The following points with regard to the expected communication process through Landline also must be followed and implemented properly:-

1. Such landline numbers must be incorporated at a prominent place in all written communications like letters, circulars etc. Any advertisement being issued by the concerned office should also mention this landline number prominently.
2. These Landlines numbers should also be displayed prominently in the main sign board of the office and in the reception area.
3. Concerned heads of offices must attend to the calls being received on these numbers which require their attention. Such phone calls can be from any beneficiary trying to reach out to the right person due to lack of accessibility by other officers.
4. All other landlines numbers which are there in the above said field units must also function properly and should be attended by other such concerned officers, so that the load of traffic of such landline communication to the Head of office, is distributed properly to other responsible officers.

5. These landlines should also be incorporated in sub– portals (micro-website) of the respective ROs/SROs, ESIC Hospitals and ESIC Medical Colleges etc. The concerned field units should also ensure that these numbers are correctly detailed in the related pages of the main Headquarters ESIC Website. Such online presence of these landline numbers should ensure an easy search on the internet search engines, so that the stakeholders of ESIC/ESI Scheme can easily find about the landlines for having the required communication.

The ESIC HQ, General Branch is directed to ensure that they have the correct data of all landlines numbers of all the field offices of ESIC and for which the bills are being paid regularly. The ESIC General Branch is also directed to compile all these landline numbers and provide it to the PR branch, HQ office to adequately publicize the same with the stakeholders through website and other means of communication.

Landline of Branch Offices under ROs/SROs should also be maintained on the above guideline.

This issue with the approval of Director General.

DY.DIRECTOR (E-I)

Copy to:

1. PPS to Director General, ESIC.
2. PPS to Finance Commissioner.
3. PPS to Chief Vigilance Officer.
4. PPS/PS to Insurance Commissioners/Medical Commissioners.
5. PPS/PA to Zonal Insurance Commissioners/Medical Insurances.
6. All ACs/RDs/JDs of all Regional Offices/Sub Regional Offices.
7. All MSs of ESIC Hospitals/ Deans of ESIC Medical Colleges.
8. General Branch/ICT/PR Branch HQ Office.