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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

No. P-11/14/48/04/2023- Rev. II

Dated: 16.11.2023

To,

All RO's/SRO's/BO's/Hospitals/Disp.,
Dir(M) Delhi\NOIDA
Employees' State Insurance Corporation.

Through WCM

Subject: Use of official language while communicating regarding.

Sir,

Employees' State Insurance Corporation is a social security organization, which deals with provision of social security to workforce across India through a network of RO's/SRO's/BO's/Hospitals/Disp. etc. In the process, ESIC deals with many stakeholders which includes employers \Insured persons\other Government agencies and many more. Recently it has been brought to the notice of the Hqrs that while communicating with employer the language used by the field office was threatening and unofficial. This has been viewed very seriously by the Competent Authority as it dilutes image of ESIC before its stakeholders. Though we should work as per law still the communication should be polite and professional.

In this connection, all the field offices are advised to use standard format of communications while communicating with the stakeholders and where such formats are not available language of the communication should be official and polite.

This issues with the approval of Competent Authority.

Yours faithfully

21/11/23
28/11/23
(Rakesh Chauhan)
Deputy Director (Rev.)

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