



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



मुख्यालय
Headquarters
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No. Z-11012/9/2025-E.1

Date: 21-07-2025

To,

All Regional Director /Joint Director (I/c)/ Deans/ Medical Superintendents
Regional Office/Sub Regional Office/ ESIC Medical Colleges/ ESIC Hospitals etc.

Sub: To follow hierarchy while communicating with Director General/ FC /CVO/ Divisional Heads as per extant guidelines and not to send communication directly to CVO, ESIC & AC(Vig.)- reg.

Sir/Madam,

It has been observed that the field units are sending letters and emails addressing the Director General/ FC / CVO/ Divisional Heads, through emails of Officers/ officials below the Head of Offices. It has also been observed that the field units are directly sending such communications to Chief Vigilance Officer, ESIC and Addl. Commissioner (Vig.) without following the hierarchy or chain of command, as per extant guidelines.

It is, therefore, directed to follow proper channel, in this regard. The same may also be conveyed to all units under your jurisdiction. The following guidelines must be followed by all field units -

A. Letters, emails, other communications related to all Divisions/ Branches

1. Any email/ letter being sent to Director General/ FC / CVO/ Divisional Heads at HQ must be sent only by the Regional Director/ Joint Director (I/c)/ Deans/ Medical Superintendents through their emails only. If any exception is made and any such email or letter is being sent by any other officer of the field unit, it should be communicated in very clear terms that the same is being issued with the approval of the concerned Head of the Office.

2. Routine communications like periodical returns etc. can be sent by other officers of the field offices (with approval of the concerned Head of the Office) to other officers of Hqrs. **However, it must be noted that as per the Government of India guidelines, any official letter or communication must be signed/ sent by an officer of the level of Assistant Director (Section Officer in GoI) and above. This guideline must be followed properly. These guidelines also provide that all such letters/ emails must carry the name, the designation and contact no. (it may be a landline no., or an extension no. with a landline no. or a mobile no.).**

3. In this regard, it is also hereby directed and reiterated that the email policy of ESIC (Computer No. E-214, Circular No.I-11013/3/2021-ICT dated 18.10.2023) must also be followed properly.

B . Letters, emails, other communications related to CVO, AC(Vig.) and Vigilance Division

The following points have been raised by the Vigilance Division, HQ-

1. It has been observed that non-vigilance cases like Revenue, Benefits and Administrative matters are being referred to Vigilance Branch, ESIC without knowledge of their Divisional Head.

2. Since, Vigilance Division is mandated to handle vigilance-related matters only, handling of non-vigilance cases not only causes procedural delays but also disrupts the effective handling of genuine vigilance cases.

3. Therefore, all field offices are advised that:

i. The matters which may have vigilance angle should be referred through their respective Divisional Heads for examination and recommendation by the Divisional Heads regarding vigilance action.

ii. Correspondence on Vigilance returns should be sent only to the email id (vigilance-hq@esic.gov.in) of Vigilance Branch, ESIC, Hqrs.

iii. Administrative matters should not be referred to Vigilance Branch/ CVO.

This is issued with the approval of the competent authority.

Yours faithfully,
Digitally signed by
Ashish Sinha

Date: 21-07-2025

(Ashish Sinha)

Dy. Director, E.I

Copy to:

1. DG/ FC/ CVO/ all ICs/ all MCs/ CTO/ CE
2. All Zonal ICs/ all Zonal MCs/ all ACs/ all Directors
3. All Officers/ officials of HQ/ NTA and field offices through their Heads of Offices.
4. Vigilance Branch, HQ for kind information please.
5. WCM with request to put on website.
6. Rajbhasha Shakha for Hindi translation.
7. All notice boards/ guard files.