



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

File

No.: Z-11/12/1/Misc.Matter/2024-MSU-Part(4)
.06.2025

Date: -

कार्यालय ज्ञापन
Office Memorandum

विषय- गुणवत्ता सुधार के लिए ईएसआईसी मुख्यालय में गुणवत्ता मंडलों की स्थापना।

Subject- Setting up of Quality Circles at ESIC Headquarters for quality improvements.

To enhance stakeholder satisfaction, reduce grievances, elevate the Corporation's reputation, increase employee engagement and job satisfaction, improve problem-solving capabilities, boost productivity, reduce employee stress at all levels, and optimize service costs, the formation of Quality Circles comprising voluntary employee groups is hereby mandated at all ESIC field units.

Quality Circles are voluntary groups tasked with the following responsibilities:

1. Identifying problems and areas requiring improvement within operational processes.
2. Conducting root cause analysis of identified issues.
3. Formulating effective solutions through collaborative discussions.
4. Implementing solutions in a time-bound manner.
5. Reviewing and evaluating outcomes and initiating necessary course corrections to ensure sustained improvements.

An Office Memorandum, No. Z-11/12/1/Misc.Matter/2024-MSU-Part(3), dated 20.03.2025 (attached), was issued by the MSU Branch, Headquarters, to constitute Quality Circles of voluntary employee groups at ESIC field units.

A Quality Circle shall also be established at the Headquarters level for the purposes outlined in the aforementioned Office Memorandum, No. Z-11/12/1/Misc.Matter/2024-MSU-Part(3), dated 20.03.2025.

All Divisional Heads at Headquarters are requested to actively encourage officials under their respective divisions, across all levels (Groups A, B, and C), to voluntarily participate in the Quality Circles. Their enthusiastic involvement is crucial for fostering a collaborative environment, enhancing problem-solving

capabilities, and achieving the objectives outlined in the aforementioned Office Memorandum. If sufficient volunteers do not come forward by 13.06.2025, the MSU Division, Headquarters, will nominate the required members.

यह आईसी(पी एंड ए/एमएसयू) के अनुमोदन से जारी किया जाता है
This is issued with the approval of the IC(P&A/MSU)

Deputy Director (MSU)

To,

1. महानिदेशक /वित्तीय आयुक्त /मुख्य सतर्कता अधिकारी के प्रधान निजी सचिव को
2. PPS to DG/ FC/CVO
3. सभी चिकित्सा आयुक्त/बीमा आयुक्त, मुख्यालय, नई दिल्ली
4. All Medical Commissioners/ Insurance Commissioners, Hqrs, New Delhi
5. सभी चिकित्सा आयुक्त (जोनल) / बीमा आयुक्त (जोनल)
6. All Medical Commissioners(Zonal) /Insurance Commissioners(Zonal)
7. सभी चिकित्सा अधीक्षक, ईएसआईसी अस्पताल/सभी डीन, ईएसआईसी, मेडिकल कॉलेज,
8. All Medical Superintendents, ESIC Hospitals/ All Deans, ESIC, Medical Colleges,
9. सभी क्षेत्रीय कार्यालय/उप-क्षेत्रीय कार्यालय
10. All Regional offices/Sub-regional offices
11. वेबसाइट सामग्री प्रबंधक
12. Website Content Manager
13. सामान्य / पीआर शाखा उपयुक्त संचार चैनलों के माध्यम से गुणवत्ता सर्कल पहल के बारे में जागरूकता को अधिकतम करने के लिए।
14. General/PR branch to maximize awareness about the Quality Circle initiative through appropriate communication channels.