



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



मुख्यालय

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सेवा में,

क्षेत्रीय निदेशक / संयुक्त निदेशक / उप निदेशक (प्रभारी)
क्षेत्रीय कार्यालय / उप क्षेत्रीय कार्यालय

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विषय: दुर्घटना मामलों में कमी लाने हेतु स्टैंडर्ड ऑपरेटिंग प्रोसीजर (SOP) के परिचालन के संबंध में।

Subject: Implementation of Standard Operating Procedure (SOP) to reduce accident cases.

महोदय / महोदया ,

कर्मचारी राज्य बीमा निगम की स्थायी समिति की 238वीं बैठक में अन्य राज्य की तुलना में कुछ राज्यों में दुर्घटना के मामले में अत्यधिक संख्या पाए जाने के विषय पर रोजगार चोट से संबंधित मामलों में कमी लाने तथा निगरानी करने के उद्देश्य से एक SOP तैयार किए जाने पर निर्देश प्राप्त हुए।

इस संबंध में, स्टैंडर्ड ऑपरेटिंग प्रोसीजर (SOP) आपके आवश्यक कार्रवाई एवं अनुपालन हेतु अग्रेसित की जा रही है।

यह पत्र महानिदेशक महोदय के अनुमोदन से निर्गत की जा रही है।

संलग्न - यथोपरि.

भवदीय

Digitally signed by
Chandan Prabhakar

Date: 20-03-2026

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चन्दन प्रभाकर

उप निदेशक (हितलाभ)

Standard Operating procedure(SoP) for Monitoring of High Incidence of Accidents and Temporary Disablement Benefit cases in Establishments(including factories)

In view of the observed trend in certain factories, particularly large establishments ones, showing a high incidence of accidents and prolonged incapacity claims, the following procedures are hereby issued for necessary action following due diligence and necessary investigations:

1. Identification and Monitoring

- A “Register of Accident Frequency” shall be maintained for factories where the accident incidence exceeds the All-India average by 25% or more,
- Employer-wise quarterly reports shall be generated from the Insurance Module, clearly segregating:
 1. Shop-floor/inside-premises accidents
 2. Commuting accidents
 3. Occupational disease
- Factories repeatedly reporting a high number of inside-premises accidents shall be flagged for investigation by the Branch Manager, with prior approval of the Regional Director/SRO (I/c). Serious safety lapses must be reported to the appropriate statutory authorities .
- On the basis of quarter Reports, the Branch Manager shall prepare an annual report and forward the same to the RD/SRO (I/c) who will examine the reason for high incidence and take corrective measures in co-ordination with State Government Authorities and submit a detailed report to the Headqtrs. by 31st May of following year.
- Where the incidence of Permanent Disablement Benefit (PDB), Temporary Disablement Benefit (TDB) and Dependants’ Benefit (DB) claims (No. of days per annum per employee) exceeds the All-India average, the RO/SRO will take up the matter with concerned state authorities for conducting safety audit where worker representative may also be associated with the process.

2. Reporting and Employer Communication

- Regional Directors may communicate with the concerned employers for corrective measures and may involve employers associations, wherever necessary.
- If the issue remains unresolved, the matter may be escalated to the Chief Inspector of Factories or such authorities designated by the State Govt .
- It may be ensured that all accident reports are submitted online by employers.
- The system will generate the actual timestamp of accident report

submitted by the employer.

- Any delay beyond 24 hours, as stipulated under Regulation 68, shall trigger mandatory investigation in fatal accident cases.
- Delayed or manipulated reporting may be taken up with employers, as such delays often correlate with possible manipulation.
- Close coordination with the concerned State Authorities may be maintained to ensure action against employers in case where injuries arise due to safety lapses, negligence, or unsafe working conditions.
- Online profiling of the employers with frequent sickness and accident benefits claims may be undertaken for monitoring purposes.

3. Control of False and Exaggerated Injury Claims

- The provisions of Section (o) of 133 of CoSS, 2020 relating to false statements may be explained to all concerned employers.
- Incapacity references may be closely monitored and prompt medical scrutiny may be undertaken in suspected cases of malingering by the Branch Manager.
- Cases where Temporary Disablement Benefit continue for a prolonged period without corresponding treatment records or medical documentation shall be referred to the Medical Board after verification by the Medical Referee.

4. Investigation and Safety Compliance

- It shall be checked that accidents are properly reported to the Inspector of Factories and that statutory safety requirements are being complied with.
- Instances of non-compliance of unsafe working conditions may be reported immediately to the state authorities for corrective action at the level of RO/SRO.

5. Worker Education and Union Engagement

- Worker education programmes may be conducted through Labour Officers and factory supervisory staff to discourage false or exaggerated accident claims.
- Media campaigns, pamphlets/leaflets, and engagement with trade unions may be utilized to promote adherence to safety norms and cooperation with the Scheme.
- Local Committees may be activated and workers' representatives involved for continuous monitoring and awareness.

6. Escalation and Special Measures

- Quarterly reviews may be conducted in respect of factories or areas

showing high accident incidence or abnormal disablement benefit trends by the concerned Branch Manager of RO/SRO.

- Prosecution action may be considered against employers indulged in fraudulent claims as per the provisions under Chapter XII of CoSS, 2020.

All Regional Directors, SRO (I/c), and Branch Managers to ensure strict and timely compliance with these instructions and maintain proper records for audit and review purposes.