

To,

The First Appellate Authority, Employees' State Insurance Corporation, Panchdeep Bhawan, CIG Road, <u>New Delhi – 110002.</u>	The Medical Superintendent, Employees' State Insurance Corporation Hospital and Post Graduate Institute Medical Sciences and Research, Basaidarapur, Delhi - 110015
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Subject : **First Appeal in case of refusal to my application for seeking information under the Right to Information Act, 2005.**

Respected Sir,

With due regard, I would like to submit that I have recently received one email complaint (**copy enclosed as Annexure - II**) received against one of our Hospitals for involving itself in escalating the employee cost of Data Entry Operator. Documentary evidences clearly make to believe that the Employee Cost approved by tender Evaluation Committee and Competent Authority while approving the work was increased at the time of settlement of bills.

I believe that there must be some deviation from the specifications approved by the Competent Committee and Competent Authority by either GeM Secondary Buyer while carting the tender or by the Primary Buyer when the agreement was executed by Primary GeM Buyer.

When I have received charge of General Branch for a brief spell of period of 3.5 months, I came across with nearly half a dozen cases where there was variation in specification approved and specifications carted on GeM portal. As such I recommended to cancel the tender process.

In view of my above experiences, I firmly believe that this kind of irregularity might be there in our big manpower tender processes in ESIC Hospital, Basaidarapur also.

Hence, in order to examine efficacy of contract management in ESIC Model Hospital Basaidarapur, I requested for following information vide my application dated 10-11-2023 (**copy enclosed as Annexure - I**):

**Regarding M/s Raj Security and Facility Management Pvt. Ltd. Engaged for Data Entry Operator**

- 1) A copy of Minutes of meeting of Committee held for finalizing the Tender Document.
- 2) A copy of bid document created online on GeM Portal duly signed by Tender Committee.
- 3) A copy of minutes of meeting of Committee which created bid document on GeM portal.
- 4) A copy of online work Order / contract issued to M/s Raj Security and Facility Management Pvt. Ltd.
- 5) A copy of specification Document, if any,

- 6) A copy of Buyer BOQ Document, if any,
- 7) A copy of Compliance of BOQ Specification and supporting Document, if any.
- 8) A copy of Minutes of meeting held by Committee appointed for financial bid evaluation.
- 9) A copy of formal Agreement duly executed with Contractor after awarding of work.
- 10) A copy of first sanction order for payment to M/s Raj Security and Facility Management Pvt. Ltd.
- 11) A copy of all noting used for processing above documents.

**Regarding M/S Laxmi Security (Gujarat) Pvt. Ltd engaged for providing para-medical manpower**

- 1) A copy of Minutes of meeting of Committee held for finalizing the Tender Document.
- 2) A copy of bid document created online on GeM Portal duly signed by Tender Committee.
- 3) A copy of minutes of meeting of Committee which created bid document on GeM portal.
- 4) A copy of online work Order / contract issued to M/S Laxmi Security (Gujarat) Pvt. Ltd.
- 5) A copy of specification Document, if any,
- 6) A copy of Buyer BOQ Document, if any,
- 7) A copy of Compliance of BOQ Specification and supporting Document, if any.
- 8) A copy of Minutes of meeting held by Committee appointed for financial bid evaluation.
- 9) A copy of formal Agreement duly executed with Contractor after awarding of work.
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- 11) A copy of all noting used for processing above documents.

The above information has not been provided by the CPIO/DPIO of ESICH Basadarapur.

Hence, the First Appellate Authority is requested to kindly direct the CPIO Headquarters and Medical Superintendent, ESICH, Basaidarapur to release the information as early as possible.

Yours faithfully,



Enclosed : As above.  
Date : 13-12-2023.

( Heera Singh )  
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To,

The Central Public Information Officer,  
Employees' State Insurance Corporation,  
Panchdeep Bhawan, CIG Road,  
New Delhi.

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Yours faithfully,



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Dated : 10-11-2023.

**Enclosed : as above.**

Sir,

We would like to bring your kind attention against the ongoing corruption in ESIC Model Hospital [REDACTED] by senior official Sh. [REDACTED] Deputy Director Admin and Sh. [REDACTED] Assistant.

We already raised concern for the same but no action has been taken by your office till date.

The ESIC Model Hospital [REDACTED] has published a tender on GeM Portal on [REDACTED] for hiring of the manpower agency to provide Data Entry Operator for year with Bid No. **BID NO: GEM/2023/B/[REDACTED]**

First of all the bid is for hiring Data Entry Operators for which following major points have been kept in the mind of the officials so that a fair competition may be done.

**1. Bid Highlight – 1 Nos. of Data Entry Operators for working on Dhanwantari Module of ESIC with qualification Senior Secondary with 6 months of Experience as per ESIC Headquarters' Circular No: V-13/14/38/2009 Med-I(ESIC/SC) dated 08.02.2021 for an year and it will extended further for 2 years on basis of satisfactory services.**

But above said officials have manipulated the bid as per their own and published another bid which was neither certified by committee nor approved by the director.

The committee had signed and approved some other draft but it was not published and even manipulated to give benefits to their own known agencies who offered money.

Sh. [REDACTED] against whom many complaints were made from ESIC [REDACTED] but due to his links and incompetency of corporations people like him always stays safe and keep doing corruption.

Details of bids and manipulations as follows

S. No	Particulars	Bid approved by committee	Published Bid BID NO: GEM/2023/B/[REDACTED]
1.	Bid End Time	11.10.2023 18:00:00	12.10.2023 17:00:00
	Bid Opening Time	11.10.2023 18:30:00	12.10.2023 17:30:00
	Category	Manpower Outsourcing Services – Fixed Remuneration – Admin Data Entry Operator; Secondary School	Manpower Outsourcing Services – Fixed Remuneration – Admin Data Entry Operator; Secondary School
	Startup	No	No
	MSME	No	No
	MII	Yes	Yes
	MSE	Yes	Yes
	Rest Details	Same	Same
	<b>Basic Wages</b>	<b>23322</b>	<b>26910</b>

Further every single point which is against the agency and in favor of being deployed manpower has been removed which clearly indicated the intention of the officer that he wants to give additional benefits to the agency so that the agency will fill the pockets of the above official.

In approved bid, there was a clause of late payment by the agency which stated ***If any delay in the payment beyond 7 of succeeding of month of pay will attract penalty of Rs. 1000/- per day of default maximum to Rs. 15000/- per month only on three occasions, thereafter services of the service provider will liable to be terminated and amount e-PBG forfeited.*** But this clause has been removed which means if the agency will pay the wages after 7th of the following month then there will not be any penalty on the agency which clearly violates the payment of wages act and CLC guidelines.

The approved also followed ***"The working contractual condition labor code, (Regulation 2020 & Abolition) Act, 1970 (as amended or the occupational safety, health and working condition code, 2020 as when implemented) are to be adhered to while engaging the said manpower"***.

Which has been removed from the published bid too which clearly indicates that any of my favorite agencies will have benefits directly from this corporation.

In published Bid, Manipulation has also been done with the monthly wages as approved wages for a month were Rs. 23322( Exclusive of GST) with calculation sheet attached so that a clarity be seen in it but in published bid it has shown Rs. 26910 (Exclusive of GST) without any description given in it. There must be a description given in the bid document so that one could apply for the same in ease but it shows that any favorite agency is in the line for which such benefits are provided by the officers.

The published bid clearly shows the intention of the officer and violates each and every act issued by the GoI in favor of Contractual Employees.

This is an punishable act and if no such action is taken the issue will be raised on higher side.

This is not the first time Mr. [REDACTED] or Sh. [REDACTED] did such a huge corruption.

Sh. [REDACTED] do favors to his state people always; take bribe openly from the agencies and manipulates the documents related to bids or any other important files; pressurized the employee to work according to him otherwise threatens the employee with memo or charge sheet and gets an employee [REDACTED] from Regional Office to call the employee and threatens that you will get transferred and all.

Sh. [REDACTED], Assistant and his major contribution to the corporation as follows :

**1. NICSI (Housekeeping Agency):** Tender was done for a year but further extended to next three years. With the blessings from upper officials and collusion with all, he collected an amount yearly/monthly from the workers. Various complaints have been made but till date no action has been taken even after the interference of HQRS office. In every audit Mr. [REDACTED] hid the files so that no such objection was raised by them too. Even after asking the same the whole lobby used to hide the facts. Housekeeping staff were paid no change wages for 3+ years. Those who raised the voice were thrown out by the agency. Legal notice has been issued but no action taken till date.

2. **AtulKasal& Pankaj Gupta Security Agency:** The basic structure of tender was prepared by the tender expert in this office. He manipulated the things and as he always did to allow third parties to take benefits from the ESIC, he manipulated the tender document and final agreement. No performance security or else was taken from the agency so that money could be taken from the monthly bills easily and benefits may be given to the agency. This caused loss to the corporation and violation of Tender Terms/GFR and intentionally gave benefits to the third party. Vigilance came but no tender documents had been provided to them either. This also caused financial loss to the corporation.

3. **AMUL & HPCA:** Running with all the violations of the agreements/ terms & conditions. Taking bribes from the kiosks as well Sh. [REDACTED] AD (F) has taken money from the kiosks after spreading the rumours that Sh [REDACTED] DD (A) had taken 7.5 lacs from the kiosks vendor located in the premises for extension of the agreement. Again all the collection/manipulation has been done by one and only Sh. [REDACTED]. During the visit of CAG all the files are hidden by him so that no objection is raised and if any objection is raised he goes to the kiosk asking money to sort out the things otherwise threatens them to block the business. In a similar case, the canteen tender was floated and L1 was asked to deposit the money in the name of [REDACTED] and [REDACTED]. [REDACTED] and colleagues offered tea snacks and other items for free so that no recovery and other demands need to be fulfilled.

In the canteen tender he openly asked for money and due to denial from the L1 he did not issue a single letter which makes no conversation between buyer and L1.

After that he openly asked for the money and due to no paper work done by both parties the tender goes off.

4. **Perfect Lovya/A Square:** Again manipulates the t & c of the tender agreement and documents. Many complaints have been made in this regard against bribes, money taken from employees etc. etc. but no action has been taken by the authorities but still benefits have been given to the agencies on a regular basis. Agency used to collect money from its employees regularly so that pockets of employees like [REDACTED] could be filled who used to collect money for officers. Forged documents, no reservation roster was prepared while filling the seats. No minimum wages were given and the PRO of the agency came to him for the monthly return he asked for as well. He openly accepted that money taken from the employee monthly is given to the people like [REDACTED].

5. **ZamZamAircon:** Every year AC on rental provided by the same company. For the same a bid is usually done, and 5-6 companies come as bidders. [REDACTED] provokes the L1 bidder against the unit and every time the bidder withdraws the same. [REDACTED] leaks the value of Bid. After the re-bid is done, ZamZamAircon now knows the amount of L1 bid. He gets L1 every time by this pattern because there are two bids only (One from ZamZamAircon for rental AC & other for New AC: Please note the bid is for rental ac only). Every time GFR/GeM etc. etc. were violated by the officers. For the year 2023-24 with the help of [REDACTED] and [REDACTED] DD, [REDACTED] had done the same. In the name of [REDACTED], [REDACTED] created a report under which the same has been done and after manipulation the GeM bid and forcefully withdrawal of L1 bidder, re-bid was done and ZamZamAircon was given benefits after changing the bid documents. The second bidder quoted the rates of New Air-conditioners. Even after knowing the facts Sh. [REDACTED] & [REDACTED] did the same in what they are experts.

6. **Fruit & Vegetable Tender:** The date of tender opening is different but for providing benefits to M/s Mehak Traders who provide fruits and vegetables to Sh. [REDACTED] & other greedy people, [REDACTED] Box did not keep a diary for bids that were done on back date so that benefits could be provided to their vendor. [REDACTED] & [REDACTED] both were involved in the same.

7. **Ganpati Associates:** He asked money for every extension and similarly in this tender he did the same. Recently the tender was going to expire and for extension he asked money from the employer directly otherwise threatens to fire them from the corporation.

Sh. [REDACTED] provides login id and password and otp of E-Office and [REDACTED] writes adverse comments on the file against the employees in tender related files etc. [REDACTED] DD allows him to do so due to his incompetency of doing official work.

**Also Mr. [REDACTED] had applied for the Computer Advance (With Interest) CA0000014501 dated 11/06/2018 online and offline which was sanctioned to him and the payment was made into his account of Rs. 50000/-.**

After that with the help of a few senior officials the data was manipulated by the above said employee and no such recovery was started by the cash branch that time.

The employee was transferred to ESIC Dispensary [REDACTED] and used to come to ESIC Model [REDACTED] to meet and greet with his old colleagues.

He used to manipulate data available in the office habitually and with the help of a few of his best colleagues they stole the password of ERP of other senior officers and rejected the Computer Advance with comments "**wrong apply kindly cancel request**". The request of cancellation was initiated by Sh. [REDACTED] further [REDACTED] Office Superintendent forwarded the request of cancellation in ERP to DDA and both [REDACTED] and [REDACTED] had the password of [REDACTED] and rejected the computer advance from ERP. This was done while the employee was posted in ESIC Dispensary [REDACTED]. Later while the matter was raised by the Finance & Accounts Branch an action was taken and communication was made with D(M)D.

The above said officials frequently manipulate the data in BAS of contractual employees and current Deputy Director Sh. [REDACTED] (who has history of complaints from ESIC [REDACTED] regarding harassing of staff for self motives and goals) has full knowledge about it but instead of taking actions he supports him in doing so saying "[REDACTED]". He manipulates the data in the BAS by blocking the Id's then calling the female staff using the phone numbers mentioned in the ERP or BAS.


Deputy Director [REDACTED] is aware about the wrongdoings of his so close employee but he is still in favor which raises the question of the dignity of the seat of Deputy Director.


This has raised a serious question as the employee may harass female staff using the unconditional support of Deputy Director and also manipulate or destroy the important data present in the office as well he will cause financial loss to the corporation by making such wrong doings.


You are requested to take appropriate action against these wrong doings otherwise it will cause serious damage to this corporation.

Thanking You

A concerned Indian Citizen.

 GeM-Bidding-5346182.pdf  
99kB

 DEO draft.pdf  
6MB

 TenderDoc (DEO).pdf  
8MB