



NO. A-34012/1/2021-eofc

Dated: 03-02-2026

To,

1. All Regional Directors/ Jt. Director I/c of Regional Offices/ Sub-Regional Offices
2. All Medical Superintendents/ DEANs ESIC Hospital & Medical colleges
3. Directorate Medical Delhi/ Director Medical Noida

**Sub : Guidelines for Reporting Issues Related to eOffice - reg**

Sir/Madam,

I am directed to refer to the communication received from NIC, wherein the importance of adhering to the prescribed guidelines for reporting issues related to the eOffice application has been reiterated. The objective is to ensure quick sorting, proper routing, timely resolution of tickets, reduction in turnaround time, and avoidance of unnecessary escalations and email communications.

In this regard, the following instructions are issued for strict compliance:

**1. For PAN-ESIC eOffice Nodal Officers:**

All eOffice-related issues forwarded through the respective eOffice Nodal Officer to the eOffice Team, ESIC HQ, **must** invariably contain a valid **service desk NIC Ticket ID no.** along with the following mandatory details:

- a) Application Name
- b) Application Version
- c) Deployment Type (SPNDC / Local)
- d) Hosting Location (SPNDC, NDC BBSR, RailTel Managed Services, RailTel (Non-MoU), CSC, Local-DC, etc.)
- e) Brief Summary of the Suggestion / Issue
- f) Issue Analysis – The issue analysis shall be carried out by the Local Administrator and Nodal Officer. The respective local support team shall conduct its own analysis of the issue/suggestion and submit the details along with the actions taken by the Local Admin. Relevant screenshots, including post admin mapping and assigned roles, along with user details, shall also be provided as supporting evidence.

**2. For ESIC Headquarters:**

Any query/issue related to eOffice, if any, may be taken up with the eOffice Cell, ESIC Headquarters, through email at **eoffice-hq@esic.gov.in**

All Officers/Officials are also advised to attach screenshots of the error and user details along with the email for facilitating early resolution of the issue.

All concerned Officers/Officials are requested to strictly comply with the above instructions.

This issues with the approval of Competent Authority.

Digitally signed by  
Janaki Singh  
Date: 23-02-2026  
**(Janaki Singh)**  
**Dy. Director**  
**Nodal Officer, E-Office**

Copy to,

1. PPS to DG/FC/CVO ESIC HQ for information and necessary action.
2. PS to ICs/MCs/ZICs/ZMCs, ESIC for information and necessary action.
3. All Divisional Heads, ESIC HQ for information and necessary action.
4. Website Content Manager for uploading on website, [www.esic.gov.in](http://www.esic.gov.in)