



ई.एस.आई. समाचार ESI Samachar

NEWS JOURNAL OF ESI CORPORATION

December, 2018



**ESIC - 'Chinta Se Mukti'
Mobile App**

to Benefit All Insured Persons 24x7



ई.एस.आई. समाचार

ESI Samachar

Quarterly News Journal of ESIC

December, 2018

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Editorial

A pioneer Social Security organization providing comprehensive social security benefits under ESI Act, 1948, ESIC now has a pan India presence, delivering benefits to over 3.43 crore family units of workers, 13.32 crore beneficiary population and over 10.33 lakh factories and establishments. The Public Relations Division at ESIC Headquarters is tasked with dissemination of information about ESI Scheme and latest initiatives along with communication with all its

Stakeholders in a very effective and responsible manner. ESI Samachar, the quarterly house journal plays pivotal role in communicating with employees and also acts as a link between Hqrs. Office and its various Establishments across the nation in collating and disseminating information.

To create awareness and educate the target audiences, especially the Insured Persons about ESI Scheme and also to sustain the brand image of ESIC, PR Division, from time to time, makes all efforts to reach out to them through various channels of communication like print and outdoor media advertising, electronic media, news reports/press releases, interviews in newspapers etc. Aimed at the net savvy generation, information about ESIC is also shared on various social media platforms like facebook, Twitter etc. For the advantage of IPs and their beneficiaries, the seven audio - visual clips on ESI benefits have been made available on ESIC You Tube Channel and also on ESIC 'Chinta Se Mukti' Mobile App available on UMANG Platform of Govt. of India.

The Editorial Board solicits articles for the next issue and also valuable feedback / suggestions to improve the content and presentation of the Samachar.

Pranava Kumar,
Deputy Director (PR)

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Director General's Message

As the year 2018 is coming to a close soon, looking back, I am happy to mention that so far during the year, ESIC has launched many new initiatives with a view to empower the Insured Persons and provide them hassle free services. The aim is to provide comprehensive insurance cover to millions of workers covered under ESI Scheme and also to increase coverage of ESI Scheme in all districts of the country.

The Hon'ble Prime Minister's vision is to build a NEW INDIA by the year 2022. New India calls for new initiatives, new ideas, improvements and transformation on the part of ESIC to ensure comprehensive social security cover to the workforce of the country. For this, we have to strive hard and move ahead with extra vigour.

In tune with the Hon'ble Prime Minister's vision of 'Reform to Transform' and ideology of 'Swasth and Samridh Shramik will make a Samridh Rashtra', ESIC has launched several new initiatives to provide better medical facilities and services to the insured persons which includes setting up of new hospitals and renovation and modernization of existing hospitals, extending super specialty treatment, strengthening of infrastructure of hospitals & dispensaries, expanding the network of secondary and primary medical care centres, etc.

For strengthening the medical services, the 100 bedded ESIC Hospital, Bihta in Patna was inaugurated on 07.07.2017 and foundation stone for 200 bedded ESIC Hospital, Butibori, Nagpur was laid on 15.07.2018. Besides, construction work of 50 bedded ESI Hospital, Asansol in West Bengal was started on 16.08.2018 and the renovated & upgraded 100 Bedded ESI Hospital, Tirupati was inaugurated on 28.09.2018. Foundation stone for upgradation of ESI Hospital, Hubli in Karnatak was also laid on 25.10.2018. For providing better services, the renovated building of ESIC Regional Office Puducherry which consists of Branch Office, four doctor dispensary with 6 beds ward, laboratory and pharmacy was inaugurated on 27.09.2018.

With the aim of providing better delivery of services, decision has been taken to open Dispensary - cum-Branch Office (DCBO) in each district of the country, which will function as both Dispensary and Branch Office and will provide an array of services from a single platform. To begin with, DCBO's has been started in 29 districts and gradually, it will be extended in all districts of the country. Some of the important approvals accorded in the 175th Meeting of ESIC held on 18.09.2018 are "Atal Bimit Vyakti Kalyan Yojna" Scheme for paying relief in cash directly to the bank account of the IPs in case of unemployment and while they search for new job; for availing Super Speciality Treatment, eligibility conditions of insurable employment of the IPs have been relaxed to 6 months with contribution requirement of only 78 days and insurable employment for dependents of IPs to 1 year with 156 days of contribution, enhancement of funeral expenses from ₹ 10,000/- to ₹ 15,000/-, etc.

Other user friendly initiatives launched are "ESIC -Chinta Se Mukti" Mobile App for providing quick and hassle free information to IPs about their ESI contribution history, personal profile, claim status, entitlement to ESIC benefits etc. and starting of 'IVR' and 'Help Desk' for ESIC Toll Free No. 1800-11-2526 for answering callers' queries and to receive complaints and grievances simultaneously.

As we step in to the New Year 2019, let us be the harbinger of change in the Social Security sector for creating a NEW INDIA. I appeal to all ESICians to work hard to take ESIC to new heights of glory by transforming the lives of millions of ESI Insured Persons by providing better and hassle free services. In our journey forward, let us all follow Mahatma Gandhi's saying "In a gentle way, you can shake the world".

Raj Kumar, I.A.S.
Director General, ESIC



175th Meeting of ESI Corporation

In the 175th Meeting of ESIC held on 18.09.2018 under the Chairmanship of Shri Santosh Kumar Gangwar, Hon'ble Minister of State for Labour & Employment (Independent Charge), Govt. of India, some very important decisions were taken for improving ESIC services and benefits being provided to the Insured Persons and their dependents.

The other dignitaries participated in the meeting were Shri Heeralal Samariya, Secretary, Labour & Employment, Govt. of India, Mrs. Anuradha Prasad, Additional Secretary, Labour & Employment, Govt. of India, Shri Raj Kumar, Director General, ESIC, Shri Manish Gupta, Jt. Secretary, Ministry of Labour & Employment, Govt. of India, Mrs. Sandhya Shukla, Financial Commissioner, ESIC, Hon'ble ESI Corporation Members representing Hon'ble Members of Parliament, Employees' & Employers' Federation/Association, representatives of State Governments and Officers of MoL&E & ESIC.

Following important decisions were taken during the Meeting:

Rolling out of "ATAL BIMIT VYAKTI KALYAN YOJNA"

Considering the change in employment pattern and the current scenario of employment in India which has transformed from a long term employment to fixed short term engagement in the form of contract and temping, the ESI Corporation has approved a Scheme named "ATAL BIMIT VYAKTI KALYAN YOJNA" for Insured Persons covered under the Employees' State Insurance Act, 1948. This scheme is a relief payable in cash directly to their Bank Account in case of unemployment and while they search for new job.

Reimbursement on actual basis to employers for Aadhar seeding of their Insured Persons

Approval has been accorded for the proposal for reimbursement @ ₹ 1/- per person to the employers to encourage the seeding of Aadhaar (UID) in ESIC database of their workers and their family members. It will curtail the multiple registrations of same Insured Persons and thus enable them to avail the benefits requiring longer contributory conditions.

Relaxation in the eligibility conditions for availing Super Specialty treatment

Approval has been accorded for the proposal of relaxing the eligibility conditions for availing Super Specialty treatment from earlier insurable employment of 2 years to 06 months with contribution requirement of only 78 days. Besides, the eligibility for availing Super Specialty treatment for dependents of Insured Person has now been relaxed to insurable employment of 1 year with 156 days of contributions. This relaxation will immensely help the Insured Persons and their beneficiaries to avail Super Specialty treatment free of cost as per revised eligibility.

Enhancement in Funeral Expenses

During the meeting, approval has been accorded for the proposal for increasing the Funeral Expenses from existing ₹ 10,000/- to ₹ 15,000/- being paid on the death of Insured Person.

In addition to the above, about 35 other Agenda Items pertaining to improvement in services / benefits to Insured Persons and other administrative matters were deliberated upon and approved during the meeting.

Meetings



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment and Chariman, ESIC addressing the 175th meeting of ESIC.



दिनांक 18 सितम्बर, 2018 कर्मचारी राज्य बीमा निगम की 175वीं बैठक के लिए माननीय मंत्री जी का अभिभाषण



आज की Corporation की इस 175वीं बैठक में आप सभी का स्वागत है। इस बैठक में कुल 37 Agenda Items हैं व 16 Reporting Items हैं। सबसे पहले पिछली 174वीं बैठक के Minutes Confirmation के लिए रखे गये हैं। उसके पश्चात Action Taken Report भी आपके समक्ष रखी गयी है।

1. सर्वप्रथम मैं आपका ध्यान नई स्कीम 'अटल बीमित व्यक्ति कल्याण योजना' की तरफ आकर्षित करना चाहता हूँ, जो आपके अनुमोदन के लिए प्रस्तावित है, क्योंकि जब इसका नाम बीमित व्यक्ति कल्याण योजना है तो हमने कहा कि हम ईएसआईसी, जो मजदूरों से जुड़ा हुआ है और अटल जी जो हम सबके प्रेरणा स्रोत रहे हैं, हम उन्हें याद करते हुए इस कार्यक्रम की शुरुआत करें। अटल बीमित व्यक्ति कल्याण योजना जिसे हम लोगों ने प्रस्तावित किया है, इसकी मुख्य बातें हैं कि जिसमें IPs को बेरोजगार रहने की स्थिति में Un Employment Allowance देने का प्रस्ताव है। इस Scheme के तहत उन्हें 90 दिन तक का बेरोजगारी भत्ता दिया जाएगा। ESIC के अनुमान के अनुसार इस योजना में प्रति वर्ष कुल 23 लाख

IPs को फायदा पहुंचेगा व इसमें लगभग 1600 करोड़ रुपये प्रतिवर्ष खर्च होगा। इस स्कीम से नियोक्ताओं एवं IPs में ESIC के प्रति अधिक विश्वास पैदा होगा। मैं समझता हूँ कि यह योजना IPs को वृहद् सामाजिक सुरक्षा प्रदान करने की दिशा में एक सराहनीय कदम होगी।

- अभी कल ही, विश्वकर्मा दिवस पर ESIC ने UMANG Platform पर 'ESIC-Chinta Se Mukti' नामक एक Mobile App भी चालू किया है, जो आपको आज दिखाया भी गया है। यह भी Supplementary Reporting Item No-1 पर रखा गया है। इस App के चालू होने के बाद IPs को Service Delivery में अनेक सुविधाएं online ही उपलब्ध हो जाएंगी।
- अभी कुछ समय पूर्व, मैं बिहटा (पटना) में ESIC Hospital के उद्घाटन समारोह में गया था। मैंने पाया कि वहां IPs की संख्या कम होने के कारण उस Hospital का पूरा उपयोग नहीं हो पा रहा है। ऐसी ही स्थिति अलवर और गुलबर्गा के Hospitals की भी है। अतः इन Hospitals की सेवाएं Non-IPs के लिए खोलने से संबंधित Agenda आपके समक्ष Item No-9 में रखा गया है। मैं

समझता हूँ कि ऐसा करने से कम IPs होने की समस्या भी दूर होगी एवं उस क्षेत्र केवासियों के लिए भी बेहतर स्वास्थ्य सेवाएं उपलब्ध हो पाएंगी।

- इसके अतिरिक्त, आप में से कुछ साथियों का पत्र, जो Agenda Book में पेज नंबर 17 पर है, मैंने उसका अवलोकन किया है। मैं बताना चाहूंगा कि हमने HMS & AIUTUC के द्वारा दिये गये नये सदस्यों के नाम को Corporation के बोर्ड में शामिल कर लिया है। जहां तक INTUC का सवाल है, तो उनकी सीटें Vacant रखी गई हैं। जब उनका आंतरिक मामला सुलझ जायेगा, तब उन्हें भी भर दिया जायेगा। आपके सहयोग के लिए धन्यवाद।
- इसके अलावा, Rationalization of Contribution पर बनाई गई उप-समिति की रिपोर्ट भी आ चुकी है, जो Agenda Book में पेज नंबर 25 पर है। इसमें Rate of Contribution को 6.5% से घटाकर 5% करने की अनुशंसा की गई है। हम इसका फिर से परीक्षण करवा रहे हैं।
- Agenda Book में एक प्रस्ताव ESIC में Portfolio Manager, Custodian एवं External Auditor को appoint करने से



Employees' Representative



Employers' Representative



संबंधित भी है जिसे आपके समक्ष Item No. 3 में रखा गया है। ESIC का Corpus जिस तेजी से बढ़ रहा है, उसके उचित investment के लिए मैं समझता हूँ कि यह एक आवश्यक कदम होगा। इसके साथ-साथ Investment Policy में भी कुछ बदलाव किये गये हैं जो आपके समक्ष अनुमोदनार्थ रखे गये हैं। मैं आशा करता हूँ कि Members इस विषय पर विचार-विमर्श करने के पश्चात अपना मत देंगे।

7. एक Scheme भी Item No. 4 में आपके समक्ष रखी गई है, जिसमें Employer को AADHAR Seeding का कार्य करने के एवज में उन्हें कुछ पैसे की प्रतिपूर्ति करने की बात कही गई है, ताकि Manpower व Machine की Cost की भरपाई की जा सके।
8. Funeral Expenses (अंत्येष्टि खर्च) को 10,000/- से बढ़ाकर 15,000/-रुपये करने से संबंधित प्रस्ताव Item No. 5 में रखा गया है।
9. Item No-7 में अलंग, गुजरात में ESI Hospital शुरू करने से संबंधित Agenda रखा गया है। इसके अतिरिक्त, ESI Dispensaries को 30 बिस्तर के अस्पताल में उच्चिकृत करने संबंधी प्रस्ताव का एक Committee द्वारा परीक्षण किया गया है। जिसमें यह अनुशंसा की गई है कि 30 बिस्तर के अस्पताल वित्तीय रूप से व्यावहारिक नहीं है। अतः इस मुद्दे को आपके समक्ष Item No. 8 में रखा गया है।
10. बहादुरगढ़ (हरियाणा) में एक ESI Hospital बनाने से संबंधित प्रस्ताव आपके समक्ष Supplementary Item No. 11 में रखा गया है। रामागुण्डम (तेलंगाना) में भी एक 100 Bed का Hospital खोलने से संबंधित प्रस्ताव भी Supplementary Reporting Item No. 7 में रखा गया है। तो मैं समझता हूँ कि अपने IPs के लिए हम लोग वो हर संभव प्रयास कर रहे हैं, जिनसे उनकी स्वास्थ्य आवश्यकताएं पूरी हों।

11. इसके अतिरिक्त Super Specialty Treatment के लिए पात्रता शर्तों को उदार बनाने से संबंधित Agenda भी आपके समक्ष Supplementary Item No. 6 पर रखा गया है। जैसा कि आपको विदित हो कि Corporation की 173वीं बैठक में इन पात्रता की शर्तों पर विचार-विमर्श हुआ था। तदोपरांत, एक Sub-Committee द्वारा इसका परीक्षण किया गया जिसने अपनी रिपोर्ट अब दे दी है। इस उप समिति ने इस मुद्दे पर दो हिस्सों में अपनी अनुशंसा दी है—

(i) पहली, IP के स्वयं के मामले में व

(ii) दूसरी, IP की Family के मामले में।

IP के स्वयं के मामले में अब 6 महीने की Service की ही जरूरत होगी, जिसमें कम-से-कम 78 दिन का Contribution दिया गया हो अथवा देय हो। IPs के परिवार के सदस्यों के मामले में अब एक साल की Service की जरूरत होगी, जिसमें कम-से-कम 156 दिन का Contribution दिया गया हो अथवा देय हो। मैं समझता हूँ कि IPs के हित में यह एक बड़ा उपयुक्त कदम होगा, इसे पास कर दिया जाए।

12. इसके अतिरिक्त अन्य Agenda Items मानव संसाधन एवं Administration से संबंधित हैं, जो आपके समक्ष रखे जा रहे हैं। साथियो, आज की इस Meeting में काफी Agenda Items हैं। मैं चाहूंगा कि इन सभी पर आप लोग खुलकर विचार-विमर्श करें ताकि IPs के हित में हम आज बातचीत कर कुछ सार्थक निर्णय ले पाएं। अब DG महोदय आपके समक्ष Item Wise ब्यौरा प्रस्तुत करेंगे।

धन्यवाद।



A view of the Meeting in progress



A Brief of Deliberations of Regional Directors' Conference



Shri Raj Kumar, Director General, ESIC delivering the key note address in the Conference.

The Regional Directors' Conference of ESIC presided over by the Director General was held at Headquarters Office on 9th October, 2018 to discuss various issues related to the functioning of ESIC. All Regional Directors and senior Officers of ESIC participated in the conference.

Welcoming the Director General and participants, Shri A.K. Sinha, Insurance Commissioner gave a brief of the issues to be discussed in the conference viz. Status of Expansion of the Scheme, pendency of the benefit cases, Atal Bimit Vyakti Kalyan Yojna, simplification of methods of benefits and better realization of arrears contribution, policy decisions and issues relating to cash benefits etc.

In his keynote address, Director General said that it is very important to interact with the Regional Directors to assess the status of implementation of the decision taken by ESIC and to monitor the progress. Referring to the opening of DCBOs, Director General said that DCBO will strengthen the delivery of medical services without any conflict with the state's medical arrangements at the district level and will improve the image of ESIC among the IPs and other Stakeholders. He mentioned that lack of certification is a gray area due to which IPs are not able

to avail cash benefits. DG stated that the package based referral should be done and the referring doctors should be sensitized to make referral on CGHS package which will help in checking and settlement of SST bills. He emphasized on the reorganization of Branch Offices, so that the Branch Offices should be able to cater to reasonable number of IPs. After listening to the suggestions given by the RDs about the innovative ideas for contacting the IPs, DG said that the Branch Managers should identify a volunteer in a factory/ establishment with more than 100 workers and make the identified person as **IP Ambassador** who in turn will raise the issues of IPs, if any, which will help in winning the trust of IPs.

After DG's keynote address, the agenda items of the Conference were discussed in detail. The agenda items included Atal Bimit Vyakti Kalyan Yojna, rationalization of Branch Offices, pending accident reports, PDB/DB/OD cases, Performance of Revenue Collection/Recovery, Revised conditions for Super Specialty Treatment, Pendency of SST Bills, Modified IMP Scheme, Health Passbook, Engagement of IT Managers and IT Assistants, Pending cases on CPGRMS, Newly introduced IVR /Help Desk Facility, timely submission of



APARs, recruitment, functioning of DCBO, pending internal and external audit paras, swachhata action plan and legal issues.

Opening the discussions, Director General gave a brief about the new scheme 'Atal Bimit Vyakti Kalyan Yojna' and Shri A.K. Sahu, Director made a presentation highlighting the salient features of the Scheme. On the point of re-organization of Branch Offices, DG after taking into account the suggestions put forward said that ESI Scheme will become popular only if there is a service oriented approach and re-organisation of the Branch Office should be taken up in the light of this guiding principle and asked the RDs to submit the proposal for reorganization of Branch Offices immediately.

Shri A.K. Sinha, Insurance Commissioner advised the RDs to clear the pendency of accident reports, PDB/DB/OD cases at the ROs and SROs in a time bound manner. Director General directed all that special efforts are to be made to achieve the target of revenue collection and revenue recovery in a time bound manner. Shri A.K. Sahu, Director (Legal) informed that as per the recommendation of the sub-committee for revising the condition for super specialty treatment, a new regulation, Regulation 96-C is under process for notification.

On the topic of pendency of SST bills, DG directed all to expedite the payment of pending bills without any delay. Dr. Panda gave a detailed presentation about the concept of Health Passbook and the Mobile App for the IMP and its utilization in delivering medical benefit to the IPs and their family. He also demonstrated the working of the App.

Director (PG) informed that even though the pendency of grievances on CPGRMS has gone down considerably,

there is pendency on the ESI PG Portal which requires redressal. To this, Shri Pranava Kumar, DD (PR) informed that after the activation of IVR /Help Desk Facility, the grievances of the IP/Employer received through IVRS system is being uploaded on the ESIC PG Portal and hence urgent attention of Regional Directors is required to redress them on time. He also informed that grievances will also be received through UMANG platform and hence all the Field Units should be ready to deal with the influx of grievances.

Shri K.G. Suresh, Joint Director stressed the need for timely submission of APARs as the delay in submission results in delayed meeting of the DPC resulting in delayed promotions. Regarding the model advertisement for recruitment of Paramedical & Nursing cadre, UDC, MTS & Steno sent to all the RDs, all were directed to send the advertisement complete in all respect of their region for vetting by Headquarters Office.

About the Status of DCBOs, the RDs confirmed that the response of the IPs and Employers was good in spite of minor problem due to shortage of staff. DG confirmed that there will be only one DCBO per district. The Insurance Commissioner emphasized the need for timely submission of counter reply in legal cases to avoid cost imposed by the court and contempt petitions.

After the deliberations, Director General summed up all important issues discussed and the Insurance Commissioner assured DG that all the tasks and pending cases will be completed on time.

The Conference ended on a positive note with vote of thanks to Director General

Meetings



A view of the participants in the Conference



Director General interacting with the participants of the Conference

Opening of DCBOs and availability of ESIC “Chinta Se Mukti” Mobile App

Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (Independent Charge) for Labour & Employment, Govt. of India during Vishwakarma Rashtriya Puraskar and National Security Award distribution ceremony held at Ambedkar International Center, New Delhi on 17.09.18 announced about the opening of Dispensary cum-Branch Office (DCBO) in each district of the country by ESIC in a phased manner. The Hon'ble Minister also announced the availability of ESIC “Chinta Se Mukti” Mobile App on UMANG platform of Govt. of India. Two Audio-Visuals (AVs) and a film on ESIC Chinta Se Mukti Mobile App and DCBO were also screened during the program.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment addressing the gathering.

Shri Heeralal Samariya, Secretary, Labour & Employment, Govt. of India, Mrs. Anuradha Prasad, Addl. Secretary, Labour & Employment, Govt. of India, Shri Raj Kumar, Director General, ESIC, Mrs. Sandhya Shukla, Financial Commissioner, ESIC and Dr. Avnessh Singh, DG, FASLI were present on the occasion.



A view of opening of DCBO

Addressing the gathering, Hon'ble Minister informed that DCBO is being started in 29 districts and gradually, it will be extended in the entire country. The DCBOs will be set up in every district to make presence of primary care services, irrespective of whether a district has been partially or fully implemented or there already exists a State run Dispensary in that area.



Award distribution ceremony in progress.

ESIC Dispensary-Cum-Branch Office (DCBO)

Earlier ESIC in its 174th meeting held on 29.05.2018 has approved setting up of a Dispensary – cum – Branch Office (DCBO) in every district of the country to make the presence of ESIC for primary care service in each district. To begin with DCBO will be started in 29 districts of the country and gradually, it will be extended to the entire country.

A DCBO will perform the functions of both Dispensary and Branch Office. Besides providing medicines to the patients attending DCBO, it would distribute medicines to IMP/Mod-IMP/MOD -EUD referred patients. It would also make referrals for secondary care, payment of bills of empanelled chemist/diagnostic center and also would provide IT help

care services to IPs/Employers. 100% of the establishment and operational cost of DCBO would be borne by ESIC and the concerned State would not be bearing any expenditure under this head.

The DCBO will be under the control of the Regional Director of the State concerned and will have adequate manpower like GDMO – 1 doctor for 3000 IP/ 50 OPD, 2 doctors for 50 ~ 150 OPD and 3 doctors above 150 OPDS. There will be one Assistant Director if the IP population is more than 20,000, one Social Security Officer, ANM/Dresser, Pharmacist and other supporting staff.



General Guidelines

A DCBO has two functional branches as indicated below:

A) Dispensary.

B) Branch Office.

Generally these are two separate units, but in the case of a DCBO, these will act as a single unit providing outpatient services and cash benefit payments under one roof. The OPD services, whether in a hospital or in a dispensary are preventive, diagnostic, curative and rehabilitative. The ESIC-DCBO is conceptualized to provide primary care along with preventive, diagnostic, referral, curative as well as rehabilitative service to the insured persons and families who are expected to visit in large numbers for availing primary care.

Dispensary / Medical function of DCBO

- Delivery of medical services and benefits payments to the beneficiaries/ IPs irrespective of whether the IPs are tagged to the DCBO or otherwise.
- Collect medicines from the attached nodal ESIC Hospital for use at DCBO and Modified EUD/IMP.
- Supply of medicines to Modified EUD/IMP.
- The medicines will be distributed to beneficiaries attending State run ESIS dispensaries also if the beneficiaries approach DCBO with the prescription indicating non-availability of medicines in their parent dispensary.
- Reimburse the medical reimbursement claim bills of beneficiaries of medicines and lab bills outside the approved list of medicines and lab tests but prescribed by the Modified EUD and Modified IMP/IMP. The prescribing doctor of these units will duly verify these bills.

- Online referral to tie-up hospitals and generation of P-1 form for cases of DCBO and referred by Modified UED, Modified IMP/ IMP and ESIS Dispensaries for secondary care services.
- To function as Medical Referee for online / offline verification of sickness certificate beyond 7 days, issued by the Modified EUD/ Modified IMP/ IMP.
- To verify the claim submitted by the Modified EUD/ Modified IMP/ IMP and make the payments on monthly basis. And also verify claim bills of empanelled chemist and laboratory of DCBO/ Modified IMP and make the payment accordingly.
- To verify the secondary care bills of tie-up hospitals submitted through online UTI module and forward it to Regional Office for further verification and payment.
- To scrutinize the medical reimbursement claim bills of IPs and make payments.

Branch Office function of DCBO

- Discharge the functions of a Branch Office as provided in Branch Office manual. It will observe working hours same as that of Dispensary of DCBO.
- The IPs of the districts who visits the DCBO for medical consultation will have the option to take benefit payments, if any, from the same DCBO.
- Medical reimbursement claim bills of IPs and bills of empanelled chemist / lab will be received, diarized properly, scrutinized and forwarded to DCBO In-charge for further verification and approval.
- All the payments, including reimbursement to IPs to be made electronically.



The details of 29 DCBOs opened are as below

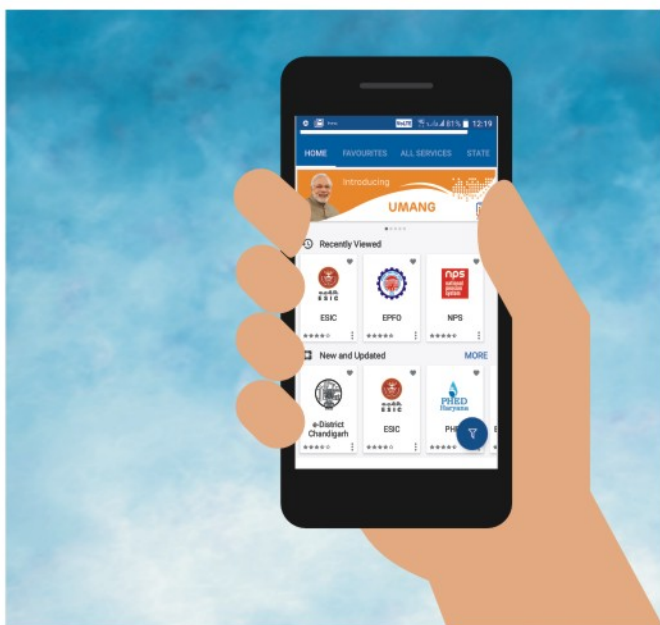
State	DCBO	State	DCBO
Andhra Pradesh	Nellore & Tirupati	Madhya Pradesh	Khargaon
Assam	Manladoi	Maharashtra	Kolaba & Waluj
Bihar	Ara & Begusarai	Odisha	Vedvyas
Chhattisgarh	Rajnandgaon	Punjab	Barnala & Rajpura
Gujarat	Bhavnagar	Rajasthan	Chittorgarh & Jhunjhunu
Haryana	Secor15, Faridabad & Bahadurgarh	Tamil Nadu	Ambattor Industrial Estate
Himachal Pradesh	Mandi	Telengana	Bibinagar
Jharkhand	Ghatshila	Uttar Pradesh	Kanpur Dehat
Jammu & Kashmir	Srinagar	Uttarakhand	Rudrapur & Haridwar
Karnataka	Chikbllapura	West Bengal	Falta & Bankura

Empowering Insured Persons With Instant Information: ESIC – Chinta Se Mukti Mobile App

To empower the ESIC Insured Persons by giving them on the spot information related to ESI Scheme, ESIC has launched 'ESIC – Chinta Se Mukti Mobile App' which is available on UMANG Platform of Government of India. By downloading UMANG App on the mobile phone and tapping on ESIC, the insured persons can instantly get services under ESI Scheme.

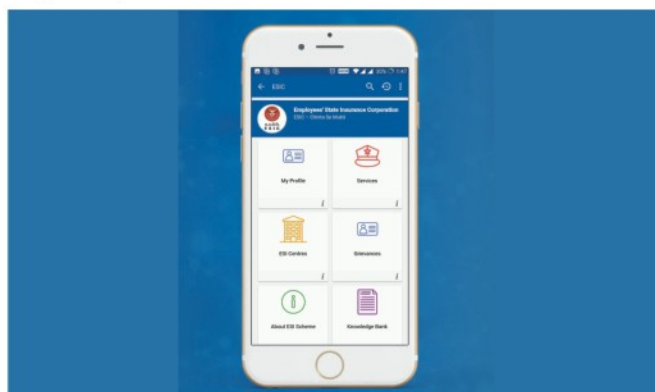
- * Knowledge bank on health topics
- * Audio-visuals on benefits of ESI Scheme
- * Facility for lodging grievance related to ESIC

The IP can view his / her personal and family details such as name, mobile number, employer name and address etc. The IP can also check other details such as benefit period, contribution period, first date of appointment and dispensary name.



The ESIC – Chinta Se Mukti Mobile App provides access to the following information to the IPs:

- * ESI contribution history
- * Personal Profile
- * Claim status
- * Entitlement of ESI Benefits



Other services provided are details of IP's ESI contribution, scheme benefits, claim status, eligibility details for claiming various ESI Scheme benefits etc. The IP can also get information about ESI Centres in his district/ state. Besides the topics related to health, the knowledge bank on health topics gives information about various benefits of ESI Scheme through audio-visuals. The App also has the facility to lodge grievances related to ESIC and check the grievance history.

The App has proved to be very effective and time saving for the IPs to get ESI Scheme related information without visiting ESIC offices.

“Swachhata Hi Sewa Movement” at ESIC Hospital & PGIMSR, Basaidarapur, New Delhi

Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India participated in the “Swachhata Hi Sewa Movement” organised at ESIC Model Hospital & PGIMSR, Basaidarapur, New Delhi on 17.09.18. The other Dignitaries who participated were Shri Heeralal Samariya, Secretary, Labour & Employment, Govt. of India, Mrs. Anuradha Prasad, Addl. Secretary, Labour & Employment, Govt. of India, Shri Raj Kumar, Director General, ESIC, Shri R.K.Gupta, Jt. Secretary, Labour & Employment, Govt. of India, Mrs. Sandhya Shukla, Financial Commissioner, ESIC, Dr. R.K.Kataria, Medical

Commissioner, ESIC and Dr. Deepak Kumar Sharma, Medical Superintendent.

Besides the officials of Ministry of Labour & Employment and ESIC, Insured Persons and beneficiaries of ESI Scheme also observed ‘Swachhata Hi Sewa Movement’. While participating in the cleanliness drive, the Hon'ble Minister said that cleanliness is godliness and reiterated the importance of cleanliness to prevent occurrence of various diseases. The Hon'ble Minister also planted a sapling at the Hospital premises and went around the Hospital and inspected the ongoing construction work.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment and other Senior Officers at ESIC Hospital & PGIMSR Basaidarapur, New Delhi.



Hon'ble Minister and other Senior Officers participating in the 'Swachhata Hi Sewa'



Cleaning of the Hospital premises by Senior Officers of MOL&E and ESIC



Hon'ble Union Minister planting a sapling at the Hospital premises

“Swachhata hi Sewa” Campaign observed at ESIC Hqrs., Regional/Sub-Regional Offices, Hospitals & Dispensaries

ESIC observed “Swachhata Hi Sewa” campaign from **15.09.18 to 02.10.18** at various Regional Offices/Sub-Regional Offices, Hospitals and Dispensaries across the country. During the campaign, special drive for cleanliness of the Establishment premises, tree plantation for clean environment, creating awareness among Insured Persons / beneficiaries / General Public / Officials was carried out. Under outreach of the campaign, health talk, demonstrations, etc. were conducted at local schools where hundreds of students were guided about use of toilets, better hand wash techniques, preventive health measures, etc. Special camps were also organized. Medical Officers/Paramedical staff of various ESIC Hospitals organized camps to create awareness on preventive health measures to be adopted and personal hygiene.



Financial Commissioner, ESIC and other
Officers & Staff cleaning the premises at Headquarters Office

To spread the message of cleanliness, wall paintings (slogans etc.) was also created and banners & posters were displayed. Besides, video film on Swachhata was screened in the hospitals.



Shri P.B. Mani, Additional Commissioner, ESIC
planting a sapling at the ESIC Hqrs. Office



Smt. Sandhya Shukla, Financial Commissioner, ESIC
planting a sapling at the ESIC Hqrs. Office

Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India participated in “Swachhata Hi Sewa Movement” Diwas at ESIC Model Hospital & PGIMS, Basaidarapur, New Delhi on 17.09.18. The Hon'ble Minister said that cleanliness is godliness. He took part in cleanliness drive and reiterated the importance of cleanliness to prevent occurrence of diseases. As a part of “Swachhta hi Sewa” Campaign, Mrs. Sandhya Shukla, Financial Commissioner, ESIC, Shri Sanjay Sinha, Addl. Commissioner, Shri M.K. Sharma, Addl. Commissioner, Shri P.B. Mani, Addl. Commissioner, Shri B.S. Sandhu, Addl. Commissioner, Shri Pranay Sinha, Director and other Officers & Staff of ESIC Hqrs. Office carried out tree plantation and cleaned the office premises on 01.10.18 in support of this campaign.



Plantation of sapling at ESIC Hospital-cum-Residential Complex,
Rohini, New Delhi

पटना में 100 बिस्तरों वाले ईएसआईसी अस्पताल का उद्घाटन

बीमाकृत व्यक्तियों को बेहतर स्वास्थ्य सेवाएं देने के उद्देश्य से ईएसआईसी द्वारा बिहार के बिहटा, पटना में दिनांक 7 जुलाई, 2018 को 100 बिस्तरों वाले अस्पताल का उद्घाटन माननीय केंद्रीय श्रम व रोजगार राज्य मंत्री (स्वतंत्र प्रभार) श्री संतोष गंगवार, श्री सुशील कुमार मोदी, उप मुख्य मंत्री बिहार सरकार एवं श्री राम कृपाल यादव, माननीय ग्रामीण विकास राज्य मंत्री, भारत सरकार के कर कमलों द्वारा किया गया।

केंद्रीय श्रम व रोजगार राज्य मंत्री ने अपने संबोधन में इसे एक सुखद पहल बताया, साथ ही इस अस्पताल को आगे 100 बिस्तर से बढ़ाकर 300 बिस्तरों में तब्दील करने का भरोसा दिलाया। उन्होंने कहा कि मेडिकल कॉलेज की तर्ज पर कार्य करते हुए यह अस्पताल पटना, भोजपुर, बक्सर, वैशाली, अरवल, जहानाबाद आदि इलाकों में ईएसआई योजना के अंतर्गत बीमित व्यक्तियों को आपातकालीन सेवाएं, एक्स-रे, ओपीडी, ऑपरेशन थिएटर में उपचार आदि की सुविधा उपलब्ध कराएगा। उन्होंने राज्य में श्रम कानूनों के सरलीकरण और असंगठित क्षेत्र के कामगारों को सामाजिक सुरक्षा व स्वास्थ्य सुविधा मुहैया कराने का भरोसा दिलाया।



श्री संतोष कुमार गंगवार, माननीय केंद्रीय श्रम और रोजगार राज्य मंत्री (स्वतंत्र प्रभार) उद्घाटन पट्टिका का अनावरण करने के पश्चात प्रसन्न मुद्रा में।

व डिस्पेंसरी खोले जाने हेतु अपने पूर्ण सहयोग का इरादा जाहिर किया।

इस अवसर पर श्री भाई वीरेंद्र, माननीय विधायक, मनेर एवं श्री दीपक कुमार, आईएसएस, मुख्य सचिव बिहार, बिहार सरकार ने भी अपने विचार रखे. श्री हीरा लाल समरिया, सचिव, श्रम व रोजगार मंत्रालय, भारत सरकार ने भी मंत्रालय से यथासंभव सहयोग की बात कही।



श्री संतोष कुमार गंगवार, माननीय केंद्रीय श्रम और रोजगार राज्य मंत्री (स्वतंत्र प्रभार) एवं अन्य गणमान्य समारोह के दौरान दीप प्रज्वलित करते हुए।

श्री गंगवार ने फुलवारीशरीफ, पटना में 50 बिस्तरों के अस्पताल के निर्माण कार्य शुरू होने की जानकारी देते हुए कहा कि भविष्य में 100 बिस्तरों वाले इस अस्पताल के विस्तार की योजना है। माननीय ग्रामीण विकास राज्य मंत्री श्री राम कृपाल यादव ने अपने संबोधन में इसे क्षेत्र के लिए एक बड़ी उपलब्धि बताया।

श्री सुशील कुमार मोदी, उप-मुख्यमंत्री, बिहार सरकार ने अपने संबोधन में राज्य सरकार द्वारा चलाई जा रही कई कल्याणकारी योजनाओं की जानकारी दी।

माननीय श्रम संसाधन मंत्री राज्य सरकार, विजय कुमार सिन्हा व माननीय श्रम स्वास्थ्य मंत्री राज्य सरकार मंगल पांडेय ने श्री संतोष गंगवार का आभार जताते हुए, ईएसआई योजनाओं के सही किर्यान्वयन



समारोह में मंच पर उपस्थित गणमान्य व्यक्तियों का एक चित्र।

Foundation Stone laid for 200 Bedded ESIC Hospital, Butibori, Nagpur (Maharashtra)

Shri Devendra Fadnavis, Hon'ble Chief Minister of Maharashtra, Shri Nitin Gadkari, Hon'ble Minister of Road Transport & Highways, Shipping & Water Resources, River Development & Ganga Rejuvenation, Govt. of India and Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India laid the Foundation Stone of 200 Bedded ESIC Hospital at Butibori, Nagpur (Maharashtra) on 15.07.2018.

Addressing the gathering, Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India said that the 200 bedded ESIC Hospital at Butibori, Nagpur will be constructed with a project cost of ₹ 175 crores in a sprawling plot area of 5 acres and the total built up area of the hospital will be 30,000 sq. meters. The Hon'ble Minister also informed that once this hospital starts functioning, the facilities such as casualty/emergency, OPD, Wards, Modular Operation Theatres(OTs), ICU, CT Scan/MRI/Radio Diagnostics, Dialysis facilities and many more will be made available for the benefits of Insured Persons and their dependants of the area. The Hon'ble Minister emphasized that the prime concern of ESIC is to provide quality medical services & other social security benefits to its Insured Persons as for us they are our VIPs. He further informed the gathering about

the various initiatives and welfare measures taken by his Ministry.

Shri Nitin Gadkari, Hon'ble Minister of Road Transport & Highways, Shipping & Water Resources, River Development & Ganga Rejuvenation, Govt. of India also spoke about various initiatives and reforms launched by his Ministry. He appreciated the efforts of Hon'ble Minister of State (Independent Charge) for Labour and Employment for starting this Hospital and wished for its timely completion.

Speaking on the occasion, Shri Devendra Fadnavis, Hon'ble Chief Minister, Maharashtra gave the assurance that his Govt. will extend full support in establishing the 200 Bedded Hospital, Butibori, Nagpur and said that this hospital will be a great boon for Insured Persons and their family. He also thanked the Union Ministers, Shri Nitin Gadkari and Shri Santosh Kumar Gangwar for their efforts in getting the work of ESIC Hospital started.

The other Dignitaries who graced the occasion included Shri Chandrashekhar Krishnarao Bawankule, Hon'ble Minister of State, Energy, New & renewable Energy, State Excise, Govt. of Maharashtra & Guardian Minister of Nagpur District, Dr. Vikas Mahatme, Hon'ble Member of Parliament, Rajya Sabha and Shri Krupal Tumane, Hon'ble Member of Parliament, Lok Sabha.



Shri Devendra Fadnavis, Hon'ble Chief Minister of Maharashtra,
Shri Nitin Gadkari, Hon'ble Union Minister of Road Transport & Highways, Shipping & Water Resources, River Development & Ganga Rejuvenation and
Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment unveiling the plaque





ESI Hospital, Asansol, West Bengal gets additional 50 bedded hospital building

Construction work of the additional 50 bedded hospital building at ESI Hospital, Asansol in West Bengal commenced on 16.08.2018 in the august presence of Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour and Employment, Govt. of India and Shri Babul Supriyo, Hon'ble Minister of State for Heavy Industries & Public Enterprises, Govt. of India. Senior Officers from ESIC were also present on the occasion.

The proposed hospital building along with staff quarters will be spread in a sprawling area of more than 6200 sqm (approx.) and the project cost is ₹ 30.23 Crore. The project is expected to be completed by March 2020.

Addressing the gathering, Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (Independent Charge) for Labour and Employment said that with the construction of additional 50 bedded hospital, all medical facilities such as



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment addressing the gathering.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment lighting the lamp.

emergency, OPD, OTs, ICU, Radiology, Diagnostics etc. will be provided to about 3 lakhs ESI beneficiaries of the area. The Hon'ble Minister informed that Ministry of Labour & Employment, Govt. of India is taking decisions keeping in view of workers' welfare and well being. The Hon'ble Minister also said that efforts are being made to strengthen medical services in all the districts of the country. He further informed that ESI Scheme is now implemented in more than 500 districts of the country and the ESI Scheme will be implemented in each district of the country in a phased manner.

The Hon'ble Minister said that ESI Scheme in West Bengal was implemented in the cities of Kolkata and Howrah of West Bengal on 14th August, 1955 and today the number of Insured Persons covered under ESI Scheme in West Bengal is about 18 lakhs and the beneficiary population under the scheme is about 70 lakhs. The Hon'ble Minister informed the gathering that Medical facilities are being provided to the Insured Persons and their family members in West Bengal through 44 Service Dispensaries, 13 Hospitals run

under ESI Scheme and 1 Model Hospital run directly by ESIC. He further informed about the decisions being taken by Union Govt. to provide medical and social security benefits to the workers of unorganised sector of the country. He also stressed upon the steps being taken by Union Govt. to simplify the rules to doing the business by amalgamating the existing more than 40 labour laws into four labour codes. Shri Babul Supriyo, Hon'ble Minister of State for Heavy Industries & Public Enterprises, Govt. of India appreciated and thanked the efforts of Hon'ble Union Minister of State (Independent Charge) for Labour & Employment for commencing the construction work of additional 50 bedded hospital building, due to which more than one lakh Insured Persons and around 3 lakhs family members of the area will be benefitted. He also said that Central Govt., State Govt. and local bodies i.e. Municipal Corporation should work in close coordination for the welfare of the population of Asansol area.



Shri Babul Supriyo, Hon'ble Minister of State for Heavy Industries & Public Enterprises, Govt. of India addressing the gathering.

Inauguration

Renovated building of ESIC Regional Office, Puducherry inaugurated

Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India inaugurated the newly renovated building of ESIC Regional Office, Puducherry in the august presence of Shri M. Kandasamy, Hon'ble Minister for Labour & Employment, Govt. of Puducherry on 27.09.2018.

The other Dignitaries who graced the occasion were Shri R. Radhakrishnan, Hon'ble Member of Parliament (Lok Sabha), Shri A. Baskar, Hon'ble Member of Legislative Assembly, Mudaliarpet Constituency, Puducherry, Shri Raj Kumar, IAS, Director General, ESIC and Dr. S. Sundara Vadivelu, IAS, Secretary, Labour, Govt. of Puducherry.

Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India in his address informed the gathering that the new

Persons in case of unemployment and while they search for new engagement.

The Hon'ble Minister also informed that ESIC has taken decision to open Dispensary-cum-Branch Office (DCBO) in every district of the country in a phased manner. The dispensary-cum-branch office will provide primary medical care, referrals for secondary medical care, scrutiny of bills of secondary care referrals etc. Besides, ESIC has also launched a mobile app 'ESIC Chinta Se Mukti' which is available on UMANG Platform of Govt. of India and by visiting this App IPs can easily know various services available under ESI Scheme, their contribution & claim status etc.

Shri M. Kandasamy, Hon'ble Minister for Labour & Employment, Govt. of Puducherry and Shri Malladi Krishna Rao, Hon'ble Health Minister, Govt. of Puducherry appreciated and thanked the efforts of Hon'ble Union Minister of State (Independent Charge) for Labour & Employment for inauguration of new building of ESIC Regional Office, Dispensary and Branch Office in one roof and due to which a lot of persons covered under ESI Scheme will be benefitted. He also requested Hon'ble Union Labour Minister to open one more ESI Hospital at Puducherry for the benefit of Insured Persons and their family.

On the occasion of "Swachhta Hi Seva Pakhwara", Hon'ble Union Minister of State (Independent Charge) for Labour & Employment and other Dignitaries planted saplings at the Regional Office premises to reiterate the importance of clean environment. The Hon'ble Minister also took a round of new building of the Regional Office, Dispensary and Branch Office. On this occasion, a demonstration on good hand hygiene practice was also given by the doctors of ESI Hospital, Puducherry.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment lighting the lamp.

building of ESIC Regional Office, Puducherry has been renovated and upgraded with project cost of ₹ 6.41 crore. Renovated building of Regional Office consists of Branch Office, four doctor dispensary with 6 beds ward, laboratory, pharmacy, registration counter, etc. The Regional Office, Branch Office and Dispensary would be exclusively run for the benefit of insured persons and their family members covered under ESI Scheme. He also informed that the ESI Scheme was implemented for the first time in the Union Territory of Puducherry on 02.10.1966 and at present, the ESI Scheme is serving more than one lakh insured persons and 3.97 lakhs beneficiaries through a network of Regional Office, one ESI Hospital, 12 ESI Dispensaries, 06 Branch Offices, 2 Pay offices and 2 Inspection Offices spread throughout the districts of Puducherry and Karaikal.

The Hon'ble Minister further informed the gathering about the various initiatives and welfare measures taken by his Ministry and also said that ESIC has approved a new scheme "ATAL BIMIT VYAKTI KALYAN YOJNA" for the Insured Persons covered under ESI Scheme. This scheme is a relief payable directly to the Bank Account of Insured



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment along with other dignitaries after unveiling the inaugural plaque.



Renovated and Upgraded 100 bedded ESI Hospital, Tirupati Inaugurated

Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India inaugurated the renovated and upgraded 100 bedded ESI Hospital, Tirupati in Andhra Pradesh on 28.09.2018.

The other Dignitaries who graced the occasion included Shri P Satyanarayana, Hon'ble Minister for Labour, Employment, Training and Factories, Govt of Andhra Pradesh, Smt. S. Geervani Chandra Prakash, Chairperson, Zilla Parishad, Chittoor, Smt. M Sugunamma, Hon'ble Member of Legislative Assembly, Tirupati Constituency, Shri Raj Kumar, DG, ESIC and Shri J.S.V. Prasad, Addl. Chief Secretary, Govt. of Andhra Pradesh.

During his address, Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India informed that the 50 bedded ESI Hospital, Tirupati has been renovated and upgraded to 100 beds capacity having basement, ground and five floors with project cost of approx. ₹ 110 Crore. The hospital building is centrally air conditioned with inpatient and outpatient departments and will provide treatment facility in various departments. This hospital is equipped with facilities such as OPD, IPD, Wards, emergency, diagnostic services, operation theatres, ICU, NICU, CT Scan and X-ray etc. More than 3 Lakh Insured Persons and their family units will be benefited by Upgradation & Renovation of this hospital.

Employment, Training and Factories, Govt. of Andhra Pradesh also spoke on this occasion. He appreciated the efforts of Hon'ble Union Minister of State (Independent Charge) for Labour and Employment for renovation and upgradation of this Hospital and also for according approval of new hospitals and dispensaries in Andhra Pradesh State.

Smt S. Geervani Chandra Prakash, Chairperson, Zilla



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment addressing the gathering.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment lighting the inaugural lamp

He further informed about the steps taken by Central Govt. to promote ease of doing business by amalgamating 38 Labour Laws into 4 Labour Codes. Besides, he also informed about recent increase of monthly payment to Anganwadi & Asha Workers.

Shri Gangwar emphasized that prime concern of ESIC is to provide quality medical services & other social security benefits to its Insured Person & their families.

Shri P. Satyanarayana, Hon'ble Minister for Labour,

Parishad, Chittoor stated that 100 Bedded ESIC Hospital, Tirupati will be a great boon for Insured Persons & their families. She also thanked Union Minister Shri Santosh Kumar Gangwar and Shri P Satyanarayana, Hon'ble Minister for Labour, Employment, Training and Factories, Govt. of Andhra Pradesh for their efforts in getting the renovation and upgradation of the Hospital.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister interacting with the media after inauguration of the Hospital



Foundation stone laid for upgradation of ESI Hospital, Hubli (Karnataka)

Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India laid the foundation stone for upgradation of ESI Hospital, Hubli in Karnataka in the august presence of Shri Venkataramanappa, Hon'ble Minister for Labour, Govt. of Karnataka and Shri Prahlad Joshi, Hon'ble Member of Parliament (Lok Sabha) on 25.10.2018. Shri Basavaraja Horatti, Hon'ble Chairman, Karnataka Legislative Council was the Chief Guest of the function.

The other dignitaries who graced the occasion included Smt. Chaitra Gurupadappa Shirur, Hon'ble President, Jilla Panchayat, Dharwad; Shri Channabasappa Shivalli, Hon'ble MLA; Shri Abbayya Prasad, Hon'ble MLA; Shri Aravind Chandrakant Bellad, Hon'ble MLA; Shri Shankar Patil Munenkoppa, Hon'ble MLA; Shri Pradeep Shettar, Hon'ble MLC; Shri C.M. Nimbannavar, Hon'ble MLA.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment laying the foundation stone.

Addressing the gathering, Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India informed that this 50 bedded ESI Hospital, Hubli was renovated in the year 2017 and now, this existing 50 bedded hospital is being upgraded to 100 bedded hospital by constructing a new 50 bedded block with a project cost of ₹ 25.00 crore. After operational of this new hospital block, the facilities such as OPD, IPD, Wards, 24 x 7 emergency services with dedicated OT and many more services will be provided to around 1 lakh Insured Persons and their family members of the area.

He further informed that ESIC is in the process of establishing 4 new hospitals in the four different districts of the State of Karnataka which also include Dodaballapur and Bommasandra.

He stated that upgradation work of ESI Hospital, Mysore is almost complete. He requested Govt. of Karnataka to provide sufficient numbers of doctors and paramedics to all the State run ESI Hospitals and Dispensaries so that beneficiaries could get good medical care. He also assured that Central Govt. will extend all the necessary support to the State Govt. in the smooth functioning of ESI Scheme in the State.



The Hon'ble Union Minister lighting the lamp.

The Hon'ble Minister also informed about the steps taken by Central Govt. to promote ease of doing business by amalgamating 38 Labour Laws into 4 Labour Codes, various Schemes of Govt. of India like Pradhan Mantri Rojgar Protsahan Yojana (PMRPY), Pradhan Mantri Jeevan Jyoti Beema Yojana (PMJJBY) and Pradhan Mantri Suraksha Beema Yojana (PMSBY) etc.

About the new initiatives launched by ESIC, the Hon'ble Minister informed the gathering about the recently launched "ATAL BIMIT VYAKTI KALYAN YOJNA" of ESIC, opening of 29 Dispensary -cum- Branch Offices (DCBOs) and the ESIC -Chinta Se Mukti mobile app launched on UMANG Platform etc. The Hon'ble Minister also emphasized that the prime concern of ESIC is to provide quality medical care and other social security benefits to its Insured Persons and their beneficiaries.

Shri Venkataramanappa, Hon'ble Minister for Labour, Govt. of Karnataka in his speech appreciated the efforts of Hon'ble Union Minister of State (I/c) for Labour and Employment for renovation and upgradation of this Hospital and also thanked him for according approval of new hospitals in Karnataka State.

In his address, Shri Prahlad Joshi, Hon'ble Member of Parliament (Lok Sabha) stated that the 100 Bedded ESI Hospital, Hubli will be a great boon for Insured Persons & their families and thanked Union Minister Shri Santosh Kumar Gangwar and Shri Venkataramanappa, Hon'ble Minister for Labour, Govt. of Karnataka.

Shri Basavaraja Horatti, Hon'ble Chairman, Karnataka Legislative Council also spoke during the occasion and requested Hon'ble Union Minister for providing more facilities to the ESI beneficiaries of the area.



Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (I/c) for Labour & Employment along with other Dignitaries after unveiling the plaque of foundation laying for the hospital.



Renovated ESI Hospital, Mysore Inaugurated

Shri G. T. Devegowda, Hon'ble Minister for Higher Education, Govt. of Karnataka & District in-charge Minister and Shri Venkataramanappa, Hon'ble Minister for Labour, Govt. of Karnataka inaugurated the Renovated ESI Hospital, Mysore (Karnataka) in the august presence of Shri Prathap Simha, Hon'ble Member of Parliament, Shri R. Dhruvanarayana, Hon'ble Member of Parliament and Shri L.R. Shivaram Gowda, Hon'ble Member of Parliament on 28.11.2018. Shri L. Nagendra, Hon'ble MLA presided over the function.

The other Dignitaries who graced the occasion included Smt. Nayimasultana Nazeer Ahmed, President, Zilla Panchayat, Mysuru, Shri Tanveer Sait, Hon'ble Member of Legislative Assembly, Narasimharaja Constituency, Shri Ashvin Kumar, Hon'ble Member of Legislative Assembly, T. Narasipura Constituency.

During his address, Shri Venkataramanappa, Hon'ble Minister for Labour, Govt. of Karnataka informed that this 100 bedded ESI Hospital, Mysore was constructed in the



Lighting of the lamp on the occasion by the Dignitaries

Shri L. Nagendra, Hon'ble MLA and Shri Tanveer Sait, Hon'ble MLA also spoke on the occasion and appreciated the work of renovation of the hospital and thanked the Central Government.

All the Dignitaries also took a round of newly renovated hospital.



A view of the inaugural ceremony

year 1981. 50 bedded old building portion of this hospital has now been renovated by ESIC with project cost of ₹ 34.25 crore. After commencing of this new block of hospital, the facilities viz. OPDs, IPD, ICU, Wards, emergency, diagnostic services, Operation Theatre complex with two major OT, ICU, Blood Bank and many more services will be provided to around 2.3 Lakh Insured Persons and their family members of the area.

Shri Prathap Simha, Hon'ble Member of Parliament, also stated that the renovated ESI Hospital, Mysore will be a great boon for Insured Persons & their families. He appreciated the efforts of Shri Santosh Kumar Gangwar, Hon'ble Union Minister of State (Independent Charge) for Labour and Employment. He also thanked Hon'ble Union Minister for according approval of establishments/ upgradation of new hospitals in Karnataka State.

Shri R. Dhruvanarayana, Hon'ble Member of Parliament, Shri L.R. Shivaram Gowda, Hon'ble Member of Parliament,



Dignitaries visiting the hospital after inauguration

ESIC wins ISSA Good Practice Award, Asia & the Pacific 2018'

ESIC has won the coveted 'ISSA Good Practice Award' for Administrative Solution for Coverage Extension at the "Regional Social Security Forum for Asia and the Pacific" held at Kuala Lumpur, Malaysia from 2nd October, 2018 to 4th October, 2018.

The award recognizes the measures taken by ESIC for extension of coverage-SPREE (Scheme for Promoting Registration of Employers and Employees), reduced rate of contribution rates for 24 months in newly implemented areas and raising the wage limit for coverage under the ESIC Act, etc.

Shri Raj Kumar, IAS, Director General, ESIC represented Employees' State Insurance Corporation and received the Certificate of Merit on behalf of ESIC.

The Regional Social Security Forum for Asia and the Pacific is a triennial Forum, which is the most important social security event in the Region. For the triennial Regional Forum, ISSA invites submissions for the ISSA Good Practices Award for Asia and the Pacific Regions. The Forum provides unique opportunities to CEOs and Managers of ISSA Member Institutions to discuss key social security challenges and share their experiences.

The ISSA (International Social Security Association) is the principal international organization for Social Security Organizations, Governments and Departments of Social Security. The ISSA, founded in 1927 under the auspices of the International Labour Organization (ILO), Geneva, promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its Members to develop dynamic social security systems.

ESIC hosts ISSA Liaison Office for South Asia at New Delhi. The Liaison Office coordinates with the Member countries and Social Security Institutions in Bhutan, Nepal, Bangladesh, Sri Lanka and Iran on activities of ISSA related to social security.



Shri Raj Kumar, Director General, ESIC receiving the ISSA Good Practice Award, Asia & the Pacific 2018.

ISSA Award



IPs benefitted with the revision of eligibility conditions for SST

ESI Corporation in its 175th meeting held on 18.09.2018 has approved a revised eligibility condition to mitigate the hardship faced by the Insured Person. The new eligibility conditions are being made a part of the Regulation and are under process of notification/calling objections etc. Till it takes a final shape, it may be executed with the administrative instruction.

Administrative instruction

1. The Insured Person who has contributed 78 days in a contribution period be allowed to avail super specialty treatment provided he/she has completed minimum 06 months of insurable employment, i.e. from the date of registration on IP Portal.
2. The members of the family of the Insured Person be allowed super specialty treatment if the Insured Persons has contributed 156 days (78 days in each contribution period) and have completed minimum one year of insurable employment from the date of registration.
3. In both the above cases, the employer should have filed the monthly contribution as per Section 44 read with Regulation 26(a) failing which Regulation 31 of the ESI (General) Regulation, 1950.

4. This shall be available only in the corresponding benefit period.
5. Insured Persons and their family members shall continue to avail the super specialty treatment if the Insured Person is in receipt of extended sickness benefit.
6. The Insured Woman shall be eligible for super specialty treatment in case it arises due to or out of maternity, if she is in receipt of maternity benefit.
7. The cases of employment injury shall not attract the aforesaid conditions.

The aforesaid conditions shall apply only in those cases where expenditure of the treatment for reference is made outside the ESI set-up and is to be paid by the ESIC without share from the State Government. In cases, the Insured Person or their family member requires a treatment which is not available in ESI Hospital or ESI Medical Education Institutions and aforesaid eligibility conditions are not met by the Insured Person, such cases be referred to the Hospitals/ Medical Colleges of the State Government.

Appriciation Letter

9/10/2018

https://mail.gov.in/iwc_static/layout/shell.html?lang=en&3.0.1.2.0_15121607

Subject: **Thanks mail.**

To: dir-gen@esic.nic.in
 : mcayush.hq@esic.in, dmc-sst.hq@esic.in, rd-jharkhand@esic.in,
 rd-jharkhand@esic.nic.in, rd-westbengal@esic.in,
 rd-westbengal@esic.nic.in, ms-odckolkata@esic.in,
 ms-jharkhand@esic.in, smo-jh@esic.in, ssmc-wb@esic.in,
 ms-adyapur@esic.in

Date: 09/10/18 11:52 AM

From: JAGPREET KAUR <jagpreet.02feb@gmail.com>

S/No. 22CR

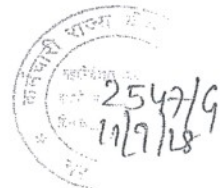
Dear Sir,

I am very thankful to you and your team (Jharkhan , west bengal & Delhi team) who has been supported me and my family a lot for my father (Mr. Harinder singh viridi) treatment at Fortis Kolkata anandapur & Brahamanad hospital Jamshedpur. I hope ESIC will continue to help us in future also. again i Thankful to all your staff.

Thanks & regards
Jagpreet Kaur
Jamshedpur
ESIC No. - 2303028781

MC (AYUSH)

10/9



Two user Friendly Facilities Launched to Empower Insured Persons and their Beneficiaries

In order to empower Insured Persons and their beneficiaries and create awareness among other Stakeholders, ESIC has launched two new user friendly initiatives. The initiatives include the facility of 'IVR/Help Desk' for ESIC Toll Free No. - 1800-11-2526 and production of seven Audio-Visual clips on ESI Benefits.

ESIC Toll Free No. gets IVR /Help Desk Facility

ESIC has started a landmark facility with 'Launching of IVR (Interactive Voice Response) / Help Desk' for ESIC Toll Free No. - 1800-11-2526. The facility was launched formally on 10th August, 2018 by Shri P.B. Mani, Additional Commissioner, ESIC.

Apart from on the spot redressal of callers' queries, this facility also receives the complaints/grievances simultaneously. Complaints requiring longer period are given unique ticket number and forwarded to PG Portal of ESIC for early redressal. The callers are very much satisfied & happy to experience interactive response from 'Help Desk' for the first time. On an average, more than 1000 calls are received daily and attended to the utmost satisfaction of the callers.



Shri P.B. Mani, Additional Commissioner, ESIC inaugurating the IVR / Help Desk facility.

Analysis Report of various types of complaints / inquiry calls received and their disposal during the period 10.08.2018 to 25.11.2018 is given below:

From 10.08.2018 to 31.08.2018, 17784 calls were received and out of this, 7605 calls were answered and 10189 calls were abandoned. 7318 calls were disposed at the helpdesk and the percentage of calls disposed at helpdesk is 96%.

During the month of September, 2018, 22192 calls were received and out of this, 18165 calls were answered and 4027 calls were abandoned. 17709 calls were disposed at the helpdesk and the percentage of calls disposed at helpdesk is 97%.

During October, 2018, 18624 calls were received and out of this, 18216 calls were answered and 408 calls were abandoned. 17863 calls were disposed at the helpdesk and the percentage of calls disposed at helpdesk is 98%.

During November, 2018, 13909 calls were received and out of this, 13650 calls were answered and 259 calls were abandoned. 13548 calls were disposed at the helpdesk and the percentage of calls disposed at helpdesk is 99%.

Calls received in the Helpdesk related to ESI Benefit is 12 %, Insurance / Claim is 10%, related to staff is 7%, related to Hospital/ Address/ Hospital Count in State/ District is 5%, Dispensary address related is 4%, Technical issues related is 4%, IP status related is 3%, Service related is 3% and Registration related is 2%.

From day one, IVR / Help Desk' for ESIC Toll Free No. 1800-11-2526 is proving to be very effective and the stakeholders are using this facility to the optimum level.



Shri P.B. Mani, Additional Commissioner, ESIC reviewing the functioning of IVR / Help Desk facility.

User friendly Audio - Visual Clips on ESIC

To educate and spread awareness about ESI Benefits among the Stakeholders, mainly the workforce, ESIC has produced seven Audio-Visuals using info graphics and simple language. These Audio-Visuals are available on You Tube (Employees' State Insurance Corporation You Tube Channel) and the response for this is very encouraging.

The AVs were produced for 'UMANG' platform of Govt. of India which is hosting the ESIC Mobile App 'Chinta Se Mukti'. The AVs are available in English and all other major regional languages for the benefit of ESIC Insured Persons spread across the country. The Audio-Visual Clips will help all the Stakeholders, Insured Persons & their family members, employers and employees of ESIC to understand the various benefits being provided under ESI Scheme.



REGION IN FOCUS Himachal Pradesh



Sh. Deepak Joshi
Addl. Commissioner & Regional Director

ESIC Regional Office, Himachal Pradesh

The ESI Scheme in Himachal Pradesh is being administered through the Regional Office at Baddi in District Solan. The Regional Office is headed by Additional Commissioner level officer. Benefit payments and other services like facilitation of IPs/employers', dissemination of the information regarding the new initiatives etc. are being provided through a chain of seven Branch Offices including One Dispensary-cum-Branch Office at Mandi. The Medical care through tie-up is being provided and settlement of bills and claims are being done in the Regional Office by the State Medical Officer.

The state of Himachal Pradesh has an area of 55,673 sq. kms with 12 districts and has a population of about 68.6 lakhs. The South-West areas of the state bordering Punjab and Haryana are having major Industrial Center like Barotiwala, Baddi, Nalagarh, Parwanoo, Mehatpur, Sansarpur Terrace etc.

Implementation of ESI Scheme

The ESI Scheme in Himachal Pradesh was started during the year 1977. Initially, Himachal Pradesh region was run by Regional Office, Punjab. The Independent ESIC Regional Office in Himachal Pradesh came into existence in 2004. Out of 12 Districts of the State, ESI scheme is implemented in the entire 7 Districts i.e. Shimla, Solan, Sirmour, Una, Bilaspur, Kangra, Mandi with effect from 01.03.2017. The Govt. of Himachal Pradesh vide notification no. Health-A-(5)1/04-I dated 05.08.2009 decided to implement the ESI Scheme in the state through a Society and accordingly Society for implementation of ESI Scheme in H.P. has been



registered under H.P. Societies Registration Act 2006 on 30.11.2009. The Society for implementation of ESI Scheme in H.P. has started functioning in the state of H.P. w.e.f. 01.04.2010.

The Govt. of Himachal Pradesh vide Notification No. Shram (A) 3-8/2012 dated 11th June 2014 extended the ESI Scheme to the Medical Institutions and Educational Institutions. Further, the HP Govt vide notification No. Lab.-11-2-3/83 dated: 28th June 2014 brought the threshold limit for coverage under section 1(5) of the ESI Act 1948 from 20 to 10.



Coverage of ESI Scheme

Presently 9448 Employers are covered under ESI Scheme in the State. The Number of Employees' and Insured Persons are 2,78,600 and 3,14,720 respectively. The number of beneficiaries under ESI Scheme is 12,21,114.

Finance

Revenue

With the implementation of the Scheme in the whole of implemented districts, more industrial centers came under the purview of ESIC, leading to the increased IP population. Further, with the new initiatives regarding the delivery of cash benefits and medical care to the covered Insured population, the Scheme is getting more popularity in the State. This has resulted in the increase of the Revenue Income of the Himachal Pradesh Region. In comparison to 2016-17 there is an increase of 62% of the revenue during 2017-18. The contribution income during 2017-18 was ₹178.28 crores.

Expenditure

During 2017-18, the total expenditure incurred on Cash Benefits, Medical Care and Administrative Expenditure amounted to ₹ 44.45 crores and the total expenditure incurred on the above accounts during 2018-19 up to September, 2018 is ₹25.42 crores.



Benefits

Medical Care

Medical Care under the ESI Scheme in the State is being provided through Society for Implementation of ESI Scheme in Himachal Pradesh since 01.04.2010. Presently the Society for Implementation is headed by Principal Secretary/Secretary, Health & Family Welfare Department, Govt. of Himachal Pradesh. Medical Care is being provided through a network of 17 ESIS dispensaries, 1 Dispensary-cum-Branch Office, 1 ESIS Hospital at Parwanoo and 1 ESIC Model Hospital at Baddi. The Secondary and Tertiary care is being arranged through a network of 16 Hospitals for Secondary care and 10 Hospitals for Super Specialty Treatment. The tie-up arrangement for Tertiary care is being made by the State Medical Officer based at the Regional Office. During the Year 2017-18, ₹ 1,54,53,682 was spent on the Super Specialty treatment provided to the Insured persons of HP region.

Cash Benefits

Cash benefits are being paid through a network of 7 Branch Offices at Baddi, Nalagarh, Parwanoo, kala Amb, Paonta Sahib, Mehatpur, Mandi.

Performance indicators

The region has shown tremendous improvement in administration of ESI Scheme, since its independent inception from 2004 onwards. The Region has excelled in all activities and roles assigned to it due to collective and synergetic efforts of dynamic Officers and dedicated staff of the region. To corroborate this, the facts are evident as the Region was successful in achieving Revenue Target and

Recovery Target, assigned to it for the last 5 years continuously. Even if satisfaction indicators from beneficiaries are drawn, the Region will again score exceptionally well, despite being a hilly state and having a difficult terrain, adding to that the clusters of industries are widely scattered.

The Region is marching in tune with the progressive and forward looking Employer and Employee friendly policies of Government and as per the directions of ESIC HQ Office. To enumerate few achievements, the Region has implemented ESI scheme in 7 district of the State and implementation of the Scheme in remaining 5 districts are under fast pace of progress, for which the Regional Office is in active consultation with the State Government. Further, the opening of DCBO at Distt. Mandi will prove to be a boon for providing quality primary/secondary health care to vast population of IP there. In addition to this, the opening of DCBO at Shimla, Bilaspur and Kangra are in the offing and will be made functional very soon. Further, as per the policies of the ESIC HQ, Regional Office has perused the matter with Employer's Association in Nalagarh area and the process of opening of two MEUD and two EUD in Solan and Shimla district have already been started. The directions have also been issued to survey the feasibility and to identify the IMPs in the left over areas, where delivery of health services by Corporation are not found adequate.

Regional Office is continuously in touch with the Employee /Employer Associations of the state and keeps them abreast with the latest information and schemes of ESIC, about the benefits, through Seminars, Suvridha Samagam etc. and associating them actively in various activities such as Swachata Pakhwada, Vigilance Week Programme, Awareness Meets, Debates etc. through wide participation of various segments of stakeholders. The process not only helps in dissemination of information but also helps in building up harmonious and congenial atmosphere of mutual trust among all stakeholders and this ultimately help in keeping the grievances and discontent to the bare minimum. Still, if grievance is found represented from any corner, the Region has well tuned Redressal Mechanism in place to handle and resolve the grievance to the satisfaction level of the affected party.





REGION IN FOCUS Jammu & Kashmir



Shri Ashok Rawat
Regional Director

ESIC Regional Office, Jammu & Kashmir

The ESIC Regional Office, Jammu & Kashmir was set up in March, 2003 and the office is functioning from Jammu. Till then, the ESI Scheme in J&K was administered by ESIC Regional Office, Punjab.

ESI Scheme in Jammu & Kashmir

The ESI Act was made applicable to the State of J&K from 01.09.1971 and the ESI Scheme in J&K was implemented on 16.10.1989 under Section 1(3) of the ESI Act in three centres of Jammu, Kathua & Srinagar covering about 7000 workers. Initially the Scheme applied to Factories under Section 1(4) of the Act. It was extended to certain class of Establishments i.e. Shops, Hotels, Restaurants, Road Motor Transport Establishments, Cinema including Preview Theaters, and Newspaper Establishments under Section 1(5) of the Act w.e.f 08.03.2002. The Scheme was extended to the Educational Institutions in the State w.e.f 25.11.2005 and to the

Medical Institutions w.e.f 05.03.2012. Notification for reducing the threshold for coverage of the various class of establishment from 20 employees to 10 person was issued by the State Govt, on 05.03.2012.

From 01.08.2018 the ESI Scheme has been implemented in the entire geographical areas of 8 Districts namely Jammu, Samba, Kathua, Reasi, Udhampur, Srinagar, Pulwama and Budgam. Further from 01.04.2017, the ESI Scheme has also been implemented partially in the Municipal area (District Hqs) of remaining 14 Districts of the State which includes 5 districts of Jammu Division, 7 Districts of Kashmir Division and 2 Districts i.e. Leh & Kargil of Ladakh Division. As on 31.03.2018, total number of 2, 63,990 employees are covered under the ESI Scheme in the state of J&K.

Service delivery

The Cash Benefits to the Insured Persons are at present being delivered through its two Branch Offices located at Jammu & Kathua and one Dispensary –cum- Branch Office located at Srinagar. Further the Medical Benefits are being provided through 8 ESIS Dispensaries out of which 4 Dispensaries are functioning in Jammu Division and 4 Dispensaries are functioning in Kashmir Division. Besides, 1 ESIC (MDDC) Dispensary is also functioning in Kathua District of Jammu Division. ESIC has also setup one 50 bedded ESI Model Hospital at Bari-Brahmana Jammu for providing Secondary Medical Care to the Insured Persons. Besides, ESIC has also made arrangements for provision of Secondary as well as Super Speciality treatment to its Insured Persons through various Tie-up Hospitals in the state. ESIC has also engaged Insurance Medical Practitioners (IMPs) for providing Primary Medical Care to the Insured person where ESIS or ESIC Dispensaries are not established.

Recent Achievements and Future Plans

- One District – cum - Branch Office (DCBO) has started functioning at Srinagar and action for opening of other 3 DCBOs; one each at Samba, Udhampur & Katra area in Reasi District is under process. Feasibility of opening of DCBOs in a phased programme in other Districts of the state is also being examined.

- The recovery action against the defaulter has been taken as per the prescribed procedure and the amount of recovery till date already exceeds to the target amount of 1.55 crores for the year 2018-19.
- Against the target of Revenue Contribution Income amounting to ₹ 65.48 crores for the year 2018-19, the region has already achieved the proportionate amount of the said target till date.
- Special cleanliness drive was launched during the Swachhata Pakwada for cleaning of the inner and outer parts of the office premises and cleaning of toilets in particular.

Achievements of ESIC Model Hospital, Bari Brahmana, Jammu

Launch of Telemedicine

The telemedicine equipment has been installed and made functional in ESIC Model Hospital, Bari Brahmana, Jammu. The IPs and their dependents can take consultation through telemedicine project from MDDC, Kathua directly which will save their time and money.

Bilateral Hip Replacement Performed First Time in J&K

ESIC Model Hospital, Bari Brahmana, Jammu achieved a



new milestone under the leadership of Dr. Om Prakash, Medical Superintendent by doing a difficult surgery Bilateral total hip replacement on a patient aged 31 years in a single sitting and it is first of its kind in Jammu & Kashmir.

The patient was suffering from Ankylosing Spondylitis which is an inflammatory arthritis affecting the spine and large joints. The bones of the patient were fused together resulting in rigid spine with secondary osteoarthritis of both hip joints. This is a difficult surgery as the patient is young and with a crippling disease and the procedure lasted for 4 hours. The procedure could have been done in two sitting but as the patient was in great pain and was suffering, Sr. Orthopaedic Surgeon ESIC Model Hospital, Dr. Nirdosh Mahajan took it as a challenge to operate both sides in one sitting thus relieving the patients from symptoms. Dr. Tilak Raj (Sr. Anaesthetist) and his team were instrumental in ensuring the pain free process for the patient.

Launch of HRMS 2.0 before the deadline

Under the leadership of Dr. Om Prakash, Medical Superintendent, ESIC Model Hospital, Bari Brahman and Nodal Officer of the hospital Dr. Saurabh Sadhotra, the hospital was able to achieve the cent percent transactions online from patient registration to dispensing of drugs from pharmacy, where patients are getting message that the patient has been dispensed the medicines from hospital. The Inpatient, Laundry, C.S.S.D are online and all the bills are processed online. The patient can also access and view the Dhanwantri health record through IP portal on their mobiles. This hospital is ranked Number one in I.T Roll out Dhanwantri. The hospital has carried out outreach programmes at various establishments, factories and schools to create awareness among the IPs about ESI Scheme, ESIC benefits, online booking of appointment etc. and assured them hassle free service at the hospital.



Awareness programme on ESI Scheme by ESIC Regional Office, Odisha

An awareness programme on ESI Scheme with the help of All India Cement Mazdoor Mahasngha was held at M/s. OCL conference hall, Rajgangpur, Odisha on 19.08.2018. Shri R.N. Mallik, Dy. Director, ESIC briefed about ESI Scheme to the gathering. Shri Ghisulal B. Kalal, Hon'ble Member, ESIC, Shri R. Sahoo, Secretary, BMS and Shri Shantanu Mohapatra, Dy. G.Secretary, BMS also participated.



REGION IN FOCUS चंडीगढ़ एवं पंजाब क्षेत्र



श्री सुनील तनेजा
क्षेत्रीय निदेशक

कर्मचारी राज्य बीमा योजना—चंडीगढ़ एवं पंजाब क्षेत्रीय कार्यालय, चंडीगढ़ संघ शासित प्रदेश, चंडीगढ़ एवं संपूर्ण पंजाब प्रदेश में कर्मचारी राज्य बीमा योजना के कार्यान्वयन के लिए उत्तरदायी है। तदनुसार योजना के कार्यान्वयन के लिए उपलब्ध सुविधाओं का विवरण निम्नानुसार है—

चंडीगढ़:

दिनांक 31.03.2018 के आँकड़ों के अनुसार संघ शासित क्षेत्र, चंडीगढ़ में कर्मचारी राज्य बीमा योजना के अंतर्गत में कुल 5210 नियोक्ता पंजीकृत हैं। तदनुसार चंडीगढ़ में कुल 2,16,700 कर्मचारी व 2,30,300 बीमाकृत व्यक्ति कर्मचारी राज्य बीमा योजना के अंतर्गत व्याप्त है। अतः चंडीगढ़ क्षेत्र में लगभग 9,20,000 व्यक्ति कर्मचारी राज्य बीमा योजना के अंतर्गत नकद एवं चिकित्सा हितलाभ प्राप्त कर रहे हैं। विवरण निम्नानुसार है—

क्रमांक	मद	केंद्र शासित प्रदेश चंडीगढ़	क्रमांक	मद	केंद्र शासित प्रदेश चंडीगढ़
1	व्याप्त जिले	01	4	कर्मचारियों की संख्या	216700
2	नियोक्ताओं की संख्या	5407	5	बीमाकृत व्यक्तियों की संख्या	230300
3	शाखा कार्यालयों की संख्या	01	6	राजस्व (करोड़ रु.)	100.06

बीमाकृत व्यक्तियों को निकटतम, सुलभ एवं बेहतर सुविधाएँ प्रदान करने के लिए चंडीगढ़ में एक शाखा कार्यालय एवं निदेशक, स्वास्थ्य सेवाएँ, चंडीगढ़ प्रशासन के सहयोग से दो औषधालय संचालित किए जा रहे हैं। इसके साथ-साथ द्वितीयक श्रेणी की स्वास्थ्य सेवाओं के लिए कर्मचारी राज्य बीमा निगम द्वारा स्वयं संचालित 70 बेड का कर्मचारी राज्य बीमा निगम अस्पताल, रामदरबार भी कार्य कर रहा है जिसका विवरण निम्नानुसार है:—

क्रमांक	अस्पताल का नाम	बिस्तरों की संख्या	औसत दैनिक ओ.पी.डी.	बिस्तर अधिभोग दर प्रतिशत	वर्ष 2017-18 के लिए प्रति बीमाकृत व्यक्ति व्यय (रु.)
1	कर्मचारी राज्य बीमा निगम अस्पताल, रामदरबार, चंडीगढ़	70	695	72%	4,96,009.64

निगम अस्पताल, रामदरबार में आयुष पद्धति से चिकित्सा की सुविधा भी उपलब्ध है।

इसके अतिरिक्त बीमाकृत व्यक्तियों को विशिष्ट व अति विशिष्ट चिकित्सा उपचार उपलब्ध करवाने के लिए विभिन्न विशिष्टताओं में 04 निजी अस्पतालों के साथ कैशलेस टाइ-अप भी किया गया है। उक्त अस्पतालों को आवश्यकतानुसार रेफरल व भुगतान कर्मचारी राज्य बीमा निगम अस्पताल, रामदरबार द्वारा स्वयं किया जाता है।

पंजाब:—

दिनांक 31.03.2018 के आँकड़ों के अनुसार पंजाब क्षेत्र में कर्मचारी राज्य बीमा योजना के अंतर्गत कुल 36,827 नियोक्ता पंजीकृत हैं। तदनुसार पंजाब में कुल 10,70,620 कर्मचारी व 11,66,450 बीमाकृत व्यक्ति कर्मचारी राज्य बीमा योजना के अंतर्गत व्याप्त हैं। अतः पंजाब क्षेत्र में लगभग 46,65,800 व्यक्ति कर्मचारी राज्य बीमा योजना के अंतर्गत नकद एवं चिकित्सा हितलाभ प्राप्त कर रहे हैं।

पंजाब राज्य में कुल 22 जिले हैं जिनमें से कर्मचारी राज्य बीमा योजना का विस्तार 21 जिलों तक है। वर्तमान में ये 21 जिले आंशिक रूप से व्याप्त हैं जबकि एक जिला अभी व्याप्त नहीं है। मुख्यालय के निर्देशों के अनुरूप कर्मचारी राज्य बीमा योजना का विस्तार संपूर्ण पंजाब राज्य में करने के प्रयास किए जा रहे हैं तथा तत्संबंधी नोटिफिकेशन शीघ्र ही जारी किए जाने की संभावना है। विस्तृत विवरण निम्नानुसार है—

क्रमांक	मद	क्षेत्रीय कार्यालय, पंजाब	उप क्षेत्रीय कार्यालय, लुधियाना	उप क्षेत्रीय कार्यालय, जालंधर	कुल
1	व्याप्त जिले	13	1	7	21
2	नियोक्ताओं की संख्या	12173	15000	9654	36827
3	शाखा कार्यालयों की संख्या	12	05	08	25
4	कर्मचारियों की संख्या	464480	376880	229260	1070620
5	बीमाकृत व्यक्तियों की संख्या	503050	415250	248150	1166450
6	राजस्व (करोड़ रु.)	331.69	237.73	152.28	721.7

बीमाकृत व्यक्तियों को निकटतम, सुलभ एवं बेहतर सुविधाएँ प्रदान करने के लिए पंजाब में क्षेत्रीय कार्यालय के अतिरिक्त दो उप क्षेत्रीय कार्यालय एवं 25 शाखा कार्यालय अपेक्षित सेवाएँ प्रदान कर रहे हैं एवं निदेशक, स्वास्थ्य सेवाएँ, पंजाब के सहयोग से 69 औषधालय संचालित

किए जा रहे हैं। द्वितीयक देखभाल के लिए निदेशक, स्वास्थ्य सेवाएँ, पंजाब के अंतर्गत 06 कर्मचारी राज्य बीमा योजना अस्पतालों का संचालन किया जा रहा है। इसके साथ-साथ कर्मचारी राज्य बीमा निगम द्वारा प्रत्यक्षतः एक निगम अस्पताल व दो औषधालय-सह-शाखा कार्यालयों का संचालन भी किया जा रहा है।

क्रमांक	स्थापना	संख्या
01 क्षेत्रीय कार्यालय	क्षेत्रीय कार्यालय	01
02 उप क्षेत्रीय कार्यालय	उप क्षेत्रीय कार्यालय	02
	लुधियाना	01
	जालंधर	01
03 शाखा कार्यालय	शाखा कार्यालय	25
04 कर्मचारी राज्य बीमा योजना अस्पताल	कर्मचारी राज्य बीमा योजना अस्पताल	06
05 कर्मचारी राज्य बीमा निगम अस्पताल, लुधियाना	कर्मचारी राज्य बीमा निगम अस्पताल, लुधियाना	01
06 कर्मचारी राज्य बीमा योजना औषधालय	कर्मचारी राज्य बीमा योजना औषधालय	69
07 औषधालय-सह-शाखा कार्यालय	औषधालय-सह-शाखा कार्यालय	02
	राजपुरा	01
	बरनाला	01

कर्मचारी राज्य बीमा योजना अस्पतालों का विस्तृत विवरण निम्नानुसार क्रमशः

क्रमांक	अस्पताल का नाम	बिस्तारों की संख्या	औसत दैनिक ओ.पी.डी.	बिस्तर अधिभोग दर प्रतिशत	वर्ष 2017-18 के लिए प्रति बीमाकृत व्यक्ति व्यय (रु.)
1	कर्मचारी राज्य बीमा योजना अस्पताल, अमृतसर	100	9282	27.39	758.31
2	कर्मचारी राज्य बीमा योजना अस्पताल, जालंधर	50	3367	22.79	850.54
3	कर्मचारी राज्य बीमा योजना अस्पताल, होशियारपुर	50	2980	32.43	485.19
4	कर्मचारी राज्य बीमा योजना अस्पताल, फगवाड़ा	125	9122	18.24	546.02
5	कर्मचारी राज्य बीमा योजना अस्पताल, एम.जी.जी.	30	3843	46.15	872
6	कर्मचारी राज्य बीमा योजना अस्पताल, मोहाली	30	3489	6.93	748.92

कर्मचारी राज्य बीमा निगम अस्पताल, लुधियाना का विस्तृत विवरण निम्नानुसार क्रमशः

क्रमांक	अस्पताल का नाम	बिस्तारों की संख्या	औसत दैनिक ओ.पी.डी.	बिस्तर अधिभोग दर प्रतिशत
1	कर्मचारी राज्य बीमा निगम अस्पताल, लुधियाना	262	1696.9	97%

चिकित्सा प्रतिपूर्ति (MRC) :

क्षेत्रीय निदेशक द्वारा लगभग पाँच वर्षों से लंबित चिकित्सा प्रतिपूर्ति बिलों के भुगतान के लिए सतत एवं अथक प्रयास किए गए। इस कार्य के लिए क्षेत्रीय निदेशक द्वारा स्वयं अतिरिक्त प्रधान सचिव (स्वास्थ्य), पंजाब सरकार के साथ कई दौर की वार्ता की गई जिसके फलस्वरूप बीमाकृत व्यक्तियों के रुपये 41 करोड़ के लंबित चिकित्सा प्रतिपूर्ति बिलों का निपटान किया जा चुका है तथा तदनुरूप अनेक बीमाकृत व्यक्तियों को लाभ प्राप्त हुआ है एवं उनके वर्षों से लंबित प्रतिपूर्ति संबंधी दावों का निपटान किया गया है। उक्त बिलों के भुगतान के साथ ही बीमाकृत व्यक्तियों की अनेक शिकायतों एवं उनके द्वारा दायर किए गए मुकदमों का निवारण भी हो गया है व निगम के विरुद्ध नए मुकदमे दायर नहीं किए जा रहे हैं। चिकित्सा प्रतिपूर्ति के विवरण निम्नानुसार हैं-

मद	वित्त वर्ष 2017-18 में किया गया भुगतान	दिनांक 01.04.2018 से दिनांक 30.09.2018 तक किया गया भुगतान
चिकित्सा प्रतिपूर्ति बिल (Medical Reimbursement Bill)	26.95 करोड़	14.05 करोड़

बीमाकृत व्यक्तियों को निकटतम स्थानों पर त्वरित एवं बेहतरीन स्वास्थ्य सेवाएं प्रदान करने के लिए क्षेत्रीय निदेशक के विशेष प्रयासों के फलस्वरूप प्रथम चरण में निदेशक, स्वास्थ्य सेवाएं, पंजाब द्वारा द्वितीयक देखभाल (Secondary Care) के लिए आठ प्रतिष्ठित निजी अस्पतालों के साथ कैशलेस सेवाओं के लिए अनुबंध किया जा चुका है तथा दूसरे चरण में लगभग 100 प्रतिष्ठित निजी अस्पतालों के साथ कैशलेस सेवाओं के लिए अनुबंध करने की प्रक्रिया अंतिम चरण में है। इसके पश्चात बीमाकृत व्यक्तियों को विभिन्न प्रकार की चिकित्सा सुविधाएँ सरलता एवं सुगमता से एवं कैशलेस रूप में प्राप्त हो सकेंगी तथा परिणामस्वरूप भविष्य में चिकित्सा प्रतिपूर्ति के दावों में पर्याप्त कमी आएगी।



अति विशिष्ट चिकित्सा (SST) पर व्यय

बीमाकृत व्यक्तियों को अतिविशिष्ट चिकित्सा सुविधाएँ प्रदान करने के लिए क्षेत्रीय कार्यालय, पंजाब द्वारा पंजाब क्षेत्र में 21 प्रतिष्ठित निजी अस्पतालों के साथ कैंशलेस चिकित्सा सेवाओं के लिए टाइअप किया गया है जिनके बिलों का भुगतान क्षेत्रीय कार्यालय द्वारा ऑनलाइन प्रक्रिया के माध्यम से किया जाता है। कर्मचारी राज्य बीमा निगम अस्पताल, लुधियाना द्वारा भी 08 प्रतिष्ठित निजी अस्पतालों के साथ कैंशलेस चिकित्सा सेवाओं के लिए टाइअप किया गया है जिनको आवश्यकतानुसार रेफरल व भुगतान कर्मचारी राज्य बीमा निगम अस्पताल, लुधियाना द्वारा स्वयं किया जाता है। इन विशिष्टताओं में मुख्यतः कार्डियोलोजी, नेफ्रोलोजी, प्लास्टिक सर्जरी, न्यूरोलोजी, न्यूरोसर्जरी, ऑकोलोजी, पी.ई.टी. स्कैन, गैस्ट्रोएंटरोलोजी आदि सम्मिलित हैं।

अति विशिष्ट चिकित्सा व्यय के विवरण निम्नानुसार हैं

मद	वित्त वर्ष 2017-18 में किया गया भुगतान	दिनांक 01.04.2018 से दिनांक 30.09.2018 तक किया गया भुगतान
अति विशिष्ट चिकित्सा पर व्यय (SST)	13.72 करोड़	15.40 करोड़

उक्त प्रक्रिया पूर्णतः ऑनलाइन है एवं प्राप्त सभी बिलों की जाँच मुख्यालय द्वारा अनुबंधित एजेंसी के माध्यम से की जाती है व भुगतान क्षेत्रीय कार्यालय द्वारा यथासमय किया जाता है। यह प्रक्रिया मुख्यालय द्वारा लागू किए जाने की तिथि से ही इस कार्यालय द्वारा अपना ली गई थी एवं संपूर्ण प्रक्रिया तत्समय से ही शत-प्रतिशत ऑनलाइन है।

वसूली:

यह कार्यालय राजस्व वसूली के लक्ष्य के प्रति सदैव सतर्क एवं क्रियाशील रहा है। वर्ष 2017-18 में इस कार्यालय द्वारा राजस्व वसूली के लक्ष्य का 116.26% प्राप्त किया गया। वर्तमान वर्ष में भी वसूली लक्ष्य का लगभग 60% लक्ष्य प्राप्त किया जा चुका है।

सुविधा केंद्र:

कर्मचारी राज्य बीमा निगम की सेवाओं के संबंध में अथवा किसी अन्य प्रकार की पूछताछ के लिए समय-समय पर नियोजक अथवा बीमाकृत व्यक्ति संपर्क करते रहते हैं। इसके लिए क्षेत्रीय कार्यालय, चंडीगढ़ में एकीकृत सुविधा केंद्र स्थापित किया गया है। कार्यालय की टोल फ्री टेलीफोन सेवा भी सुविधा केंद्र के साथ ही समेकित की गई है। आगंतुकों तथा दूरभाष पर संपर्क करने वालों की समस्याओं एवं जिज्ञासाओं का यथासंभव निदान सुविधा केंद्र पर ही करने का प्रयास किया जाता है।

त्वरित शिकायत निवारण एवं निदान प्रणाली

भारत सरकार द्वारा स्थापित किया गया सीपीग्राम पोर्टल और निगम द्वारा अपना स्थापित किया हुआ पीजी पोर्टल बीमाकृत व्यक्तियों की समस्याओं के निदान के लिए बेहद कारगर है। समय-समय पर सीपीग्राम अथवा पी.जी. पोर्टल पर विभिन्न शिकायतें प्राप्त होती हैं। इन शिकायतों का तत्परता से निपटान किया जाता है। इसकी गंभीरता को देखते हुए क्षेत्रीय कार्यालय में अलग कक्ष स्थापित किया गया है जहां पर शिकायत मिलने के साथ ही उसके निदान की कार्यवाही प्रारंभ कर दी जाती है और शिकायत का निपटान यथाशीघ्र किया जाता है। यही कारण है कि इस कार्यालय के पास लंबित शिकायतें नगण्य हैं।

यह कार्यालय बीमाकृत व्यक्तियों के विभिन्न दावों पर त्वरित कार्रवाई करने तथा निपटान करने के लिए प्रतिबद्ध है। क्षेत्रीय निदेशक द्वारा विशेष तौर पर ऐसे मामलों पर प्राथमिकता के आधार पर कार्रवाई करने पर जोर दिया जा रहा है जो काफी समय से लंबित हैं।

उदाहरणार्थ श्री इकबाल सिंह, बीमा संख्या 1709730194 का दुर्घटना मामला लगभग आठ वर्ष से लंबित पाया गया। उक्त बीमाकृत व्यक्ति दिनांक 05.08.10 को दुर्घटनाग्रस्त हुआ था और हितलाभों की जानकारी न होने के कारण तत्संबंधी दुर्घटना रिपोर्ट यथासमय निगम को प्रस्तुत नहीं की गई। दिनांक 22.03.17 को 6 वर्ष के विलम्ब से शाखा कार्यालय, चंडीगढ़ में दुर्घटना रिपोर्ट जमा की गई थी। अति विलंब को देखते हुए क्षेत्रीय निदेशक द्वारा यह मामला मुख्यालय को अग्रेषित किया गया था तथा मुख्यालय के निदेशानुसार मामले में शाखा कार्यालय पुस्तिका के पैरा P.4.40 व P.4.42 के अनुसार मामले की जांच की गई। उक्त कालातीत दावे की तदनुसार गहन जांच एवं लेखा शाखा के परामर्श उपरान्त क्षेत्रीय निदेशक द्वारा उक्त दुर्घटना मामले को 51-ई के अंतर्गत रोजगार चोट के रूप में स्वीकार कर लिया गया। तत्पश्चात मामले में चिकित्सा बोर्ड द्वारा उक्त दुर्घटना से हुई कार्यक्षमता की हानि 50% निर्धारित की गई एवं संबंधित बीमाकृत व्यक्ति को स्थायी अपंगता हितलाभ के लिए एरिअर के रूप में रुपये 598054/- का भुगतान अविलंब किया गया। श्री इकबाल सिंह द्वारा इस संबंध में आभार व्यक्त किया गया।

राजभाषा:

यह कार्यालय भारत सरकार की राजभाषा नीति के अक्षरशः अनुपालन के प्रति समर्पित है। पंजाब राज्य में भी अधिकांश कामगार पंजाब राज्य अथवा आसपास के राज्यों के हैं और हिंदी उनके लिए सरलतम एवं सुगमतम भाषा है। अतः 'ख' क्षेत्र में होने के बाद भी इस कार्यालय का अधिकतम कामकाज राजभाषा हिन्दी में ही निष्पादित किया जाता है। इसी का परिणाम है कि इस कार्यालय को राजभाषा में उत्कृष्ट कार्यान्वयन में न सिर्फ मुख्यालय, क.रा.बी. निगम द्वारा निरंतर पुरस्कृत किया जा रहा है अपितु न.रा.का. समिति व राजभाषा विभाग द्वारा भी सम्मानित किया गया है। मुख्यालय द्वारा अगस्त, 2018 में भुवनेश्वर, ओडिशा में सम्पन्न अखिल भारतीय राजभाषा सम्मेलन में इस कार्यालय को वर्ष 2017-18 में 'ख' क्षेत्र में राजभाषा के उत्कृष्ट कार्यान्वयन के लिए महानिदेशक महोदय द्वारा प्रथम पुरस्कार के रूप में शील्ड प्रदान की गई है। साथ ही वर्ष 2016-17 में 'ख' क्षेत्र में राजभाषा के उत्कृष्ट कार्यान्वयन के लिए राजभाषा विभाग, भारत सरकार द्वारा भी वाराणसी में आयोजित पुरस्कार वितरण समारोह में 'राजभाषा शील्ड' प्रदान की गई है। उक्त पुरस्कार माननीय राज्यपाल, उत्तर प्रदेश श्री राम नाइक के कर-कमलों से क्षेत्रीय निदेशक द्वारा ग्रहण किया गया।

स्वच्छ भारत अभियान:

यह कार्यालय भारत सरकार के स्वच्छ भारत मिशन के लिए मुख्यालय के मार्गदर्शन के अनुरूप क्षेत्रीय कार्यालय एवं अधीनस्थ कार्यालयों में संपूर्ण स्वच्छता के लक्ष्य की प्राप्ति के लिए निरंतर प्रयासरत है। इसके लिए कुर्सियों की मरम्मत, अपेक्षित मदों की ड्राईक्लीन, शौचालयों की सफाई, कूड़े-कचरे के यथानिर्देश निपटान आदि के प्रति सजगता एवं तत्परता से कार्य किया जा रहा है। तदनुसार इस मद के लिए आबंटित बजट का लगभग 95% भाग खर्च किया जा चुका है। स्वच्छ देश, स्वच्छ वातावरण और स्वस्थ कामगार की जिस भावना के साथ यह देश कार्य कर रहा है, क्षेत्रीय कार्यालय, चंडीगढ़ व संपूर्ण पंजाब उसमें अपना भरपूर योगदान दे रहा है।



HOSPITAL IN FOCUS ESIC Model Hospital, Chandigarh



Dr. Sangeeta Mathur
Medical Superintendent

Located in the Union Territory of Chandigarh, popularly known as 'The City Beautiful', the ESIC Model Hospital Chandigarh is an ISO 9001:2015 certified and ESIC 2.0 compliant hospital. Situated in the Industrial Area, Phase-II, Ramdarbar, Chandigarh the hospital is approximately 6 Kms from Chandigarh railway station and is well connected by road with the remaining parts of the city.

The hospital was inaugurated by Dr. Sahib Singh Verma, the then Hon'ble Labour Minister, Govt. of India on 12th October, 2002. Started as a 50 bedded hospital, it was upgraded to 70 bedded hospital. The expansion of the hospital to 100 bedded capacity is under process.

E.S.I.C. Model Hospital is the only ESIC Hospital in the Union Territory of Chandigarh catering to two dispensaries with a population base of 2.3 Lakh Insured Persons and approximately 10 Lakh beneficiaries. Additionally all ESIC staff and pensioners of the region are also being

served by the hospital. Being located in the Tricity, the hospital also attends to large number of beneficiaries from adjoining regions like Panchkula (Haryana), Mohali (Punjab) & Baddi (Himachal Pradesh).

The hospital building is situated amidst well manicured lawns and has spacious waiting areas fitted with modular furniture, TV facility and adequate parking space. Registration counters, Pharmacy and Doctors' rooms are fitted with queue management displays for ease of flow of patients. Both OPD and IPD patients and relatives have access to RO drinking water, hygienic canteen and clean washrooms.

Security in and around the campus is maintained by Ex-servicemen through Security agency as well as CCTV monitoring. The hospital is 100% online. The average daily attendance in OPD is 650 to 750 patients, 10 to 15 patients in IPD and 60 to 65 patients in Casualty. The bed occupancy ratio of the hospital is 72 to 75%.

The hospital is compliant with all statutory laws including PNDT registration, Bio Medical Waste Management, Fire fighting equipments etc.

Hospital Services

The Hospital has come a long way in its journey since its inception and is currently providing medical care to patients in all major specialties through OPD, IPD & emergency services.

Casualty : The casualty wing has ten beds and provides round the clock services by a trained team of doctors, nurses and ambulance services.

Indoor Services : Patients admitted for indoor treatment from OPD and emergency are provided medical care by a dedicated team of floor doctors. All patients are provided hygienic meals and customized diets under supervision by the Dietitian.

OPD Services : OPD services are available in all disciplines including Dental. Physiotherapy and Occupational therapy department plays an active role in providing rehabilitative services to all in need.



Senior citizens are provided registration on priority basis through separate queue. May I Help you Desk is operational during the working hours to assist all.

Counseling services are being provided by the Medical Social Worker and Dietitian.

AYUSH Services : Besides OPD services in Ayurveda & Homeopathy, special treatments like Panchkarma are available to the beneficiaries between 2.00 P.M to 4.00 P.M daily.

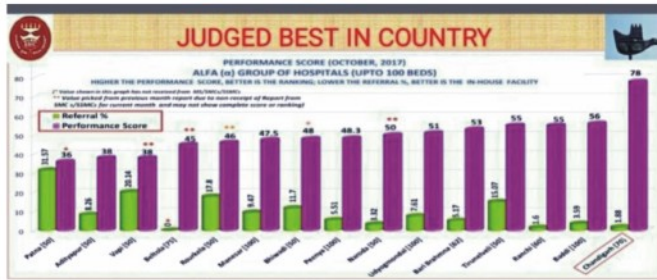
OT Services : Round the clock routine and emergency surgical procedures are being done in the two fully equipped operation theatres at the hospital by a seasoned team of surgeons and anesthetists. Over 200 Laparoscopic procedures have been done successfully.

Diagnostic Support Facilities : A well equipped Pathology Lab and Radiology Department provides investigations as well as radiology services/procedures to beneficiaries. Tie up arrangements have also been made for special diagnostic services.

Referral Services : The hospital is providing cashless service through its empanelled Secondary & Tertiary care Pvt. Health Institutions, as well as Govt. hospitals of great repute- PGI GMCH-32.

Public Grievance Redressal system

Nominated nodal officers are available to facilitate



treatment and redress public grievances. Online grievances & complaints are being dealt as per prescribed guidelines.

Complaint boxes have been installed in reception as well as wards and are periodically assessed.

Feedback forms from patients are being taken daily and assessed by a team for immediate remedial action.

Community Outreach Activities

Lectures for patients and relatives on medical issues and public awareness on various health topics are regularly conducted for the community and in adjoining schools. Regular outreach activities like health checkup camps are being conducted in Chandigarh as well as Mohali. Screening camps for HbA1C, Bone Marrow Density, Anemia etc. are being done periodically at the hospital.

Core Strengthening

Behavioral training for all doctors and staff is conducted regularly. Regular meetings of Infection Control Committee, Biomedical Waste Management and Hospital Development Committee are held for periodic evaluation.



New Initiatives

Special OPDs are organized by the departments on particular days viz. diabetes clinic, epilepsy clinic, Asthma clinic, Growth clinic, Arthritis clinic etc.

Regular telephone sampark with elderly pensioners is being maintained by the Medical Social worker.

Special days like Hindi Diwas, International Yoga Day, Children Day, Swachta Pakhwada are being celebrated.

Mission Statement

- Patient care through dedication
- Core building of employees
- Up-gradation of equipments and services

Story of Commitment to better services with Care and Support (Real cases given by Med Social Worker)

1) Sakshi, a 14 year old girl, (IP No. 1710155274) was diagnosed with valvular heart disease, during her routine checkup and advised Valve replacement.

Both her mother and Sakshi were quite apprehensive about the major surgery, but after counseling sessions and medical support given at ESIC MH Chandigarh, she was successfully operated at an empanelled hospital. Post-operative follow-ups with utmost care by doctors and counseling at ESIMH helped her in regaining her fitness and confidence.

2) Mamta, 27 years (IP No. 1713332195), mother of two small children also underwent valve replacement surgery at empanelled hospital with the support and counseling at ESIC Hospital and informed that she planted a tree at her home after her surgery signifying new lease of life.

All chronic patients, trauma & ICU patients etc are not only given Medical treatment but also supported professionally through Counseling by Medical Social Worker on a day to day basis at ESIC MH Chandigarh.



ESIC Health Services – An Overview



Dr. Arun Kumar Gupta
Dy. Medical Commissioner

Introduction

ESIC is a statutory organization established under ESIC Act 1948. ESIC provides various benefits to its Insured Persons and beneficiaries. Medical benefits are delivered through a chain of ESIC/ESIS run 154 hospitals, 1500 dispensaries and 980 empanelled Insurance Medical Practitioners. At present, ESIC caters to about 3.4 crore insured persons and approximately 13 crore beneficiaries.

Modalities of delivery of medical services

ESIC provides Primary Medical Care Services through the following modes:

- 1) ESIC dispensaries
- 2) ESIS dispensaries
- 3) IMPs on the basis of capitation fees

- 4) Employer Utilization Dispensary (EUD) and
- 5) Mobile Dispensary

In newly implemented areas/ existing areas, where ESIC does not have its own infrastructure, Primary care services are delivered through Empanelment of Insurance Medical Practitioners (IMPs) & Employer Utilization Dispensary (EUD)

Secondary/tertiary medical services, if not available in ESIC/ESIS institutions are provided cashless through tie up arrangement with more than 1000 public/ private hospitals.

Employer Utilization Dispensary (EUD): In the areas where employer has its own set up or agrees to have its own set up in the form of Employer Utilization Dispensary (EUD), ESIC pays capitation fees to the employer based on per IP family unit per annum.

ESIC 2.0 Reforms

Various reforms launched by ESIC during 2015 under ESIC 2.0 include the following:

- 24X7 Medical Helpline.
- Special OPD for Sr. Citizens and differently-abled persons in ESIC hospitals.
- Cleanliness, painting work & white washing of hospital buildings.
- Service areas in the hospitals to be well lit.
- Repair of the building.
- Improving Horticulture for better ambience.
- Top importance for cleanliness of toilets.
- To increase ESI coverage all over the India.
- May I help you desk
- Behavioral training for the medical and para-medical staff
- Queue Management
- Proper attractive signages

New Initiatives

In spite of various modalities to deliver primary care services, there has not been much progress in improvement

in quality services. In order to strengthen Primary medical care services, ESIC has undertaken various initiative i e Modified EUD, Modified IMP etc.

Modified Employer Utilization Dispensary (M-EUD) : This is empowering stakeholder to run dispensary. M-EUD will be run by Employer/ Employer Association on voluntary basis. Employer in coordination with ESIC field staff will find the suitable premises for setting up of dispensary, preferably in the vicinity of clusters of residential area of IPs. ESIC will pay rent to the Employer and will provide instruments and equipments. ESIC will assist Employer to appoint the manpower by passing the Govt. procedure and let the market forces to act. Employer will supervise the functioning of dispensary.

Modified Insurance Medical Practitioners: Earlier IMPs used to be normally appointed by the Director Insurance Medical Scheme (DIMS), ESI Scheme and are paid ₹ 500/- per Insured Person per year which includes consultation, basic lab investigation and cost of medicines. With this remuneration of ₹ 500/- per IP per year, IMP perceived this amount as inadequate for consultation, lab test and issuance of medicines for one year to all family members. In order to improve the services through IMP, a modified IMP Scheme has been approved by ESI Corporation.

Salient features of Modified IMP scheme

Selection of IMPs:

- (1) In order to attract IMPs & enhance satisfaction level of IP, an Expression of Interest (EOI) will be floated by RD office for the area where IMPs are required on the basis of % discount over ₹ 500/- offered by IMP for providing consultation to IP and their dependent family members for one year.
- (2) The IMP may give his/her quotation offering discount over ₹ 500/- per IP family.
- (3) Depending upon the number of IPs in an area, more IMPs may be appointed. For example :
 - (a) Up to 2000 IPs - 1 IMP
 - (b) 2000 - 4000 IPs - 2 IMPs

And so on, one IMP for every 2000 IPs.



Tagging of IMP : Tagging of IP is to be done by Employer. ESIC will issue UHID wise pre numbered draft health passbook/print of pass book to all the IPs/ Family members through their employers, who will be responsible for mapping and entering IPs and family members credentials (UHID No. Aadhar No. & Mobile No.) into the system. Employer will take QR coded print out of credential and paste it with photo of the patient on the credential page of the health pass book and certify the same forthwith.

Duties and Responsibilities of IMP :

- (1) IMP has to down load ESIC UMANG App in his/her mobile & log-in 'Chinta Se Mukti' ESIC Mobile App.
- (2) At the time of visit of patient subject to prior tagging of IPs & family, the IMP will generate Check-in number and select the provisional ailments from International classification of disease (ICD) in drop box as given in the App, based on complaints and examination of patient.
- (3) IMP will prescribe medicines as per available medicine list (drawn from national essential list of medicine) and basic investigations in the aforesaid health passbook with signature and upload image of prescription in the App.
- (4) In addition through Mobile App, the IMP may recommend sickness benefit of 7 days in a spell up to maximum period of 30 days in a year, subject to remote verification of such recommendation by medical referee/ DCBO doctor, the benefit would be deposited in the bank account of the IP.
- (5) In case referral is required to higher centre except emergency, he/she has to refer the patient to Dispensary cum Branch Office (DCBO) for further necessary action.
- (6) In case of medicines/lab tests prescribed outside the list by IMP, patient has to visit DCBO for procurement or reimbursement of paid amount for self purchase of medicine/ investigation performed.

Delivery of Medicine and Diagnostic facility :

- (1) ESIC Regional office in coordination with DCBO/BO will empanel Jan Aushadhi Kendra, if available locally, otherwise it will empanel local chemist based on discount offered on MRP of drugs.
- (2) Similarly ESIC Regional office in coordination with DCBO/BO will empanel Diagnostic centre for basic investigations based on discount offered on CGHS rates through EOI.
- (3) Both Chemist and diagnostic centre will also have to download the ESIC "Chinta Se Mukti" App and log-in.
- (4) At the time of visit by patient, Chemist will check health pass book and dispense prescribed medicine and prepare bill. He will log-in ESIC App and enter the bill no., amount, upload image of bill and confirm

dispensing of prescribed medicines to the patient. He will keep the photo/ scanned copy of prescription of booklet and get it signed by patient/ attendant.

- (5) Similarly, Diagnostic centre will perform the prescribed test from the provided list. He will prepare the bill of investigations. He will log-in the ESIC mobile App and enter bill no, amount, upload image of bill and confirm conducting the lab tests. He will also keep the photo/ scanned copy of prescription of booklet and get the lab slip signed by patient/ attendant.

Payment to IMP, Chemist & Diagnostic centre :

- (1) **To IMP :** ESIC will reimburse the remuneration to IMP on quarterly (every three months) basis against the claim raised by IMP based on number of eligible IPs tagged to him/her .The number of contributing IPs or attached to the said IMP as average of number attached on first and last day of every month, not exceeding 2000, are to be taken as number for that month for the purpose of payment. This payment will be made on-line by DCBO in the district/ nearest Branch office.
- (2) **To Empanelled chemist/ Diagnostic centre :** The claim will be submitted by chemists/ Diagnostic centre at DCBO/BO along with summary statement as generated by Mobile App accompanied with (1) medicines/ laboratory test bills, (2) copy of the relevant page of health passbook containing prescription as prescribed by IMP with signature/ thumb impression of the patient/attendant as a proof of receipt of medicines/ laboratory tests report on monthly basis. Branch/DCB Office of ESIC will verify claim bills and submit to RO for payment.
- (3) **RO as per prescribed procedure will make payment online.**

Secondary care Services: Provided through chain of ESIC/ ESIS hospitals. Efforts are being made to meet the shortage of medical and para medical manpower through empanelment of specialists on case to case basis and development of in-house ICU/HDU services.

Tertiary care services: ESIC in its 167th meeting held on 18.12.2015 approved that it will run 02 hospitals and 01 super specialty hospital in each state. Based on this, ESIC has initiated its efforts to develop Super Specialty services in its own hospitals. However cashless tie up arrangement has been done with reputed Public/ Private hospitals.

ESIC is committed to provide quality care services to its beneficiaries through in-house arrangement as far as possible. However services particularly tertiary care will be provided through tie-up arrangement with reputed public/private institutions.



News in Brief

कर्मचारी राज्य बीमा निगम मुख्यालय में हिंदी दिवस समारोह



महानिदेशक, क.रा.बी.नि. तथा अन्य वरिष्ठ अधिकारी क.रा.बी.नि. की हिन्दी पत्रिका "पंचदीप भारती" के 16वें संस्करण का विमोचन करते हुए।

कर्मचारी राज्य बीमा निगम मुख्यालय में 14 सितंबर, 2018 को हिंदी दिवस के शुभ अवसर पर हिंदी दिवस समारोह का आयोजन किया गया। कार्यक्रम के दौरान महानिदेशक कर्मचारी राज्य बीमा निगम, श्री राजकुमार ने बतौर अध्यक्ष अपने सम्बोधन में विभाग के दैनिक क्रियाकलापों में हिंदी के अधिकाधिक प्रयोग पर जोर दिया और सभी को हिंदी दिवस की शुभकामनाएं दी।

कर्मचारी राज्य बीमा निगम के बीमा आयुक्त श्री ए. के. सिन्हा ने बोलते हुए विभाग की राजभाषा नीति को कार्य रूप में परिणति किये जाने पर बल दिया। कर्मचारी राज्य बीमा निगम के अपर आयुक्त (राजभाषा प्रभारी) ने माननीय गृह मंत्री, भारत सरकार के संदेश को सभा के समक्ष

रखा। कर्मचारी राज्य बीमा निगम के उपनिदेशक (राजभाषा) श्री श्याम सुन्दर कथूरिया ने हिंदी प्रगति रिपोर्ट 2017-18 पेश की।

कर्मचारी राज्य बीमा निगम महानिदेशक एवं मंच पर उपस्थित विभागीय अधिकारियों ने निगम मुख्यालय की हिंदी पत्रिका 'पंचदीप भारती' के 16वें अंक का विमोचन किया। विभाग में आयोजित हिंदी परखाड़े में आयोजित प्रतियोगिताओं के साथ-साथ हिंदी डिक्टेशन योजना प्रतियोगिता तथा मूल हिंदी टिप्पण आलेखन प्रतियोगिता के विजेताओं को भी सम्मानित किया गया। इस अवसर पर पारंगत प्रशिक्षण के सफल प्रशिक्षार्थियों को प्रमाण पत्र भी वितरित किए गए।

क्षेत्रीय कार्यालय पटना में स्वास्थ्य जांच शिविर का आयोजन

ई.एस.आई.सी., बिहार द्वारा दिनांक 07/09/18 को हाजीपुर स्थित औषधालय में एक स्वास्थ्य जांच शिविर का आयोजन किया गया। इस शिविर का उद्घाटन ई.एस.आई.सी., बिहार क्षेत्र के अपर आयुक्त एवं क्षेत्रीय निदेशक श्री अरविन्द कुमार ने किया। शिविर में ई.एस.आई.सी. के 305 से अधिक लाभार्थियों का स्वास्थ्य परिक्षण किया गया जिनमें पैथोलॉजिकल जांच, आदि की सुविधा भी उपलब्ध कराई गयी तथा उन्हें करीब 40 प्रकार की दवाईयां भी उपलब्ध करायी गयी। इस अवसर पर ई.एस.आई.सी. के राज्य चिकित्सा अधिकारी डॉ. अविनाश कुमार, चिकित्सा सतर्कता अधिकारी डॉ. मुकेश कुमार मोदी, मेडिकल रेफरी डॉ. संतोष कुमार के अतिरिक्त ई.एस.आई.सी. औषधालय के डॉ. रामविनय प्रसाद, डॉ. सुरेन्द्र राय, डॉ. सी.के.पी सिंह एवं डॉ. ब्रिजानंदन प्रसाद भी उपस्थित थे।

इस अवसर पर अपने विचार व्यक्त करते हुए क्षेत्रीय निदेशक श्री अरविन्द कुमार ने कहा कि बिहार क्षेत्र के ई.एस.आई.सी. के लाभार्थियों को बेहतर चिकित्सा सुविधा उपलब्ध कराने के लिए कई प्रभावी कदम उठाये गए हैं तथा उठाये जा रहे हैं। ऐसी व्यवस्था की जा रही है कि बीमारी या आकस्मिकता की किसी भी स्थिति में उन्हें तुरंत चिकित्सा सेवा/सहायता/उपलब्ध कराई जा सके। उन्होंने कहा कि

आनेवाले समय में स्थिति और बेहतर होगी। उन्होंने कहा कि पहले औषधालयों में जहां मात्र 3-4 दवाईयां उपलब्ध रहती थी, वहां अब 40 से अधिक प्रकार की दवाईयां उपलब्ध कराई जा रही है तथा भविष्य में इन दवाओं की और संख्या बढ़ाने हेतु प्रयास किए जा रहे हैं।





Year End Review - 2018 Employees' State Insurance Corporation

Ministry of Labour & Employment, Govt. of India
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Major Steps Taken by ESIC

Dispensary-cum-Branch Office (DCBO): To strength its services delivery mechanism, ESIC has started establishing at least one contact point in every district of the country in phased manner in the form of Dispensary-cum-Branch Office (DCBO) to provide the primary medical services and cash benefits delivery.

Modified Employer's Utilization Dispensary (Modified EUD): The decision for establishing Modified Employer's Utilization Dispensary (Modified EUD) on pilot basis has also been taken, with the objective of strengthening of stake holder's participation in the expansion of primary care services of ESIC. Premises will be hired suitably for setting up of dispensary, preferably in the vicinity of clusters of residential area of IPs. ESIC will provide furniture, equipments and medicines. Employer will appoint manpower and supervise the functioning of dispensary.

ATAL BIMIT VYAKTI KALYAN YOJANA: Considering the change in employment pattern and the current scenario of employment in India which has transformed from a long term employment to short term engagement in form of contract and temping, the ESI Corporation has approved a Scheme named "ATAL BIMIT VYAKTI KALYAN YOJANA" for Insured Persons (IPs) covered under the Employees' State Insurance Act, 1948. This scheme is a relief payable in cash directly to their Bank Account in case of unemployment and while they search for new engagement.

Modified Insurance Medical Practitioner (IMP) Scheme, 2018: ESI Corporation has also given in principal approval to **Modified Insurance Medical Practitioner (IMP) Scheme, 2018** to make IMP Scheme more attractive on pilot basis. The Scheme may further be expanded in the new areas as well as existing areas as per need. In area, where ESI does not have its medical establishment, or in newly implemented area, Primary Medical Care is provided cash less through tie up arrangement, with Insurance Medical Practitioner (IMP). Earlier IMPs used to be normally appointed by the Director Insurance Medical Scheme (DIMS), ESI Scheme and were paid Rs. 500/- per Insured Person per year which included consultation, basic lab investigation and cost of medicines.

a. Under Modified Scheme, IMP will prescribe medicines as per available medical list (drawn from national essential list of medicine and basic investigations) in the health passbook with signature and upload image of prescription in the app.

b. In addition through Mobile App, the IMP may recommend sickness benefit of

7 days in a spell up to maximum period of 30 days in a year, subject to remote verification of such recommendation by medical referee/DCBO doctor, the benefit would be remitted in the bank account of IP.

"UMANG: ESIC – Chinta Se Mukti" Mobile App:

IP centric information services are now made available through 'ESIC – Chinta Se Mukti' mobile app launched through UMANG (Unified Mobile Application for New-age Governance) platform. The IP, who has registered his mobile number in ESIC database, can access variety of information through this app downloaded free of cost from Google Play Store on multiple channels like mobile application, web, etc., and can be accessed through smartphones, tablets and desktops, etc.

With a simple mobile based authentication system, the IP can know about his personal and enrolled family demographic details, Contribution details, Insurance & eligibility details, information on entitled Benefits, Claim Status, Dispensary and Branch Office to which he is associated, etc. He can submit his feedback and avail services through this app. In addition, there is a knowledge bank pertaining to various benefits of ESI scheme. In due course, the App shall be made available in 13 different Indian languages including Hindi and English.

Extending coverage of social Security net of ESI Scheme (under ESIC 2.0)

- As per of its 2nd Generation Reforms ESIC-2.0, the ESI Corporation has decided to implement the ESI Scheme all over India. Accordingly, the ESI Scheme has already been implemented fully in 325 districts and partially in 178.
- As part of extending the social security benefits of ESI Scheme in the entire country, the scheme has been notified in all states and Union Territories except Arunachal Pradesh & Lakshadweep Islands. ESI Scheme is now in 36 States/Union Territories.
- The number of Insured Persons covered under the ESI Schemes on 31.03.18 has increased to 3.43 crores. The number of beneficiaries covered under Scheme has gone up to 13.32 crores.
- The number of factories and establishments covered by the end of the year had gone up to about 10.34 lakh.



OBSERVANCE OF VIGILANCE AWARENESS WEEK

Vigilance Awareness week was observed by all ESIC establishments from 29.10.2018 to 03.11.2018 in a befitting manner in accordance with the instructions/guidelines of Central Vigilance Commission, Government of India. The theme of Vigilance Awareness Week was "Eradicate Corruption-Build a New India".

To begin with, on 29.10.2018, Integrity Pledge was administered by the Head of the respective ESIC unit to all staff members.

In order to create awareness among the staff members and other stakeholders including the IPs and their beneficiaries, posters/banners with suitable slogans in English, Hindi and regional languages on the necessity of eradication of corruption and creating an environment of transparency was displayed at prominent locations at the premises of various units and places with public interface. Debate / quiz competitions were organised at different locations of Regional and Sub-Regional offices participating youth and college students of the locations. Besides, meetings, seminars, debates and workshops on the theme of ways and means to eradicate corruption was organised at various locations by Regional and Sub-regional offices participating employees, employers and NGOs etc. On this occasion, grievance redressal camps / Suvidha Samgams were organised by ROs / SROs and Hospitals. Pamphlets on preventive activities of corruption and anti-corruption measures were distributed to the stakeholders.

Integrity Pledge for Citizens

I believe that corruption has been one of the major obstacles to economic, political and social progress of our country. I believe that all stakeholders such as Government, citizens and private sector need to work together to eradicate corruption.

I realize that every citizen should be vigilant and commit to highest standards of honesty and integrity at all times and support the fight against corruption.

I, therefore, pledge:

- To follow probity and rule of law in all walks of life;
- To neither take nor offer bribe;
- To perform all tasks in an honest and transparent manner;
- To act in public interest;
- To lead by example exhibiting integrity in personal behavior;
- To report any incident of corruption to the appropriate agency.

Integrity Pledge for Organisations

We believe that corruption has been one of the major obstacles to economic, political and social progress of our country. We believe that all stakeholders such as Government, citizens and private sector need to work

together to eradicate corruption.

We acknowledge our responsibility to lead by example and the need to put in place safeguards, integrity frameworks and code of ethics to ensure that we are not part of any corrupt practice and we tackle instances of corruption with utmost strictness.



Smt. Sandhya Shukla, Financial Commissioner,
ESIC administering Integrity Pledge to the employees.

We realize that as an Organisation, we need to lead from the front in eradicating corruption and maintaining highest standards of integrity, transparency and good governance in all aspects of our operations.

We, therefore pledge that:

- We shall promote ethical business practices and foster a culture of honesty and integrity;
- We shall not offer or accept bribes;
- We commit to good corporate governance based on transparency, accountability and fairness;
- We shall adhere to relevant laws, rules and compliance mechanism in the conduct of business;
- We shall adopt a code of ethics for all our employees;
- We shall sensitize our employees of laws, regulations, etc. relevant to their work for honest discharge of their duties;
- We shall provide grievance redressal and Whistle Blower mechanism for reporting grievances and fraudulent activities;

कर्मयोगी

ईएसआईसी के खिलाड़ियों की उपलब्धियाँ



श्री अशोक कुमार
उप निदेशक मुख्यालय

ESIC सामाजिक सुरक्षा के लिए प्रतिबद्ध वैधानिक निकाय है। इसी प्रतिबद्धता का प्रसार करते हुए खेल में उत्कृष्ट योगदान देने वाले खिलाड़ियों का ESIC द्वारा चयन किया जाता रहा है। राष्ट्रीय व अंतर्राष्ट्रीय स्तर पर भागीदारी करते हुए देश का नाम रोशन करने वाले खिलाड़ियों का चयन कर, ESIC ने उन्हें न सिर्फ रोजगार दिया है बल्कि उनके प्रदर्शन को सुधारने/बेहतरी के लिए कई सुविधाएँ भी प्रदान की हैं।

1. राष्ट्रीय एवं अंतर्राष्ट्रीय स्तर पर भागीदारी करने वाले खिलाड़ियों को DOPT के नियमानुसार उनकी पूरी भागीदारी को on duty माना जाता है तथा उसी के अनुरूप सुविधाएँ प्रदान की जाती हैं।

2. खिलाड़ियों को किट एवं यूनिफॉर्म प्रदान की जाती है।
3. खिलाड़ियों को प्रशिक्षण हेतु विभिन्न प्रशिक्षण संस्थानों में भेजा जाता है।
4. समय-समय पर पूर्व प्रतिस्पर्धा कोचिंग कैंप (Pre-tournament Coaching Camp) का आयोजन कर उनकी खेल क्षमता को सुधारने का प्रयास किया जाता है।
5. असाधारण (extraordinary) प्रदर्शन करने वाले खिलाड़ियों को विशेष वेतन वृद्धि (special increment) दी जाती है।
6. राष्ट्रीय एवं अंतर्राष्ट्रीय स्तर पर रिकॉर्ड ब्रेकिंग प्रदर्शन करने वाले खिलाड़ियों को out of turn promotion प्रदान किया जाता है।

वर्ष 2016 में 135 प्रतिभावान खिलाड़ियों (meritorious sports person) का ESIC ने चयन किया। अंतर मंत्रालय प्रतिस्पर्धा में श्रम मंत्रालय की टीम में 90 प्रतिशत से अधिक खिलाड़ी ESIC के ही होते हैं। पिछले 2 वर्षों में फुटबॉल, कबड्डी, टेबल टेनिस, कुश्ती जैसे खेलों में प्रतिभाशाली खिलाड़ियों ने अपने उत्कृष्ट प्रदर्शन से गोल्ड मेडल जीत कर ESIC एवं मंत्रालय का नाम रोशन किया है।

इसी उपलब्धि को आगे बढ़ाते हुए हाल में ही कुछ खिलाड़ियों ने अन्तर्राष्ट्रीय स्तर पर शानदार प्रदर्शन कर ESIC के साथ-साथ देश का भी नाम रोशन किया है।

इन खिलाड़ियों की जानकारी निम्नलिखित तालिका में दी गई है

क्र.सं. खिलाड़ी का नाम

1. प्रमोद भगत, उच्च श्रेणी लिपिक, RO, भुवनेश्वर प्रदर्शन गोल्ड मेडल, एकल प्रतिस्पर्धा में एवं कांस्य पदक टीम प्रतिस्पर्धा में-बैडमिंटन-पारा एशियन गेम्स, जकार्ता, इंडोनेशिया, अक्टूबर 2018



2. भावनाबेन हसमुख भाई पटेल, उच्च श्रेणी लिपिक, RO, गुजरात प्रदर्शन रजत पदक, पारा टेबल-टेनिस, पारा एशियन गेम्स, जकार्ता, इंडोनेशिया, अक्टूबर 2018



3. **अवनिल कुमार**, बहुकार्य स्टाफ, डीएमडी प्रदर्शन कांस्य पदक, पारा एथलेटिक्स, पारा एशियन गेम्स, जकार्ता, इंडोनेशिया, अक्टूबर 2018



इन सभी खिलाड़ियों को माननीय प्रधानमंत्री ने ट्विटर के माध्यम से व्यक्तिगत तौर पर बधाई दी तथा इनकी उपलब्धि को देश के लिए मूल्यवान एवं गौरवान्वित करने वाला कहा था। वास्तव में खिलाड़ियों के प्रदर्शन ने ESIC का गौरव बढ़ाया है। यह संगठन इनके प्रदर्शन में सुधार हेतु और भी मदद देने के लिए प्रतिबद्ध है।

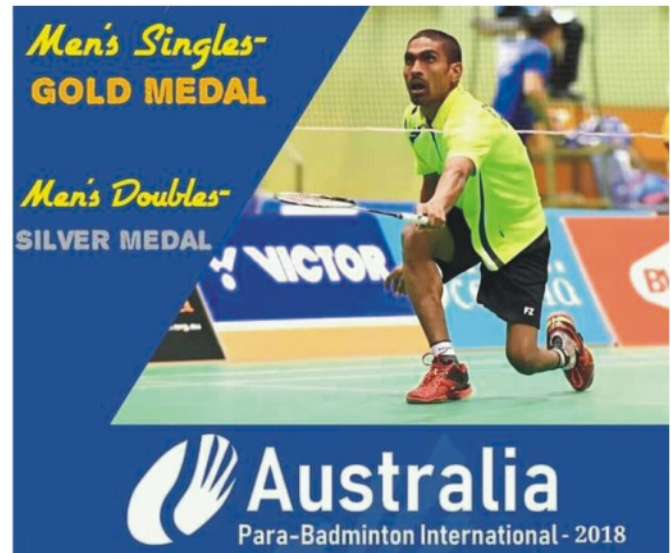
इसके अलावा टीम स्तर पर ऑल इंडिया पब्लिक सेक्टर टूर्नामेंट एवं विभिन्न बैडमिंटन व टेबल टेनिस प्रतिस्पर्धाओं में खिलाड़ियों ने समय-समय पर उत्कृष्ट प्रदर्शन किया है। मुख्यालय में कार्यरत मोहिता सहदेव ने ESIC का प्रतिनिधित्व करते हुए पब्लिक सेक्टर टूर्नामेंट 2017 में रजत पदक एवं All India Inter Institutional Badminton Tournament 2018 में कांस्य पदक जीता था। ESIC के लिए वह पल गौरवशाली था जब चेन्नै में कार्यरत टेबल टेनिस खिलाड़ी एस. तिका ने अर्जुन पुरस्कार प्राप्त खिलाड़ी मोमा दास को एकल स्पर्धा में हराया था।

अनेकों उपलब्धियाँ ऐसी भी हैं जिन्हें इस आलेख में उल्लिखित कर पाना संभव नहीं। लेकिन पदक पाने वाले खिलाड़ियों की एक लंबी लिस्ट है जो अपनी प्रतिभा एवं क्षमता से इस संस्था को गौरवान्वित करते रहे हैं। यह संस्था इनके आगामी प्रतिस्पर्धा में अच्छे प्रदर्शन की शुभेच्छा करता है तथा उम्मीद करता है कि ये खिलाड़ी आने वाले समय में अपना बेहतर प्रदर्शन करेंगे।

Yet another feather in the cap of Shri Pramod Bhagat

Shri Pramod Bhagat of ESIC, Bhubaneswar Branch won Gold Medal in Men's Single Badminton and Silver Medal in the men's double in the recently concluded Australia Para-Badminton International -2018 held at Australia.

ESIC family congratulates Shri Pramod Bhagat for his second outstanding achievement during 2018 at the international games.



कर्मयोगी

Relief activities conducted for the flood victims by ESIC Hospital Ezhukone, Kollam, Kerala



To provide medical aid to the flood victims, the medical team from ESIC Hospital, Ezhukone visited two camps in Thodiyoor, Pathanamthitta district which was shattered by the floods. The team consisted of Dr R P Jayasree RD, DMS, Dr Lekshmi Priya, ENT specialist and Dr Tessy Kurien, three pharmacists, nursing staff and nursing orderly. AD (Admn.) also accompanied the team.

1. Rehab center Govt. L P School Thodiyoor

The medical camp started at 9.30 A.M. on 20.08.2018. About 300 persons registered in the camp were examined and all the needy patients were provided necessary drugs and dressings.

2. Rehab center at Kottinakala Thodiyoor

The medical camp started at 12.30 noon. The same medical team which attended the flood victims at Rehab center Govt. L P School Thodiyoor attended about 500 people registered in the camp and provided necessary medical help and drugs

In both camps, majority of the patients were suffering from fungal infection of skin mainly toes, upper and lower respiratory infections, and hyper glycaemia (previous diabetic patients) and hyper tension.

Precautionary hygienic measures were advised to all. Two cases (one suspected leptospirosis and one uncontrolled diabetics) were referred to nearby Taluk hospital. The camp ended by 5.30 pm.

3. Rehab center at Pandalam Mudiyoorkonam, Aruthilmukku, Marthoma Parish Hall

A Medical team consisting of Dr Lekshmi Priya, Dr Tessy Kurien, and Dr Mathew V Maman along with pharmacists, staff nurses and Shri Biju P B , AD (Admn.) visited a center in Adoor in Pathanamthitta district.

4. Rehab center at NSS Karayogam, mudiyoorkonam, pandalam

Three medical camps were conducted at Rehab Centre.

Donation by staff

The whole staff members made a voluntary contribution of about ₹ 1 lakh and purchased clothes, sanitary pads, food items etc. and donated to the disaster control room from where it was distributed to Kozhenchery relief camp.



Medical camp in progress at various locations.



कर्मयोगी

ESIC Model Hospital and ODC, Indore

Creating Awareness Among Future Citizens of India

1. Awareness Camp in Government School

As a part of creating awareness among the children who are future citizens of India, the ESIC Model Hospital & ODC, Indore organised a camp in a Govt. School on hygiene, health and hand washing. The camp was organised under the guidance of Dr. Prabhat Mehta, Deputy Medical Superintendent. Demonstrations on the topics were conducted and it benefitted the young school children.



A view of the awareness camp conducted at the school.

2. Seminar on Drug Addiction and its Rehabilitation

In order to create awareness among the insured persons and the beneficiaries / attendants of patients about the ill effects of drug addiction and rehabilitation of drug addicts, a seminar was conducted during the special fortnight services and awareness given to IP's and their attendants. The activity was guided by Dr. Prabhat Mehta (Deputy Medical Superintendent) and Dr. Harnath Verma (IMO Grade-I).



Seminar in progress

Contribution in building a green nation

For contributing to making a green nation, the hospital organised a special plantation drive. As a part of this, saplings of flowering, non flowering and fruit bearing plants were planted in the gardens of the hospital. This activity was conducted under the guidance of Dr. Neeraj Shrivastava, Deputy Medical Superintendent and Dr. Anurag Harle, Specialist Grade-II.

Conduction of patient maneuvering and BLS (Basic Life Support) Programme

Patients visit the hospital with their pain and sorrow with the hope that they will be relieved of their pain and suffering and will be cured. As such, it is very important that the staff attending the patients, whether it is doctors, nurses, technicians or the nursing orderlies are properly oriented about the basic needs of the patient and know how to handle the patients in both emergency and non-emergency conditions. With a sole objective to improve the health care standards of the hospital and inculcate the sense of responsibility and safety among the nursing orderlies working in the hospital, a training session on patient maneuvering and BLS (Basic Life Support) was conducted successfully in the hospital from 24/9/2018 to 11/10/2018 participating 12-15 staff in each batch.

The first session on patient maneuvering was conducted by Mr. Saurabh Bhalla (Occupational Therapist) under which nursing orderlies were taught the correct and safe ways to lift the patient and shift the patient from stretcher to wheelchair, stretcher to bed, bed to stretcher. They were informed about the crucial points to be kept in mind while shifting patients under emergency circumstances and also how to maneuver properly wheelchair and stretcher on flat and inclined surfaces and while stepping down.

The second session on Basic Life Support (BLS) was conducted by Mr. Subramanyan K Nair (Nursing Sister OPD). The nursing orderlies were educated about the importance of BLS and taught proper techniques to rescue the patient from emergent situations like cardiac arrest, shock etc. within and outside the hospital premises. Practical case studies were discussed to make the participants understand what and what not to do in such situations. During the question answer session the doubts and questions raised by the participants were clarified.

The training programme elicited good and positive response from the participants and has helped in enhancing the confidence of the staff in performing their duties.



Can we reduce the risk of service related complaints and lawsuits against Hospitals?

It is ironic that incidences of patient complaints and litigations are increasing day by day as medical science is advancing by leaps and bounds. This scenario is everywhere around the world, not just in ESIC managed health-care. Obviously patient satisfaction cannot be achieved only with medical technology, medications, medical tests or interventions. Every human perceives health-care service as a holistic support system which they can trust and afford for their pursuit of health. However this basic concept often gets dimmed in the modern hype of commercialized health-care. The perception of the common people gets distorted, whereas the reality of present day health-care is otherwise. The perception-reality gap increases, leading to unhappy customers. As per law, reasonable medical care at par with contemporary standard is what every health-care institution need to deliver, not necessarily the best or the very best. But the general public mostly have a false perception that nothing can go wrong during medical care of a patient, unless the treatment itself is wrong. This is partly due to ignorance of both the patient/family as well as the care givers; but mostly due to lack of communication of the care giver to the patient/family that outcome of a disease or medical treatment cannot be guaranteed or accurately predicted under most circumstances. Here are six common modifiable risk scenarios which are mostly overlooked by health-care organizations.

- 1. Substandard Communication :** Honest and open communication is the best approach; that is why it is often referred to as "disclosure." When patients feel that health-care providers genuinely care and have their best interests in mind, they tend to be more forgiving of errors. A bad outcome is not always synonymous with deficiency in care. However, a bad outcome and poor communication are usually the driving force when a patient or family considers complaint or litigation. Listening carefully, offering clear answers and instructions, addressing complaints, setting realistic expectations, including family members (as appropriate), and documenting thoroughly are all good techniques to improve communication and avoid risk exposure. Not only doctors, but all other hospital staff need to be trained in health-care communication skills. In this case, lecture or seminars will not be much effective for training. Repeated demonstration of role-play videos and practicing role playing of various communication scenarios will make most health-care staff a competent communicator.
- 2. Lack of informed consent :** It is essential to verbally communicate the benefits of the treatment, risks of the treatment, risk of avoiding the treatment, and any

alternative (which might even be less effective) before a treatment procedure. This communication must be done with the patient in presence of one family member or friend and recorded in writing and signed. Only exception is an immediately life-threatening emergency where formal consent procedure may cause delay in the care of the patient. For patients incapable of consent due to minority of age, severely abnormal mental or physical condition, the next of kin consents for the patient. A common misconception among patient, families and doctors is that patient will get frightened or depressed if the disease and its treatment is discussed with them. This misconception is not only wrong and detrimental to the patient, but any action based on this misconception is illegal. Revealing the nature of disease, benefits of the treatment, risks of treatment, and risk of avoiding treatment, results in a patient who is mentally empowered to endure the disease and its treatment, cooperate with treatment and support the doctor even if the outcome might not be as expected. ESIC Hospital, Joka had already adopted this practice of informed consent for all health-care interventions.

- 3. Failure to provide the current minimum standard of care:** Every hospital needs to provide at least the minimum current standard of medical care; not the standard which used to be the standard several years back. This includes infrastructure, treatment protocols, competency of staff, and adequacy of staff strength as per prevalent minimum standard norms.
- 4. Inadequate record of treatment and communication:** "Not written means not done" is how a medical record is interpreted by the law. Doctors and all other hospital staff must develop the habit of accurately recording every medical procedure done, condition of the patient at regular intervals, communication done; not just paying attention to record serious situations.
- 5. Inconsistent Policies and Procedures :** If there is inconsistency in the Policy and Procedure of a hospital, its a recipe for grievance and litigations. In well-run hospitals, there is one set of rules that all staff understands and follows. Self contradictory policies and procedures during hospital care with an unfavorable outcome usually lead to complaints.
- 6. Avoidance behavior :** Compassionate gestures count. If a hospitalized patient has a bad outcome, some physicians may avoid making rounds in the presence of relatives. Some physicians feel inhibited to break the bad news to patient's family, and may try to delegate the responsibility to another physician. Some physicians and many families exhibit inappropriate "on-lookers

distress" when they face a dying patient. It is fact that a large number of dying patients with fatal illness are literally dumped into ICU not for medically justified reasons, but to only to avoid "on-lookers distress". Such futile ICU treatment escalates the health expenditure, and deprives the patient of peaceful death. It is an important cause of grievance and litigation against private sector hospitals (fee-for-service system). On the other hand, in Govt. Hospitals, this is a waste of ICU resources. This wastage deprives several other patients, who can survive if ICU care is given. Deprivation of justified care leads to grievance and litigations. Doctors must not be afraid to face a dying patient. At the same time the doctor and other hospital staff must give support to the family of the dying patient. Care for the dying is one of the most important responsibilities of any physician as well that of the family.

Do you know?

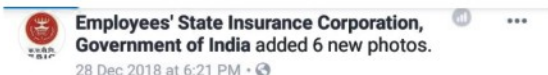
1. Whoever is born, shall die someday.
2. Medical care can delay the progress of disease and

death, cure diseases on many occasions, reduce the suffering from disease, reduce the suffering of a dying patient. However medical care cannot guarantee the cure from disease or survival.

3. Preventive health interventions and life style modifications can prevent diseases and injuries, and can also halt the progress of a vast majority of diseases.
4. Even the best hospitals in the world never guarantee the cure of disease, or the survival of patients.
5. Our medical staff are always striving to care for the sick, and care for those who are dying.
6. We always offer reasonable medical care, but we never guarantee the cure or survival of patients because no one can do so.

Courtesy
Dr Jyotirmay Kirtania
Associate Professor & HOD
Departments of Anesthesia, OT, ICU and CSSD
ESIC Hospital Joka, Kolkata

ESIC - IN SOCIAL MEDIA



Shri **Santosh Gangwar**, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India laid the Foundation Stone of 5 Doctors' ESIC Dispensary at Phase-I, Mayur Vihar, New Delhi in the august presence of Shri Mahesh Giri, Hon'ble Member of Parliament, Lok Sabha, Shri Bipin Bihari Singh, Hon'ble Mayor, East Delhi Municipal Corporation, Ms. Kiran Vaidya, Dy. Mayor, East Delhi Municipal Corporation and Shri Raju Dhingan, Hon'ble MLA, on 28.12.2018. The other dignitaries to grace the occasion were Shri Raj Kumar, Director General, ESIC, Vaidya Shri Devendra Triguna, Hon'ble Member, ESIC and Major Upendra Sharma, Addl. Commissioner & RD, Delhi, ESIC.

In a separate event held at Phase - II, Noida later on 28.12.2018, Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India laid the Foundation Stone of ESIC Dispensaries at Phase-II, Noida and Sector - 22, Noida in the august presence of Dr. Mahesh Sharma, Hon'ble Minister of State (Independent Charge) for Culture and Environment, Forest & Climate Change, Govt. of India.

For More:
<https://www.esic.nic.in/attachments/pressfile/5f8bfa7ece5e0b825c5fd6239184cfd6.pdf>



Shri Narendra Modi, Hon'ble Prime Minister dedicated the renovated and upgraded 100 bedded ESIC Hospital, Bhubaneswar (Odisha) to the Nation from IIT Campus, Bhubaneswar along with the basket of different projects of Govt. of India on 24.12.2018.

The other dignitaries to grace the occasion were Professor Ganeshi Lal, Hon'ble Governor, Odisha, Shri Naveen Patnaik, Hon'ble Chief Minister, Odisha, Shri Jual Oram, Hon'ble Minister of Tribal Affairs, Govt. of India, Shri Dharmendra Pradhan, Hon'ble Minister of Petroleum & Natural Gas, Skill Development and Entrepreneurship, Govt. of India and Dr.(Prof.) Prasanna Kumar Patasani, Hon'ble MP, Bhubaneswar.

During his address, the Hon'ble Prime Minister informed that the existing 50 bedded ESIC Hospital Bhubaneswar has been renovated & upgraded to 100 bedded hospital with a project cost of Rs.73 Crore (approx.). Equipped with all the modern facilities, this hospital will provide good medical care to the beneficiaries under ESIC Scheme of Bhubaneswar area. He said that the Central Govt. is working to provide good quality medical care to every citizen of India. For this purpose, Wellness Health Centres are also being opened under 'Ayushman Bharat Yojana' to provide medical care in the remotest part of India.

The other projects inaugurated / foundation laid during the event were of Ministry of Road Transport & Highways, Ministry of Human Resource Development, Ministry of Petroleum & Natural Gas, Govt. of India

Press Information Bureau- PIB, Government of India Ministry of Information & Broadcasting, Government of India PTI CMO Odisha BJP Odisha



कर्मचारी राज्य बीमा निगम के मुख्य हितलाभ एवं प्राप्त करने की विधि



चिकित्सा हितलाभ

ई.एस.आई.सी. बीमायोग्य रोजगार में शामिल होने के पहले दिन से बीमाकृत व्यक्ति और उन पर आश्रित परिवार के सदस्यों को उचित चिकित्सा देखरेख प्रदान करती है। इसके लिए बीमाकृत व्यक्ति को ई.एस.आई. डिस्पेंसरी तथा अस्पतालों में अपना पहचान-पत्र दिखा कर इलाज कराना होगा।



बीमारी हितलाभ

बीमारी हितलाभ का भुगतान बीमाकृत व्यक्ति को दो लगातार हितलाभ अवधियों में 91 दिनों के लिए औसत दैनिक मजदूरी के 70 प्रतिशत की दर से दिया जाता है। इसे प्राप्त करने के लिए न्यूनतम 78 दिनों का अंशदान जमा होना चाहिए।

बीमारी हितलाभ कैसे प्राप्त करें

- बीमारी हितलाभ के लिए, बीमार पड़ने पर कृपया अपनी ई.एस.आई. डिस्पेंसरी अथवा आइ.एम.पी. के पास जाएँ।
- उपचार और दवाएं देने के बाद डॉक्टर इस संबंध में प्रमाण-पत्र जारी करेंगे। तीन दिनों तक बीमारी छुट्टी के मामलों में डॉक्टर उसी दिन फिटनेस प्रमाण-पत्र भी जारी कर देंगे।
- चिकित्सा जाँच के बाद अगर आवश्यक होगा तो डॉक्टर पुनः आगे की अवधि के लिए बीमारी प्रमाण-पत्र जारी करेंगे अन्यथा फिटनेस प्रमाण-पत्र जारी कर देंगे।
- भुगतान प्राप्त करने के लिए बीमारी प्रमाण-पत्र एवं फिटनेस प्रमाण-पत्र को स्वयं या किसी अन्य के द्वारा अपने ई.एस.आई.सी. शाखा कार्यालय में बैंक खातों के विवरण के साथ भेजें। आपके प्रमाण-पत्र जमा करने के साथ ही शाखा कार्यालय द्वारा बीमारी हितलाभ का भुगतान कर दिया जाएगा।

जानने योग्य बातें

- कृपया ध्यान दें, बीमारी हितलाभ बीमारी छुट्टी के प्रथम दो दिनों के लिए देय नहीं होता है।
- तीन दिन से अधिक छुट्टी के मामलों में डॉक्टर द्वारा बताई गई तारीख को डिस्पेंसरी अवश्य जाएँ।
- यदि अस्पताल में दाखिल होने या किसी अन्य कारण से आप डॉक्टर द्वारा बताई गई तारीख पर पुनः डिस्पेंसरी नहीं जा पाएँ तो प्रथम संभव तिथि पर उपचार, चिकित्सा जाँच से संबंधित सभी कागजात के साथ ई.एस.आई. डिस्पेंसरी जाएँ तथा डॉक्टर को सारी बातें बताएं।
- बीमारी हितलाभ भुगतान से पहले आवश्यकतानुसार शाखा कार्यालय द्वारा नियोजक से अनुपस्थिति का सत्यापन भी कराया जाता है।



मातृत्व हितलाभ

मातृत्व छुट्टी के दौरान प्रसूति में 26 सप्ताह तक एवं गर्भपात के मामले में 06 सप्ताह तक, कमीशनिंग माँ तथा दत्तक माँ को 12 सप्ताह तक औसत दैनिक वेतन के बराबर नकद भुगतान किया जाता है। मातृत्व हितलाभ पाने के लिए तुरंत पहले की दो अंशदान अवधियों में कम से कम 70 दिनों का अंशदान जमा होना चाहिए।

मातृत्व हितलाभ कैसे पाएं

- प्रसूति अथवा प्रसूति की संभावित तिथि की सूचना देने अथवा गर्भपात के मामले में कृपया अपनी ई.एस.आई. डिस्पेंसरी जाएँ।
- इस संबंध में डॉक्टर फॉर्म भर कर देंगे जिसे बच्चे के जन्म प्रमाण-पत्र एवं गर्भपात के मामले में अस्पताल द्वारा दिये गए प्रमाण-पत्र के साथ अपने ई.एस.आई.सी. शाखा कार्यालय में जमा करना होगा।
- डॉक्टर फॉर्म भर कर देंगे जिसे बच्चे के जन्म प्रमाण-पत्र एवं गर्भपात के मामले में अस्पताल द्वारा दिये गए प्रमाण-पत्र के साथ अपने ई.एस.आई.सी. शाखा कार्यालय में जमा करना होगा।
- नियोजक से अनुपस्थिति सत्यापन के बाद मातृत्व हितलाभ का भुगतान आपके बैंक खाते में कर दिया जाएगा।

ध्यान देने योग्य बातें

यदि किसी कारण से आप प्रसूति अथवा गर्भपात की सूचना ई.एस.आई.सी. डिस्पेंसरी या ई.एस.आई. शाखा कार्यालय में नहीं दे पाएँ तो जल्द से जल्द इसकी सूचना दें।



निःशक्तता हितलाभ

निःशक्तता हितलाभ रोजगार चोट के कारण निःशक्त हुए बीमाकृत व्यक्ति को दिया जाता है। अस्थायी निःशक्तता एवं पूर्ण स्थायी निःशक्तता के मामलों में औसत दैनिक मजदूरी के 90 प्रतिशत की दर से भुगतान किया जाता है तथा स्थायी आंशिक निःशक्तता के मामले में यह हितलाभ, कमाने की क्षमता में हुई हानि के अनुपात में जीवनपर्यंत दिया जाता है।

निःशक्तता हितलाभ प्राप्त करने की विधि

- रोजगार चोट के मामलों में आपके नियोजक 24 घंटे के अंदर दुर्घटना रिपोर्ट भरेंगे। दुर्घटना रिपोर्ट की प्राप्ति पर ई.एस.आई.सी. शाखा कार्यालय द्वारा जाँच करने के बाद इसे रोजगार चोट के रूप में स्वीकृत किया जाएगा।
- रिपोर्ट स्वीकृत होते ही आपके बैंक खाते में निःशक्तता हितलाभ का भुगतान किया जाने लगेगा।

जानने योग्य बातें

- निःशक्तता हितलाभ पाने के लिए चोट लगने के बाद अस्पताल/डिस्पेंसरी से प्राप्त प्रथम उपचार प्रमाणपत्र अन्य उपचार/जाँच रिपोर्ट के कागजात और एमएलसी या एफ.आई.आर. की प्रति, यदि है, तो अपने साथ रखें तथा शाखा प्रबंधक के सामने जाँच के समय प्रस्तुत करें।
- स्थायी निःशक्तता में कमाने की क्षमता में हुई हानि के आकलन के लिए आपको निर्धारित तिथि पर मेडिकल बोर्ड के समक्ष अपने उपचार से संबंधित सभी दस्तावेजों के साथ उपस्थित होना चाहिए।

- साथ ही प्रत्येक वर्ष में एक बार ई.एस.आई.सी. के शाखा कार्यालय में जाकर या सक्षम पदाधिकारी द्वारा सत्यापित करवाकर डाक के माध्यम से जीवन प्रमाण-पत्र जमा कराते रहें, जिससे आपको नियमित भुगतान किया जा सके।



आश्रितजन हितलाभ

आश्रितजन हितलाभ में रोज़गार चोट के कारण बीमाकृत व्यक्ति की मृत्यु होने पर औसत दैनिक मजदूरी के 90 प्रतिशत की दर से दिये जाने वाले भुगतान को उसके सभी आश्रितों के बीच नियत अनुपात में साझा कर दिया जाता है।

यह हितलाभ बीमाकृत व्यक्ति की विधवा को आजीवन या उनके पुनर्विवाह करने, बेटे को 25 वर्ष की आयु पूरी होने तक, बेटी का विवाह होने तक तथा अशक्त बेटी या बेटे को अशक्तता बने रहने तक दिया जाता है।

आश्रितजन हितलाभ प्राप्त करने की विधि

- रोज़गार चोट संबंधी रिपोर्ट स्वीकृत होने के बाद आश्रितजन ई.एस.आई.सी. के शाखा कार्यालय में दावा फॉर्म भरकर जमा करेंगे।
- इसके बाद आश्रितजन हितलाभ नियत अनुपात में आश्रितों के बीच बाँटकर मासिक भुगतान के रूप में दिया जाने लगता है।

जानने योग्य बातें

आश्रितजन हितलाभ पाने के लिए वर्ष में एक बार ई.एस.आई.सी. के शाखा कार्यालय में जाकर जीवन प्रमाण-पत्र जमा करते रहें, जिससे आपको नियमित भुगतान किया जा सके।



बेरोजगारी भत्ता

ई.एस.आई.सी. से मिलने वाला बेरोजगारी भत्ता

रोज़गार की अनैच्छिक हानि या गैर-रोज़गार चोट या कंपनी/प्रतिष्ठान के बंद होने या छंटनी या 40 प्रतिशत या उससे अधिक की स्थायी निःशक्तता के कारण यदि बीमाकृत व्यक्ति बेरोजगार हो जाते हैं तो उन्हें 24 माह की अवधि के लिए बेरोजगारी भत्ते का मासिक भुगतान किया जाता है।

इसके लिए बीमाकृत व्यक्ति द्वारा रोज़गार की अनैच्छिक हानि होने से 02 वर्ष पूर्व तक प्रत्येक अंशदान अवधि में कम से कम 78 दिनों के अंशदान का भुगतान किया गया होना चाहिए।

बेरोजगारी भत्ता प्राप्त करने की विधि

- बेरोजगार होने पर बीमाकृत व्यक्ति निर्धारित फॉर्म भरकर अपने परिचय-पत्र व बीमायोग्य रोज़गार से संबंधित प्रमाण-पत्र तथा स्थायी निःशक्तता के मामले में चिकित्सा प्रमाण-पत्र के साथ ई.एस.आई.सी. के शाखा कार्यालय में जमा करें।
- क्षेत्रीय/उप-क्षेत्रीय कार्यालय, ई.एस.आई.सी. से प्राप्त स्वीकृति पत्र पर शाखा प्रबंधक, ई.एस.आई.सी. द्वारा दावे संबंधी कार्रवाई की जाती है तथा 0-12 महीने के लिए औसत मजदूरी के 50 प्रतिशत एवं 13-24 महीने के लिए औसत मजदूरी के 25 प्रतिशत की दर से भुगतान कर दिया जाता है।

जानने योग्य बातें

- बेरोजगारी भत्ता प्राप्त कर रहे व्यक्ति स्वयं व अपने आश्रितजनों के लिए चिकित्सा देखरेख भी ई.एस.आई. डिस्पेंसरी या अस्पतालों या आई.एम.पी. क्लीनिकों से प्राप्त कर सकते हैं।
- बेरोजगारी भत्ते के दौरान बीमाकृत व्यक्ति कौशल उन्नयन के लिए 01 वर्ष तक व्यावसायिक प्रशिक्षण भी प्राप्त कर सकते हैं।



वृद्धावस्था चिकित्सा देखभाल

न्यूनतम 05 वर्षों तक बीमाकृत व्यक्ति बने रहने के बाद सेवानिवृत्ति की आयु पूरा होने पर या स्वैच्छिक सेवानिवृत्ति योजना के तहत अवकाश लेने या समय पूर्व सेवानिवृत्ति लेकर यदि बीमायोग्य रोज़गार छोड़ने की स्थिति में बीमाकृत व्यक्ति व उसके जीवनसाथी को ई.एस.आई.सी. अस्पतालों तथा डिस्पेंसरी में वृद्धावस्था चिकित्सा देखभाल की सुविधा प्रदान की जाती है।

वृद्धावस्था चिकित्सा देखभाल प्राप्त करने की विधि

इसके लिए बीमाकृत व्यक्ति को निर्धारित प्रपत्र में अपने पहचान-पत्र, बीमायोग्य रोज़गार से संबंधित प्रमाण-पत्र तथा सेवानिवृत्ति प्रमाण-पत्र के साथ ई.एस.आई.सी. शाखा कार्यालय में जाकर 120/- रुपये वार्षिक आधार पर भुगतान करना चाहिए।

ई.एस.आई.सी. – चिन्ता से मुक्ति मोबाइल ऐप



Media Coverage

ईएसआईसी में हिंदी में आधिकारिक कार्य का आह्वान

वैभव न्यूज • नई दिल्ली

राम कर्मचारी बीमा निगम (ईएसआईसी) के मुख्यालय स्थित उप क्षेत्रीय कार्यालय में 1 से 15 सितंबर तक राजभाषा पत्रकारों का आयोजन किया गया। आयोजित समारोह में टाटा इन्स्टीट्यूट ऑफ सोशल साइंसेज के प्राध्यापक संजीव राव ने मुख्य अतिथि के रूप में शिरकात की। वहीं, निदेशक (प्रभारी) रत्नेश कुमार गौतम ने समारोह की अध्यक्षता की। जबकि, सूदर कटारिया और कृष्ण गोपाल जैसे कर्मीयों ने समारोह में भाग लेकर अपनी प्रस्तुति दी। इस अवसर पर उपनिदेशक सुनील, उपनिदेशक वय सुखराम राम सहजक निदेशक वीर



रानी सहित कार्यलय के सभी अधिकारी व कर्मचारियों ने समारोह में भाग लिया।

समारोह का शुभारंभ पंचदीप प्रज्वलन कर किया गया। जिसके बाद मंच का संचालन कर रहे

राजकुमार सहजक ने निदेशक, मुख्य अतिथि, आमंत्रित कर्मीयों व अन्य अधिकारियों का स्वागत किया। कार्यक्रम के दौरान रत्नेश गौतम में सभी को संबोधित किया। जबकि, उप निदेशक सुनील शब्द ने

महानिदेशक द्वारा जारी अखिल सभी को पत्रकार सुनाई। उन्होंने सभी अधिकारियों और कर्मचारियों से आग्रहजन किया कि वे महानिदेशक के निर्देशों के अनुरूप राजभाषा हिंदी में अधिकारिक कार्य करें।



कर्मचारी बीमा निगम में नई सेवाओं का शुभारंभ। निदेशक (प्रभारी) रत्नेश कुमार गौतम (दोसरे से बाएँ) ने नई सेवाओं का शुभारंभ किया। * मुख्यमंत्रि, मंत्रालय, और निदेशक (प्रभारी) रत्नेश कुमार गौतम (दोसरे से बाएँ) ने नई सेवाओं का शुभारंभ किया।

संयुक्त प्रशासनिक व्यवस्थापन बंधन

• संयुक्त प्रशासनिक व्यवस्थापन बंधन

संयुक्त प्रशासनिक व्यवस्थापन बंधन का शुभारंभ किया गया। इस अवसर पर निदेशक (प्रभारी) रत्नेश कुमार गौतम ने मुख्य अतिथि के रूप में शिरकात की।

संयुक्त प्रशासनिक व्यवस्थापन बंधन का शुभारंभ किया गया। इस अवसर पर निदेशक (प्रभारी) रत्नेश कुमार गौतम ने मुख्य अतिथि के रूप में शिरकात की।

संयुक्त प्रशासनिक व्यवस्थापन बंधन का शुभारंभ किया गया। इस अवसर पर निदेशक (प्रभारी) रत्नेश कुमार गौतम ने मुख्य अतिथि के रूप में शिरकात की।

संयुक्त प्रशासनिक व्यवस्थापन बंधन का शुभारंभ किया गया। इस अवसर पर निदेशक (प्रभारी) रत्नेश कुमार गौतम ने मुख्य अतिथि के रूप में शिरकात की।

ESIC toll-free number gets IVR/help desk facility

To empower insured persons and their beneficiaries and create awareness among other stakeholders, ESIC has come up with two user-friendly initiatives of IVR (Interactive Voice Response) 'Help Desk' for ESIC toll free number 1800-11-2526 and production of seven Audio-Visual clips on ESIC benefits.



User-friendly Audio-Visual clips

To educate and spread awareness about ESIC benefits among the stakeholders, mainly the workforce, ESIC has produced seven audio-visuals using info graphics and simple language. These Audio-Visuals are already available on YouTube (Employees' State Insurance Corporation YouTube Channel).

The AVs have been produced for 'UMANG' platform of government of India which will host the ESIC Mobile App 'Chinta Se Mukti'. The AVs are also being produced in English and all other major regional languages for the benefit of ESIC insured persons spread across the country.

तिरुपति में ईएसआई अस्पताल का पुनरोद्धार

■ वि, नई दिल्ली : केन्द्रीय श्रम एवं रोजगार राज्य मंत्री रवतंत्र प्रभार संतोष कुमार गंगवार ने आंध्रप्रदेश के तिरुपति में ईएसआई के अपग्रेड 100 बिस्तर वाले अस्पताल का उद्घाटन किया। इस मौके पर आंध्र प्रदेश के श्रम, रोजगार, प्रशिक्षण और कारखाना मंत्री पी सत्यनारायण, एस जौरवाणी चंद्र प्रकाश, अध्यक्ष जिला परिषद, चित्तूर और एमएलए एम सुगुनम्मा प्रमुख रूप से मौजूद रहे। राज कुमार, डीपी, ईएसआईसी, जेएसवी प्रसाद, अतिरिक्त मुख्य सचिव, आंध्र प्रदेश, टी नरसिम्हा यादव, अध्यक्ष, TUDA, राजन मित्तल, एमडी, यूपीआरएनएन, डॉ. आरके कटारिया, चिकित्सा आयुक्त, ईएसआईसी और पीवी मणि, अतिरिक्त आयुक्त, ईएसआईसी भी मौजूद थे।

ESIC का स्वच्छता अभियान

■ वि, नई दिल्ली : ESIC की तरफ से स्वच्छता ही सेवा पखवाड़े का आयोजन 15 सितंबर से 2 अक्टूबर के दौरान किया गया। यह अभियान निगम के क्षेत्रीय और उप क्षेत्रीय कार्यालयों में चलाया गया। इस दौरान परिसर की सफाई, पौध रोपण, बीमित व्यक्ति/नामित/आम जन/अधिकारियों के लिए जागरूकता कार्यक्रम आयोजित किया गया। केन्द्रीय श्रम एवं रोजगार राज्य मंत्री रवतंत्र प्रभार संतोष गंगवार ने भी दिल्ली के बरहंडारपुर स्थित ईएसआईसी मॉडल हॉस्पिटल और पीजीआईएमएसआर में स्वच्छता अभियान में हिस्सा लिया।

UMANG ऐप पर मिलेंगी ESIC समेत ये 7 नई सेवाएं, ऐसे उठाएं फायदा



नई दिल्ली, फोकस न्यूज, मोदी सरकार की तरफ से लॉन्च चमंग ऐप पर सैकड़ों सरकारी सेवाओं का लाभ उठा सकते हैं। इससे आपके लगभग सभी काम जैसे कि गैस सिलेंडर बुक करना या फिर पैन कार्ड अथवा पासपोर्ट बनाने के लिए अप्लाई करने समेत कई काम मिनिटों में कर सकते हैं। इस ऐप के जरिये 200 से भी ज्यादा सरकारी सेवाओं का लाभ ले सकते (शेष पेज दो पर)

अटल बीमित व्यक्ति कल्याण योजना की पात्रता में ढील

नई दिल्ली (वार्ता)। कर्मचारी राज्य बीमा निगम (ईएसआईसी) ने बीमित व्यक्ति के कल्याण और लाभ के लिए अटल बीमित व्यक्ति कल्याण योजना की पात्रता में ढील देने का अनुमोदन कर दिया है। केन्द्रीय श्रम एवं रोजगार मंत्री संतोष कुमार गंगवार की अध्यक्षता में कल देर रात हुई ईएसआईसी की 175 वीं बैठक में यह फैसला लिया गया। केन्द्रीय श्रम एवं रोजगार मंत्रालय ने बुधवार को यहां बताया कि इस फैसले का लाभ

कर्मचारी राज्य बीमा अधिनियम 1948 के तहत बीमित व्यक्ति और उस पर निर्भर लोगों को मिलेगा। इसमें बीमित व्यक्ति को लाभ उसके बैंक खाते में मिलेगा। पात्रता में ढील के लिए शर्तें, आवेदन का प्रारूप आदि की जानकारी बाद में दी जाएगी। बैठक में ईएसआईसी के लाभार्थी के आधार कार्ड को ईएसआईसी की प्रणाली से जोड़ने पर नियोजता को 10 रुपए प्रति व्यक्ति का प्रतिदान देने का भी निर्णय लिया गया। इससे बार-बार

आवेदन करने की प्रक्रिया से मुक्ति मिलेगी और लाभार्थी के लाभ उसके बैंक खाते में जा सकेंगे। ईएसआईसी ने ढाई साल की सेवा में मात्र 78 दिन के अंशदान पर कर्मचारी को विशेषज्ञता वाले अस्पताल में इलाज कराने के प्रस्ताव का भी अनुमोदन कर दिया है। इसके अलावा बीमित व्यक्ति की मृत्यु होने पर अंतिम संस्कार के लिए दी जानी वाली 10 हजार रुपये की राशि बढ़ाकर 15 हजार रुपये कर दी है।

Additional 50 bedded hospital building's construction begins in ESI Hospital, Asansol

The construction work of additional 50 bedded hospital building at ESI Hospital, Asansol (West Bengal) commenced in the august presence of Santosh Kumar Gangwar, Union Minister of State (Independent Charge) for Labour and Employment, Govt Of India and Babul Supriyo, Minister of State for Heavy Industries and Public Enterprises, Govt of India.

With the construction of additional 50 beds with modern facilities, all the facilities such as emergency, OPD, OTs, ICU, Radiology, Diagnostics, etc, and



many more will be provided to about 3 lakh ESI beneficiaries of the area. This project is expected to be completed by March 2020.

Opening of DCBO and ESIC 'Chinta Se Mukti' mobile app

Santosh Kumar Gangwar, Hon'ble Union Minister of State (Independent Charge) for Labour & Employment, Govt. of India during Vishwakarma Rashtriya Puraswar and National Security Award distribution ceremony at Ambedkar International Center, Delhi on 17.09.18 announced about the opening of Dispensary cum-Branch Office (DCBO) in each district of the country in a phased manner. Besides, he also announced the availability



of ESIC "Chinta Se Mukti" mobile app on UMANG platform of Govt. of India. Two Audio-Visuals (AVs) and a film on ESIC Chinta Se Mukti Mobile app and DCBO were also exhibited during the program. The other dignitaries to grace the occasion were Heeralal Samariya, Secretary, Labour & Employment, Govt. of India, Anuradha Prasad, Addl. Secretary, Labour & Employment, Govt. of India, Raj Kumar, Director General ESIC, Sandhya Shukla, Financial Commissioner, ESIC and Avnessh Singh, DG, FASLI.

ESIC WINS AWARD

The Employees' State Insurance Corporation (ESIC) has won the "ISSA Good Practice Award" for Administrative Solution for Coverage Extension at the "Regional Social Security Forum for Asia and the Pacific" held at Kuala Lumpur, Malaysia recently. The award recognises the measures taken by ESIC for extension of coverage-SPREE (Scheme for Promoting Registration of Employers and Employees), reduced rate of contribution rates for 24 months in newly implemented areas and raising the wage limit for coverage under the ESI Act, etc.,

Raj Kumar, IAS, Director General, ESIC represented Employees' State Insurance Corporation and received the Certificate of Merit on behalf of ESIC.



The ESIC Corporation during its 175th meeting held on September 18 under the chairmanship of Santosh Kumar Gangwar, Minister of State for Labour & Employment (Independent Charge) has taken some very important decisions towards improvements in its services and benefits being provided to insured persons and their dependants

आयुष्मान भारत: रेलवे, ईएसआई और सीजीएचएस भी जुड़ेंगे

परीक्षित निर्भय

नई दिल्ली। प्रधानमंत्री नरेंद्र मोदी की सरकार विश्व की सबसे बड़ी स्वास्थ्य योजना आयुष्मान भारत को और भी ज्यादा विस्तृत बनाने जा रही है। अभी इस योजना में आर्थिक रूप से कमजोर करीब 11 करोड़ परिवार दायरे में आ रहे हैं। 25 सितंबर से प्रधानमंत्री इस योजना का शुभारंभ करेंगे। इससे करीब 55 करोड़ लोगों को हर वर्ष पांच लाख रुपये का स्वास्थ्य बीमा मिलेगा।

सूत्रों के मुताबिक आयुष्मान भारत योजना से जल्द ही रेलवे, ईएसआई और सीजीएचएस को भी जोड़ा जाएगा। ऐसा होने के बाद करीब 20 लाख से ज्यादा सरकारी कर्मचारी भी इस योजना के दायरे में आ जाएंगे। हालांकि सूत्रों का कहना है कि योजना के पहले चरण की समीक्षा के बाद ही सरकार इन्हें जोड़ेगी। 16 राज्यों में चले पायलट प्रोजेक्ट की समीक्षा संतोषजनक मिली है और सरकार को उम्मीद है कि दुनिया की सबसे बड़ी स्वास्थ्य सुरक्षा योजना के लाभार्थियों को परेशान नहीं होना पड़ेगा।

25 सितंबर से पूरे देश में लागू होने वाली है सबसे बड़ी स्वास्थ्य योजना

दिल्लीवालों को नहीं मिलेगा लाभ

देश की राजधानी दिल्ली में आयुष्मान भारत को लेकर अब तक पमडोय साइन नहीं हुआ है, इसलिए फिलहाल इसका लाभ दिल्ली वालों को नहीं मिलेगा। आयुष्मान भारत के डिप्टी सीईओ डॉ. दिनेश अरोड़ा का कहना है कि इस पर बातचीत चल रही है, लेकिन दिल्ली में मौजूद केंद्र के अस्पताल एम्स, स्फदरजंग, आरएमएल में योजना के लाभार्थी को उपचार मिलेगा।

करिश्मा के माता-पिता हैं पहले लाभार्थी

कुछ ही दिन पहले हरियाणा में पहले लाभार्थी परिवार के घर बेटी करिश्मा ने जन्म लिया है। इस केस में सबसे अहम बात अस्पताल को आयुष्मान भारत के जरिये पैमेंट की थी। महज 15 दिन के अंदर ही अस्पताल को पूरा खर्च मिल गया था। जबकि इसे लेकर अस्पताल के क्राफे सवाल था।

एतु.200 कोषाध्यक्षीय कोषाधीयोंद्वारा सुप्रभर संभवोषोषोषीय मरुत्तुवमणेन

● मरुत्तुव मणिवन अमलमंशो संरुत्तुवोषो सुप्रभर संभवोषोषोषीय तवमणेन

एतु.200 कोषाध्यक्षीय कोषाधीयोंद्वारा सुप्रभर संभवोषोषोषीय मरुत्तुवमणेन... (Detailed text in Hindi regarding the meeting and decisions)



एतु.200 कोषाध्यक्षीय कोषाधीयोंद्वारा सुप्रभर संभवोषोषोषीय मरुत्तुवमणेन... (Additional details and conclusions from the meeting)



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