



**HEADQUARTERS OFFICE
EMPLOYEES' STATE INSURANCE CORPORATION
PANCHDEEP BHAWAN, C.I.G. ROAD, NEW DELHI- 02**

No. A-11/12/1/2010 Med- VI

Dated: 31/03/2011

To,

**The Dir(Med) Delhi / Noida,
All Medical Superintendents of
ESIC Hospitals / All SSMCs/SMCs.**

**Sub:- Instruction for ensuing smooth functioning/running of ESIC
hospitals & dispensaries- regarding.**

Sir,

The Director General has ordered for the implementation the following instructions on the subject mentioned above for strict compliance/observance..

1. The registration counter should not be closed/ stopped during the change of shifts. The registration clerk will not leave the counter under any circumstances till the reliever reports for duty as such..
2. Similarly, no CMO / GDMO/ SR /JR/ Nursing Staff/ Paramedical Staff working in shift should leave the seat/counter till the reliever join the duty.
3. The rotational transfer from one hospital to another hospital / dispensary should be ensured in a phased manner and no one should be allowed to stay in the same institution (hospital/ dispensary) beyond maximum period of three years in a stretch. three years.
4. All officials including doctors of hospital / dispensary should be given regular training on behavioral aspect in order to sensitize them towards the overall objective of the Corporation.


5. The working hours including lunch/tea break etc as applicable must be displayed on the appropriate places for the information of ESIC beneficiaries and also name of concerned officer for seeking redressed of grievance/complaints be displayed alongwith the name & address of the Medical Commissioner, ESIC, Hqrs. Office for similar purpose.

6. Surprise visits may be conducted by the M. S, /DMD/Addl. Director/J.D's in general and particularly during odd hours including at the time of change over and a register containing visit notes of the officials may be maintained in every department//dispensary in which the inspection/visiting officer should record his observations with regard to punctuality of staff and functioning o functioning of the hospital/dispensary.

7. In case of deficiency, if any, found by the vigilance deptt. / Hqrs. officials the responsibility may be fixed on the erring controlling authorities responsible for smooth functioning of the unit at the time of visits/inspection.

The compliance report in this regard maybe forwarded to this office immediately.

Yours faithfully,


(U.S. Malhotra)
Jt. Director (M.A)

Copy to:-

1. Dir(Vig.) w.r.t. letter C-12/18/111/570/10-Vig. Dated 17/03/2011 for information and necessary action.
2. All Directors / Jt. Directors / D.Ds(Admn) of Dir(Med) Delhi/Noida and ESIC Hospitals.
3. All IMO incharge of ESIC Dispensaries, Delhi / Noida for strict compliance.
4. PS to MC/FC/IC/AC(P&A)/CVO & All DMCs of Hq. office.
5. Inspection Cell/ Jt. Dir(Med. Vig.) / D.D (Med / Med. Br.-IV)Hq. office for information & necessary action.
6. System Branch for upload it to ESIC web-site.
7. All Secretaries of the recognised Unions through Dir(Med) Delhi/ Noida and all ESIC Hospitals.
8. Guard file / spare copy.


Jt. Director (M.A)