



**HEADQUARTERS OFFICE
EMPLOYEES' STATE INSURANCE CORPORATION
(ISO 9001-2008 CERTIFIED)**

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File No. V-14/11/15/2014 – Med – I (Policy)

Dated: 19.09.2014

To

The Dy Medical Commissioner
Medical Services
ESI Corporation, Head Quarters Office
CIG Road, New Delhi-110002

Subject: Decisions taken by the ESI Corporation at its 162nd meeting held on 31.07.2014, for overall improvement in delivery of medical care under the ESI Scheme.

Sir,

Action is required to be taken on the following points with respect to subject mentioned above:

1. There shall be a list available on ESIC web site listing all mandatory disclosures as under:-
 - ⇒ List of all tie up hospitals.
 - ⇒ Location of dispensaries
 - ⇒ Location of hospitals
 - ⇒ Contact number of doctors
 - ⇒ 24 x 7 help line number. (2.2.8)
2. A third party may be engaged for conducting Beneficiary Satisfaction Survey. (2.2.9)
3. New Dispensary should be opened on the basis of IP population as per existing yardsticks, and subsequently, criteria for reviewing the facilities and manpower should be OPD attendance, which would need to be reviewed annually. If man power is in excess, people with longest duration will be moved first. (2.2.21)
4. Latest instructions issued from ESIC HQ for the doctors should be uploaded at one place on ESIC website. (2.2.16 ii)


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वेबसाइट की विषय-सूची का प्रबंधन.....
Website Contents Management.....
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5. The Corporation shall fix Service level Benchmarks and Timelines for better service to IPs with necessary arrangements for its monitoring. (3.16 b)
6. Third party agency may be engaged to validate the quality of medical care services in dispensaries and hospitals as per established service level benchmarks, from time to time. (3.16 b)
7. Strengthening the specialties: specific proposal in this regard may be examined based on cost-effectiveness. If in-house experts are unable to handle the referral work, consulting experts can be hired on retainer ship basis. (5.5)
8. GPMCSC (General Purpose Medical Care Sub-Committee) may visit all institutions of ESIC, both medical and non-medical. (7-10)
9. The State Executive committee shall report to a National level Committee headed by Director General, ESIC, which in turn may also constitute sub-committees on specific subjects like Construction, Grievances, Training, IT etc. (2.2.32)
10. The working group constituted for review of MoU between ESIC and State Governments shall also function as National level Committee for resolving all issues between ESIC & State Governments. (2.2.33)

This issues with the approval of competent authority

Yours faithfully


(Dr. S.K. Raju)
DMC (MS-II)

Note: The numbers in brackets at the end of each of the above points refer to the paragraph number of the " Report of the Sub-Committee on MSME", submitted for consideration of the Corporation at its 162nd Meeting held on 31.07.2014.