



**HEADQUARTERS OFFICE  
EMPLOYEES' STATE INSURANCE CORPORATION  
PANCHDEEP BHAWAN: COMERADE INDERJIT GUPTA MARG  
NEW DELHI-110001**

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No. F&A.V/2009/SST

Dated : 01.04.2010

To

All A.Cs./Regional Directors/Jt. Director (I/C)  
All Medical Superintendents of ESIC Hospitals  
All SSMCs/SMCs  
All Jt. Director (Fin.)/Dy. Director (Fin.)/A.D.(Fin.)

Sir,

Director General had inspected the office of Directorate (Medical) Delhi recently along with senior officers of HQ Office. During interaction with the Director (Med.) Delhi it came to light that generally IPs do not have any clear house address and as such he had to come to office for collection of cheques/other dues to him. D.G. felt that calling the IPs quite often for the purpose of getting his dues needs to be avoided and the office should have arrangement for payment of his dues at his door steps. Keeping the above in view it is suggested the following:-

1. Whenever IP is claiming any payment from ESIC office, whether it is on account of reimbursement for the medicines purchased or sickness benefit or any other dues, the Claim Form should contain details regarding the name of the bank, the account number, the MICR code number of the bank wherever the IP is having the bank account. Also the information regarding his telephone number and mobile number needs to be obtained for communication if available.
2. The office shall immediately after passing the bill should transfer the amount to the account of the IPs as furnished by him in the Claim Form.
3. After the amount has been transferred to his account, information needs to be communicated either through telephone or through SMS and through the 'Thank you mailer'.

It is made clear that the beneficiary should not be disturbed and should not be asked to visit ESIC Offices frequently for getting his dues and it should be ensured that all the dues of the IPs are paid to his bank account as per the option of the IP.

The above is issued with the approval of D.G.

Yours faithfully,

**(K.Rajasekar)**  
**Director (Fin.)**

Copy to

1. DMC(HQ)
2. J.D. (Sys) for uploading into the web-site.