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**HEADQUARTERS' OFFICE  
EMPLOYEES' STATE INSURANCE CORPORATION  
( ISO 9001-2000 Certified)  
PANCHDEEP BHAWAN, C.I.G. ROAD: NEW DELHI**

No. V-24/11/10/2004-Med-I

January 27, 2010

To

1. The Secretaries of all State Govts. dealing with ESI Scheme
2. All Directors, ESI Scheme
3. All Medical Superintendents of ESI and ESIC Hospitals
4. Medical Officer In-charges , ESI Dispensaries (through Director, ESIS)

Sub: Adoption of token system for patients waiting in queues in out patient departments.

Sir/Madam,

It has been observed that patients coming to the hospital outpatient departments have to stand in queues for long time for registration or availing the services from various departments, as they fear that once they move from the queue, their turn will go.

Therefore, in order to ensure that patients do not have to stand in queue, while awaiting their turn for registration or getting the services, a token system should be introduced immediately so that, the moment the patient comes to a department, a number is given to him and he can wait comfortably on the seats provided in the waiting area and whenever his number is announced, he can get the services. This system should be introduced in all the out patient areas such as registration, laboratory, doctor consultation, etc. wherever the patients have to stand in queue for his turn.

It is requested that token system may be implemented immediately and necessary instructions / guidelines may be issued to all concerned.

The expenditure on introduction of token system should be met from the Hospital Development Committee - Repair & Maintenance Account.

Yours faithfully,

*Signature*

27.1.2010

(DR. S.K. JAIN)

**DY. MEDICAL COMMISSIONER**

Copy for information & necessary action to:-

1. All SSMCs/SMCs
2. PPS/PS to DG/FC/MC/IC/A.C.(P&A)
3. Director (System) with a request to upload the above instruction on the ESIC Web-site.
4. Director (Fin.), Hqrs. Office
5. Rajbhasha Vibhag for translation.

*Signature*

27.1.10

**DY. MEDICAL COMMISSIONER**