



Headquarters
Employees' State Insurance Corporation
 (ISO 9001-2008 certified)
 Panchdeep Bhawan, CIG Road, New Delhi-110002

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PRESS RELEASE

LAUNCH OF 24X7 MEDICAL HELPLINE NO.1800 11 3839
IN ALL ESIC HOSPITALS

The ESI Corporation is going to launch a 24x7 Helpline No.1800 11 3839 for attending the calls of Insured Persons and their family members who wish to seek advice and guidance from casualty/emergency of ESIC Hospitals. In case an Insured Persons calls on 24x7 helpline functioning at ESIC Hqrs. Office and desires to have some medical advice in emergency from a doctor, this call will be connected through conference from 24x7 helpline to the emergency of ESIC Hospital of the concerned state and the doctor available in the casualty/emergency will attend the call for needful.

Medical Superintendents of ESIC Hospitals have been instructed to sensitize the doctors posted in casualty/emergency to attend the said call if received from 24x7 helpline through conference on priority and extend maximum possible co-operation to the needy Insured Person.

The main stakeholders of ESIC are the insured persons, their families and employers. To make the scheme user friendly and to provide urgent & clear information/guidance to the stakeholders and beneficiaries such helpline will be useful. ESIC Regional/Sub-Regional Offices have been instructed to attend to public grievances/queries quickly. In order to have a better interaction with the beneficiaries, Facilitation Centres in all the Regional/Sub-Regional Offices/ESI Hospitals and Model Hospitals including Hqrs. Office are also set up.

The Employees' State Insurance Corporation is a pioneer Social Security organization providing comprehensive social security benefits like complete Medical Care and a range of Cash Benefits in times of need such as employment injury, sickness, death etc. The ESI Act applies to premises/precincts where 10 or more persons are employed. The employees drawing wages up to Rs. 15,000/- a month are entitled to health insurance cover and other benefits, under the ESI Act.
