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EMPLOYEES' STATE INSURANCE CORPORATION  
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## **Press Release**

### **Inauguration of Specialty Services in all ESI Dispensaries in Delhi and Noida region**

Shri Deepak Kumar, IAS, Director General, ESIC inaugurated the specialty services in all ESI Dispensaries in Delhi and Noida region under the 2nd Generation Health Reform Agenda ESIC-2.0 at ESIC Dispensary, NIA, Karampura, New Delhi on 19.11.2015. These services have also been started in 22 dispensaries simultaneously.

#### **Other measures under ESIC Reforms 2.0**

- Improvement in general cleanliness with special emphasis on cleanliness of toilets, beautification, white wash, repair & maintenance of the premises is being closely monitored under the Swacch Bharat Abhiyan.
- Certain dispensaries have been identified for the plantation of a "Herbal Garden" (plants of medicinal value).
- Biometric attendance system (BAS) has been installed.
- "May I Help You"- Helpdesk- functional at all dispensaries
- Feedback forms – functional at all dispensaries at the Helpdesk itself
- Drinking water facilities-RO is available.
- Queue management systems (Token vending machines) installed in ESI Dispensary, Okhla Modi Mill and under way in all others.
- LCD T.V. is in place at all the Dispensaries
- Proper seating arrangements already in place
- Separate counter for senior citizens have already been started at all level i.e. registration, Doctor's room and pharmacy in most of the dispensaries.

All the above changes are under way in a time bound manner and a very encouraging response is being received from ESI beneficiaries and general public regarding these.

#### **ESI Scheme in Delhi**

ESI Scheme was first implemented in Delhi on 24.02.1952 (on ESIC Day) with initial coverage of 120000 employees. Besides Regional Office, Delhi, there are two Sub-Regional Offices i.e. Okhla and Rohini, one Divisional Office at Shahdara. For providing medical and other facilities to the Insured Persons and their beneficiaries, 14 ESIC Branch Offices and 32 ESI Dispensaries are functioning in various parts of the Delhi under control of Directorate (Medical) Delhi. The total number of Insured Persons is 13.89 lakh and the number of ESI beneficiaries is 55.56 lakhs.

Directorate(Medical)Delhi is providing primary medical care to nearly 14 Lakhs insured persons and their families (approx. 39 Lakhs) through a total network of 32 dispensaries. Secondary care services are provided by a network of 4 ESIC Hospitals through referral of cases from ESI Dispensaries in Delhi region.ESI is also providing tertiary medical care through private empanelled hospitals.

**(Pranava Kumar)**  
**Dy. Director (PR)**