

IP



VIP

ESIC-2.0

Chinta Se Mukti

Touching millions of lives with Social Security & Healthcare

ESIC AT A GLANCE



कर्मचारी राज्य बीमा निगम
Employees' State Insurance Corporation

Website: www.esic.nic.in, www.esic.in, www.esichospitals.gov.in



Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India lighting the lamp at the function of 2nd Graduation Ceremony of ESIC Dental College & Hospital, Rohini organized at Siri Fort Auditorium on 06.11.2017.



Shri Santosh Kumar Gangwar, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Govt. of India at the venue after laying the foundation stone for Renovation and Upgradation of ESIC Model Hospital, Beltola, Guwahati on 06.10.2017.

Employees' State Insurance Scheme of India

An introduction

The Employees' State Insurance Scheme is an integrated measure of Social Insurance embodied in the Employees' State Insurance Act and is designed to accomplish the task of protecting 'employees' as defined in the Employees' State Insurance Act, 1948 against the impact of contingencies of sickness, maternity, disablement and death due to employment injury and to provide medical care to insured persons and their families. The ESI Scheme applies to factories and other establishments viz. Road Transport, Hotels, Restaurants, Cinemas, Newspaper, Shops, and Educational/ Medical Institutions, etc., wherein 10 or more persons are employed. However, in some States threshold limit for coverage of establishments is still 20. Employees of the aforesaid categories of factories and establishments, drawing wages upto ₹ 21,000/- a month, are entitled to social security cover under the ESI Act.

The ESI Scheme is financed by contributions from employers and employees. The rate of contribution by employer is 4.75% of the wages payable to employees. The employees' contribution is at the rate of 1.75% of the wages payable to him. Employees, earning upto ₹ 137/- a day as daily wages, are exempted from payment of their share of contribution.

Coverage

In the beginning, the ESI Scheme was implemented at just two industrial centres in the country in 1952, namely Kanpur and Delhi. There was no looking back since then in terms of its geographic reach and demographic coverage. Keeping pace with the progress of industrialization, the Scheme today, stands implemented fully in 325 Districts & 92 District Headquarter areas in 33 states and Union Territories of the country. The Act now applies to over 8.98 lakhs factories and establishments across the country, benefiting over 3.19 crores insured persons/ family units. As of now, the total beneficiary stands at over 15.59 crores.

Infrastructure

Ever since its inception in 1952, the infrastructural network of the Scheme has kept expanding to meet the social security requirements of an ever increasing worker population. ESI Corporation has so far set up 155 hospitals and 42 hospital annexes for inpatient services. Primary and out-patient medical services are provided through a network of about 1467/159 ESI Dispensaries/AYUSH units, and 948 Panel Clinics.

The Corporation has also set up five Occupational Disease Centres, one each at Mumbai (Maharashtra), New Delhi, Kolkata (W.B.), Chennai (T.N.) and Indore (M.P.) for early detection and treatment of occupational diseases prevalent amongst workers employed in hazardous industries.

For payment of Cash Benefits, the Corporation operates through a network of over 630/ 185 Branch Offices/ Pay Offices, whose functioning is supervised by 63 Regional/ Sub-Regional Offices.

Benefits under ESI Scheme

The main benefits provided under ESI Scheme are:

- Sickness Benefit
- Disablement Benefit
- Dependants' Benefit
- Maternity Benefit
- Medical Benefit

Besides the above, other benefits being provided to the beneficiaries are Confinement Expenses, Funeral Expenses, Vocational Rehabilitation, Physical Rehabilitation, Unemployment Allowance (RGSKY) and Skill Upgradation Training.

ESIC – A Complete Social Security Organisation for India's Workforce

The ILO defines Social Security as "the security that society furnishes through appropriate organization against certain risks to which its

members are perennially exposed. These risks are essentially contingencies against which an individual of small means cannot effectively provide by his own ability or foresight alone or even in private combination with his fellows. The mechanics of social security, therefore, consists in counteracting the blind injustice of nature and economic activities by rational planned justice with a touch of benevolence to temper it."

ESIC is the only Social Security Organisation in the country which covers most of the exigencies (provided in the list of ILO) which are sickness, medical care for the worker, maternity, unemployment, work injury, death of worker, invalidity and widowhood.

The ESI Scheme is based on the Gandhian principle of "contributions as per their ability and benefits as per the requirement". This principle entitles an insured person who is from the lower wage bracket of the society for a huge line up of benefits by paying the contribution as per the wages he is earning.

Each social security payments made under the ESI Scheme helps the insured person without putting any extra burden on his savings or earnings, during emergent medical and other contingencies. The benefits being provided by the ESI Scheme are:-

1. (a) The Sickness Benefit is paid to the insured person at the rate of 70% of the average daily wages up to 91 days in two consecutive Benefit periods.
(b) Enhanced Sickness Benefit (for vasectomy/tubectomy) 100% of the average daily wages is payable for 14 days for tubectomy and 7 days for vasectomy extendable on medical advice.
(c) The Extended Sickness Benefit is admissible at the rate of 80% of the average daily wages for 124/309/730 day as per the opinion of MR and Medical Board during ESB period of 3 years.
2. Under the Disablement Benefit, the insured person who becomes disabled due to employment injury is paid 90% of the

average daily wages as long as temporary disablement lasts. For permanent total disablement, 90 % of the average daily wages is paid for whole life and for permanent partial disablement, the Insured Person is paid proportionate to the loss of earning capacity as determined by the medical board.

3. **Dependants' Benefit** is paid at the rate of 90 % of the average daily wages sharable in fixed proportion among all dependents if the insured person dies due to employment injury. This is payable to the widow for life or until her re-marriage and also to the dependent children till the age of 25 years and also to the dependent parents, subject to conditions. In an endeavour to reach out to the beneficiaries and make the system more customer friendly, all benefits are being credited to the bank account of the beneficiaries through ECS System.
4. The **Maternity Benefit** is paid at the rate of 100% of the average daily wages up to 26 weeks in case of confinement and up to 6 weeks in case of miscarriage. This can be extended by one month on medical advice in case of sickness arising out of pregnancy, confinement or miscarriage. The total Expenditure incurred during 2016-17 on cash benefit payments is ` 1517.93 crores from which one can assess the huge support extended by ESIC to its IPs at the time of distress, which otherwise should have put extra burden on the low income bracket of the workforce of the country
5. One of the biggest benefits extended by ESIC is **Medical Benefit** which provides 'Reasonable medical Care' (**Primary OPD services and In-patient secondary services**) for self and family from day one of entering insurable employment which continues till the insured person remains in insurable employment. Super Specialty Treatment is provided subject to fulfillment of contributory conditions. Treatment is provided through Allopathy and AYUSH system of medicines. ESIC Dispensaries and

Hospitals are providing the necessary medical treatment. Super speciality treatment is provided through in-house super speciality facilities available in some of the ESI Hospitals or ESI-PGIMSRs or through large number of advance medical institutions on referral basis through more than 1000 tie-up hospitals across the country. In such cases, ESIC makes direct payment to the hospitals without putting any financial burden on the patient or his family.

Medical Benefit is also extended to the widow/ spouse of the deceased/ retired/ superannuated Insured Persons as well as to the widow/ spouses of Insured Persons who ceases to be in an insurable employment on account of permanent disablement, and also to the widows of Insured Persons who are in receipt of Dependants' Benefit.

6. **Retirement Benefit** An Insured Person who leaves the insurable employment on attainment of the age of superannuation or retires under a voluntary Retirement Scheme or takes premature retirement, after being an insured person for not less than 5 years, shall be eligible to receive medical benefit for himself and his spouse subject to production of proof thereof, and payment of a nominal contribution of ` 120/- (rupees one hundred and twenty only) for one year. In case, the insured person expires, his spouse is entitled to the medical benefit for the remaining period for which the contribution was made, and she can continue to receive the medical benefit on payment of the contribution of ` 120/- (rupees one hundred and twenty only) per annum for further period.

This medical benefit is also admissible to an insured person and his spouse, who ceases to be in employment on account of permanent disablement caused due to employment injury on payment of similar contribution till the date on which he would have vacated the employment on attaining the age of

superannuation, had not he sustained such permanent disablement.

7. Other Benefits include **Confinement Expenses** for an Insured Woman or an IP in respect of his wife in case confinement occurs at a place where necessary medical facilities under ESI Schemes are not available, for which ` 5000/- is paid up to two confidants only.
8. ` 10,000/- is paid as **Funeral Expenses** in case of death of an insured person.
9. **Vocational Training** in case of physical disablement due to employment injury for which the actual fee charged or ` 123/- per day, whichever is higher is paid as long as the vocational training lasts.
10. **Un-employment Allowance** under RGSKY is payable in case of involuntary loss of employment due to closure of factory, retrenchment or permanent invalidity due to non-employment injury and contribution for three years prior to the loss of employment has been paid. This allowance is paid at the rate of 50% of the average daily wages for first twelve months and at the rate of 25% for the subsequent period of 13-24 months. Under RGSKY, in case of involuntary loss of employment, skill up gradation training is provided for duration of maximum 1 Year, so that the IP can enhance his skill and opt for other jobs.
11. **In order to encourage employment of disabled persons**, the Employers' share of contribution in respect of such disabled employees is paid by the Central Government for initial ten years. The employers are exempted from paying their share of contribution upto 10 yrs. in respect of all Permanently disabled persons irrespective of their wages working in factories and establishments covered under ESI Act.

Brief description of Benefits, Contributory Conditions, Duration of Benefits and the Scale of Benefits

Sl. No.	Name of the benefit (s)	Contributory conditions	Duration of Benefit	Rate/type of benefit/Remarks
1	Medical Benefit	One should be an insured person under ESI Act.	From day one of entering into insurable employment	Reasonable medical care, comprehensive medical care & clinical investigation for IP and his/her dependent family members.
1(a)	Medical care to permanently disabled IPs/IWs who ceases to be in insurable employment due to employment injury	On payment of ` 120/- per annum.	On yearly basis.	Medical facility for primary and secondary care (excluding SST) within ESI Medical institutions to IP/IW and his/her spouse till the date of superannuation.
1(b)	Medical care to retired Insured Person	To an IP who leaves the insurable employment (on attaining the age of superannuation, or retires under a VRS or takes premature retirement after being insured for not less than five years) on payment of ` 120/- per annum	On yearly basis.	Medical facility for primary and secondary care (excluding SST) within ESI Medical institutions to IP & his/her spouse for whole life. This benefit is also provided to the widow of deceased IP who had enrolled for this benefit.
2(a)	Sickness Benefit	On payment of contribution for not less than 78 days in corresponding contribution period.	Upto 91 days in any two consecutive Benefit Periods	70% of the average daily wages.
2(b)	Enhanced Sickness Benefit	As of Sickness Benefit.	7 days to an IP for vasectomy & 14 days to IW for Tubectomy.	100% of the average daily wages.

Sl. No.	Name of the benefit (s)	Contributory conditions	Duration of Benefit	Rate/type of benefit/Remarks
3	Extended Sickness Benefit	For 34 specified long term diseases. IP/IW should have continuous insurable employment for two years with minimum 156 days contribution in four consecutive contribution periods.	124 to 309 days which may be extended upto 2 yrs. (730 days) on medical advise specified for long term diseases.	80% of average daily wages.
4	Disablement Benefit			
4(a)	Temporary Disablement Benefit	From day one of entering into insurable employment. Paid for employment injury arising in the course & out of insurable employment.	<ul style="list-style-type: none"> • Not payable if disability lasts for less than 3 days (excluding the day of accident). • Otherwise payable for the entire period, so long as the temporary disability lasts. 	90% of average daily wages.
4(b)	Permanent Disablement Benefit	<ul style="list-style-type: none"> • No contributory condition are there. • Paid for permanent disablement, whether total or partial, caused by accident or an occupational disease arising out of and in the course of insurable employment. 	For whole life.	<ul style="list-style-type: none"> • For permanent total disablement - 90% of average daily wages. For permanent partial disablement - proportionate to the loss of earning capacity as determined by the medical board. • This can be commuted into lumpsum in case the daily rate benefit is upto ` 10 or the total commuted value does not exceed ` 60,000/-
5(a)	Dependant Benefit	From day one of entering insurable employment in case of death due to employment injury.	For life to the widow or until her re-marriage and to each legitimate or adopted son upto the age of 25 years. To each legitimate or	90% of average daily wages shareable among dependents in fixed proportion.

Sl. No.	Name of the benefit (s)	Contributory conditions	Duration of Benefit	Rate/type of benefit/Remarks
			adopted unmarried daughter until marriage. For infirm child till infirmity lasts.	
5(b)	Medical care to the widow in receipt of Dependant Benefit	For widow in receipt of dependant benefit.	Yearly basis.	Medical facility for primary and secondary care (excluding SST) within ESI Medical institutions on yearly payment of ` 120/- to the widow of deceased IP who is in receipt of dependent benefit.
6	Maternity Benefit	70 days contributions payable in the immediately preceding 2 consecutive contribution periods.	<ul style="list-style-type: none"> • 26 weeks upto two surviving children and thereafter. • 12 weeks for 3rd surviving child and onwards. • 6 weeks in case of miscarriage. • 12 weeks for the commissioning mother. • 12 weeks for the adopting mother. 	100% of the average daily wages.
7	Confinement Expenses	An insured woman or an Insured Person in respect of his wife shall be paid medical bonus on account of confinement expenses at a place where necessary medical facility under the ESI scheme is not available.	Upto two confinements.	` 5,000/- per case subject to two cases.
8	Funeral Expenses	• IP should have been eligible for any of the benefit under ESI Scheme.	One time payment for defraying expenses on funeral of an Insured	Actual expenses subject to maximum ` 10,000/- only.

Sl. No.	Name of the benefit (s)	Contributory conditions	Duration of Benefit	Rate/type of benefit/Remarks
		<ul style="list-style-type: none"> On production of a death certificate by the eldest surviving member/ dependents/any person who actually incurs the expenditure on funeral. 	person.	
9	Unemployment Allowance under 'Rajiv Gandhi Sharmik Kalyan Yojna' (RGSKY)	<ul style="list-style-type: none"> Insurable employment for the last 2 years with 78 days contribution paid/payable in each contribution period. Involuntary unemployment rendered due to closure of Factory/Establishment, retrenchment or permanent disablement due to non-employment injury not less than 40%. 	Unemployment Allowance for a maximum period of 24 months during the entire insurable employment.	<ul style="list-style-type: none"> Unemployment allowance at the rates of (a) 50% of last avg. daily wages for 0- 12 months (b) 25% of last avg. daily wages for 13-24 months. Vocational training for duration upto 1 year for Insured upgrading skills of Person receiving unemployment allowance. Medical care for self and family during receipt of unemployment allowance. Entire fee charged by Government approved/ accredited institutions reimbursed by ESIC.
10	Vocational Rehabilitation Allowance under Rule 60	Not more than 45 years of age and disability not less than 40% due to Employment Injury.	Training in any field in a Govt. Institution or Govt. accredited Institution as per the norms of the Vocational Rehabilitation Centre / institution.	<ul style="list-style-type: none"> Conveyance charges at normal rate/second class railway/bus fare as applicable. Expenditure charged by the center or ` 123/- per day, whichever is more.

- **Public Grievance Module 2.0**

ESIC has launched independent Public Grievance Module 2.0 from 15.08.2015 for lodging ESIC related Grievance online through ESIC website 'www.esic.in' or 'www.esic.nic.in'. The Insured Persons, Employers and General Public now can lodge their grievance/complaints online through this module anytime, anywhere in the following manner:-

1. Log on to 'www.esic.in' or 'www.esic.nic.in'.
2. Click on Public Grievance.
3. Fill up necessary information & write grievance/ complaint.
4. Submit.
5. Online grievance number will be generated.
6. Track the status of the grievance/complaint through grievance number.

- **Toll Free Helpline Number for Redressal of Public Grievances**

The ESI Corporation has set up the Public Grievances Redressal System at all levels i.e. Hqrs. Office/ Regional / Sub-Regional / Divisional / Branch Offices / ESI Dispensaries / ESI Hospitals. To ensure expeditious disposal and speedy redressal of public grievances under the ESI Scheme, various measures have been taken by the Corporation. It includes a Toll Free Helpline No. 1800-11-2526 activated at Hqrs. office. Besides the above, the following helplines have also been installed in ESIC RO/SRO to cater to local stakeholders.

Sl.	Name of Region	Toll Free Helpline No.
1.	Assam RO, Guwahati	1800-345-3627
2.	Bihar RO, Patna	1800-345-6190
3.	Chhattisgarh RO, Raipur	1800-233-5172
4.	Goa RO, Panaji	1800-233-0132
5.	Gujarat RO, Ahmedabad	800-233-0424
6.	Haryana RO, Faridabad SRO, Gurgaon	1800-180-1475 1800-180-2526
7.	Himachal Pradesh RO, Baddi	1800-180-2862
8.	Jammu & Kashmir RO, Jammu	1800-180-7029
9.	Jharkhand RO, Ranchi	1800-345-6532
10.	Karnataka RO, Bangalore SRO, Hubli	1800-425-0636 1800-425-0037
11.	Maharashtra RO, Mumbai SRO, Pune SRO, Marol	1800-209-4599 1800-233-4143 1800-220-0097
12.	Madhya Pradesh RO, Indore	1800-233-4414

Sl.	Name of Region	Toll Free Helpline No.
13.	Odisha RO, Bhubaneswar	1800-345-6712
14.	Punjab SRO, Ludhiana	1800-180-0026
15.	Puducherry RO, Puducherry	1800-425-7642
16.	Rajasthan RO, Jaipur SRO, Udaipur	1800-180-6266 1800-180-6224
17.	Tamil Nadu RO, Chennai SRO, Madurai SRO, Tirunelveli	1800-425-7080 1800-425-2527 1800-425-1505
18.	Telangana RO, Hyderabad	1800-425-235
19.	Uttrakhand RO, Dehradun	1800-180-4161
20.	Uttar Pradesh RO, Kanpur SRO, Noida	1800-180-5127 1800-180-3181
21.	West Bengal RO, Kolkata SRO, Barrackpore	1800-345-4454 1800-345-5985

For any other information about the ESI scheme, individuals or organizations may log on to ESIC website: www.esic.nic.in, www.esic.in, www.esichospitals.gov.in or contact any of the officers of ESIC offices/ establishments. Grievances can also be reported in writing, over telephone through Toll Free Helpline, by post, Email or in person to any of the following officers.

Branch Office Level	:	Branch Manager
Dispensary Level	:	Insurance Medical Officer Incharge
Hospital Level	:	Medical Superintendent/Deputy Medical Supdt.
Regional/Sub-Regional Level	:	(i) Regional Director/Director/Joint Director Incharge (ii) Public Grievance Officer
State Level		(i) Senior State Medical Commissioner (ii) State Medical Commissioner (iii) Director, Medical, ESI Scheme (Hqrs.)
Corporate Level	:	(i) Director General (ii) Medical Commissioner (iii) Insurance Commissioner (iv) Director (Public Grievances)

Address: ESI Corporation, Panchdeep Bhawan,
CIG Marg, New Delhi-110002

Website: www.esic.nic.in, www.esic.in, www.esichospitals.gov.in

E-mail: pg-hqrs@esic.in **Phone:** 011-23234092/93/98

Fax: 011-23234537 **Toll Free Number:** 1800 11 2526

Medical Helpline Number: 1800 11 3839



www.facebook.com/esichq



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Suvidha Samagam

In order to deal with oral, written complaints/suggestions and grievances, Suvidha Samagam is being held regularly in various field offices i.e. at RO/SRO/ESIC Hospitals on 2nd Wednesday of every month and at ESIC BO on 2nd Friday of every month.

Happy Employees Make Happy Employer

- Employers are freed of all liabilities of providing medical facilities to employees and their dependants in kind or in the form of fixed cash allowance, reimbursement or actual expenses, lump sum grant or any other medical insurance policy of limited scope, unless it is a contractual obligation.
- Employers are also exempted from the applicability of the Maternity Benefit Act and Employees' Compensation Act for employees covered under the ESI Scheme.
- Employers are freed of any responsibility in time of physical distress of workers such as sickness, employment injury or physical disablement resulting in loss of wages, as the responsibility of paying cash benefits shifts to the Corporation in respect of insured employees.
- Any sum paid by way of contribution under the ESI Act is deducted in computing 'Income' under the Income Tax Act.
- Besides this, a New Inspection Policy has also been launched and integrated with Shram Suvidha Portal of the Ministry of Labour & Employment wherein 13 Central Labour Acts including ESI Act are aligned. It aims to achieve the objective of simplifying business regulations and bringing transparency and accountability in labour inspection.

SALIENT ACHIEVEMENTS

A. Health Reforms Agenda of ESIC 2.0:

- Online availability of Electronic Health Record of ESI Beneficiaries (Insured Persons and their family members).
- Abhiyan Indradhanush: Ensuring the change of bed sheet daily in ESIC hospitals on VIBGYOR pattern.
- Medical Helpline No. 1800 11 3839 for emergency and seeking guidance from casualty / emergency of ESIC Hospitals.
- Special OPD for Sr. Citizens and differently-abled persons in ESIC hospitals, in the afternoon.
- Up-grading dispensaries to six bedded hospitals in phases.
- Providing of appropriate cancer detection, cardiology treatment, yoga facilities at different levels of hospitals.
- Dialysis facilities in all ESIC Model Hospitals on PPP Mode.
- All possible pathological facilities in hospital premises by outsourcing or by up-grading.
- Queue Management System in every Hospital for helping in registration and pharmacy.
- Behavioral training to para-medical and other staff of the hospitals guiding them to provide due courtesy in dealing with the patients/attendants.
- Feedback system for all indoor patients.
- Extending AYUSH facilities up to the dispensary level in phases & tele-medicine facilities for the beneficiaries in phases.

B. Extending coverage of Social Security net of ESI Scheme (under ESIC 2.0)

- As a part of extending the social security benefits of ESI Scheme in the remaining North-Eastern States, the Scheme was implemented in

Mizoram with effect from 1.12.2015. The ESI scheme was also implemented in Port Blair w.e.f.01.01.2016.

- ESI Scheme now stands implemented in 325 districts of the states, where industrial/ commercial clusters are located.
- Opened Health Scheme on pilot basis for selected group of unorganized workers like rickshaw pullers / auto rickshaw drivers in selected urban / metropolitan areas.
- With the extension of ESI coverage to Construction Workers in the implemented areas, such workers can also avail benefits of the ESI Scheme.
- Number of Insured Persons under ESI Scheme has gone up to 3.19 crores and the beneficiaries has touched a figure of 15.59 crores.
- Enhanced the wage ceiling for coverage of employees under the ESI Act from ` 15,000/- to ` 21,000/- w.e.f. 1st January, 2017.
- Launched “One IP-Two Dispensaries Scheme” for the ESIC beneficiaries, especially for migrant workers.
- Annual Preventive Health Check -up for Insured Persons of 40 years age and above in ESIC/ESI medical institutions. Get the medical check-up done and take preventive measures.

C. Digital India – e-initiatives of ESIC

- e-Biz Platform: ESIC is the first organization of Central Government to integrate its services (Registration of Employers via e-Biz portal of Department of Industrial Policy and Promotion of DIPP) to promote ease of business and curb transaction costs.
- Under its flagship project 'Panchdeep', ESIC has facilitated payment of ESI Contribution online by the Employer, via the payment gateway of 58 other banks w.e.f. 1st April, 2015, in addition to State Bank of India.
- ESIC has launched independent Public Grievance Module 2.0 from

15.08.2015 for lodging ESIC related Grievance online through ESIC website 'www.esic.in' or 'www.esic.nic.in'.

- Launched a dedicated website www.esichospitals.gov.in for ESIC Hospitals and Dispensaries in December, 2015. This website offers a host of hassle-free features to the ESIC Insured Persons and their beneficiaries. This also include booking of online appointment with ESIC specialist doctors for treatment on a convenient date according to location and specialties of treatment available in all 36 ESIC hospitals.
- E-Pehchan Card has been introduced with effect from 1st March, 2016.
- Launched the link for Geo tagged ESIC locations on Bhuvan Portal.
- Intra-Office Call Centre-cum Monitoring Centre connected through VOIP Numbers with all 1467/159 ESI Dispensaries/AYUSH, 815 Branch/Pay Offices, 63 Regional/Sub-Regional Offices, 155 Hospitals, started functioning at ESIC Hq. Office, New Delhi for monitoring the day to day activities/work.

D. Other New Initiatives

- Memorandum of Understanding signed with Directorate General Factory Advice Service & Labour Institutes (DGFASLI) for collaboration in the field of occupational health and prevention of occupational injuries and diseases.
- Launched the Mobile Application “AskAnAppointment” (AAA+) for the ESI patients to seek prior appointment at ESIC Dispensaries.
- Launched 'Paramarsh', a Pilot Project of Mobile based video - Tele consultation for ESI Beneficiaries in the States of Himachal Pradesh and Bihar.
- Started the facility of providing Super Speciality Treatment to retired Insured Persons.
- Launched 'Kahin Bhi-Kabhi Bhi' medical facilities for ESIC beneficiaries of Delhi.

E. Improving Benefits and Key Indicators

- During the F.Y. 2016-17, ESIC has disbursed ₹ 1517.93 crores as benefits in cash. The number of Cash Benefit payments has gone up to 31.80 lakhs.
- During the F.Y. 2016-17, an expenditure of ₹ 6256.57 crores was incurred on Medical Benefit.
- Contribution Income has increased to ₹ 13662.44 crores.
- Enhanced the period of unemployment allowance under RGSKY from 12 months to 24 months along with the medical benefit to Insured person/Insured woman and his/her family. The eligibility of contribution condition has also been reduced from three years to two years for getting the benefits under RGSKY.
- The duration of Maternity Benefit in confinements has been enhanced from 12 weeks to 26 weeks.

F. Social Media Tools:

- ESIC has made its strong presence felt on Social Media Handles through Facebook (www.facebook.com/esichq), Twitter (www.twitter.com/esichq) and other such handles like Pinterest, Instagram, G+ & Youtube. The visitors post their Grievances, Feedback and comments on other issues related with ESI Scheme enthusiastically. Public Relations Branch, Hqrs, is making all out efforts to maximize the reach & popularity of Social Media Handles of ESIC among its targeted people and is also responsive towards the queries & issues raised by the followers of ESIC Social Media.

G. Medical Education and ICT

- 6 Medical Colleges have been established by ESIC at Rajaji Nagar, Bengaluru (Karnataka), Gulbarga (Karnataka), Chennai (Tamil Nadu), Sanatnagar (Hyderabad), Faridabad (Haryana) & Joka (West Bengal), in which around 600 students have been enrolled in the under graduate courses of medical science.

- Two dental colleges at Rohini (Delhi) and Gulbarga (Karnataka) respectively has been established by ESIC where the total number of seats is 100.
- The post graduation in medical education for 108 seats is provided by ESIC Hospitals at Mumbai, Andheri, Rajaji Nagar, Joka, Maniktala & Chennai.
- **E-Pehchan:** A process of establishing the identity of the insured person through his Aadhar number has been set up by seeding Aadhar number to the insurance number. This has simplified the identification process of the insured person and his/her dependants at various point of contact during all type of benefit disbursement. The process has enabled our Insured Person to get rid of the cumbersome process of visiting our offices to get their Biometrics taken for issuance of pehchan card.
- **Empowerment to IP:** A system is in development stage to enable our workers to verify their status as covered/uncovered along with their wages/attendance/contribution deposited by their employers. A Provision for reporting any error would also be provided.

Now, the date for payment of ESI contribution is 15th day (instead of 21st day) after the end of the month.

Launched "One IP - Two Dispensaries Scheme" for ESIC beneficiaries, especially for migrant workers.

1.3 Cr workers registered with ESIC-Social Security and Health Benefits for all.





Shri Raj Kumar, IAS, Director General, ESIC flagging off the 'Run for Unity' organised by ESIC during the Rashtriya Ekta Diwas on 31.10.2017



Shri Raj Kumar, IAS, Director General, ESIC addressing the gathering during the Second National Ayurveda Day on 11.10.2017 at ESIC Headquarters, New Delhi



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Director General

कर्मचारी राज्य बीमा निगम **Employees' State Insurance Corporation**

Panchdeep Bhavan : C.I.G. Marg, New Delhi-110 002

Website: www.esic.nic.in, www.esic.in, www.esichospitals.gov.in

Toll Free Number: 1800 11 2526, Medical Helpline Number: 1800 11 3839



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