

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
STARRED QUESTION NO. 20
TO BE ANSWERED ON 08.12.2022**

ESIC HOSPITALS IN BIHAR

20. PROF. MANOJ KUMAR JHA:

Will the Minister of Labour and Employment be pleased to state:

- (a) the number of districts in the State of Bihar that do not have any ESI dispensaries or ESIC hospitals;**
- (b) the total number of workers engaged in unorganized sector in Bihar who are provided health facilities by ESI dispensaries and ESIC hospitals since May 2022;**
- (c) whether Government proposes to set up more ESIC hospitals in Bihar, if so, the details thereof;**
- (d) whether Government has any information and risk management architecture to assess the overall satisfaction among the ESIC beneficiaries, customer experience, grievance redressal and improved health outcomes; and**
- (e) if so, the details thereof?**

ANSWER

**MINISTER OF LABOUR AND EMPLOYMENT
(SHRI BHUPENDER YADAV)**

(a) to (e): A statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF RAJYA SABHA STARRED QUESTION NO. 20 FOR 08.12.2022 RAISED BY PROF. MANOJ KUMAR JHA REGARDING ESIC HOSPITALS IN BIHAR.

(a): At present, there are four Employees' State Insurance (ESI) hospitals in the state of Bihar, two hospitals at Patna district and one hospital each at Munger and Rohtas districts. There are 17 ESI dispensaries in the state of Bihar. Presently, twenty six districts in Bihar do not have any ESI hospital or dispensary.

(b): Since May 2022, a total of 1,41,884 non-Insured Persons have been provided health facilities by the ESIC hospital, Bihta, Patna.

(c): The ESI Corporation has given in-principle approval for setting up of a 100 bedded ESIC hospital at Muzaffarpur (Bihar).

(d) & (e): To assess the overall satisfaction among the ESIC beneficiaries, customer experience including improved health outcomes, the following measures have been taken:-

- i. Field visits by ESI Corporation members/Regional Directors to ESI health institutions to review/recommend on the status of health services.**
- ii. Periodical reporting by Medical Superintendents (MSs) of the ESIC hospitals on the status of services provided by respective hospitals.**
- iii. Monitoring of medical services through online dashboard.**
- iv. Receipt of regular feedback through patient feedback form, Suvidha Samagam, social media and grievance through emails, various public grievance/ feedback mechanism and qualitative resolution thereof.**
- v. Integration of ESIC grievance system with the Central Public Grievance Redress and Monitoring System (CPGRAMS).**

The ESIC has also set up a 24-hour Toll-Free helpline number 1800-11-2526. The facility has been quite helpful, particularly to those beneficiaries who are either illiterate or lack in writing/computer skills.

For quick and on the spot redressal of grievances of beneficiaries, Suvidha Samagams are also periodically arranged at Regional Offices/Sub-Regional Offices/Divisional Offices, which are also attended by the Medical Superintendents of local ESIC/ESI Scheme run state hospitals. In addition to this, video conferences with field units are also arranged periodically by ESIC Headquarters to monitor speedy and appropriate disposal of grievances received at various ESIC offices/hospitals.
