

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT**

LOK SABHA

**UNSTARRED QUESTION NO. 2500
TO BE ANSWERED ON 31.07.2017**

WEBSITE APPLICATION FOR ESI PATIENTS

2500. SHRI R. DHRUVA NARAYANA:

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

- (a) whether the ESIC has recently launched a website application Ask an Appointment (AAA+) for ESI patients of Delhi;**
- (b) if so, the details thereof along with the other steps taken/being taken by the ESIC to extend this facility to other States; and**
- (c) whether the Government proposes to launch mobile clinics across the country and if so, the details thereof?**

ANSWER

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT
(SHRI BANDARU DATTATREYA)**

(a) & (b): Yes, Madam. The Employees' State Insurance Corporation (ESIC) has launched a mobile based application "AskAnAppointment" (AAA+) for booking of appointment in ESI Dispensaries in Delhi on 10th April, 2017. Through this Mobile Application, a beneficiary can seek a prior appointment for OPD Registration in the stipulated dispensary. This Application can be downloaded free of cost in Smart Phones. This project has been rolled out in ESIC Dispensaries in Delhi on a pilot basis. Initially, every ESIC Dispensary in Delhi can cater to 20 patients per day through this mobile application. Appointment can be sought up to 7 days in advance excluding the current date. The Application is available both in English and Hindi. Progressively the project is planned to be rolled out in other ESIC dispensaries, in phases, based on the response of this pilot project.

(c): Yes, Madam. Under ESIC 2.0 Reforms, ESI Corporation has decided to expand its services in the country. In the implemented areas where Insured person population does not meet the ESI norms for setting up health facilities, endeavour is made to provide services through mobile clinics.
