

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

LOK SABHA

**UNSTARRED QUESTION NO. 3395
TO BE ANSWERED ON 09.12.2019**

PROBLEMS OF ESI DISPENSARIES

†3395. SHRI KANAKMAL KATARA:

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

- (a) whether the Government is contemplating any scheme to deal with the problems being faced by Employees' State Insurance (ESI) dispensaries keeping in view the fact that the burden on ESI dispensaries especially in Delhi-NCR, is continuously increasing and as a result thereof, they are unable to provide services in a timely manner;**
- (b) if so, the details thereof;**
- (c) whether the Government is aware of the fact that the procedures to get treatment and tests in the hospitals empanelled under ESI are quite complicated; and**
- (d) if so, the appropriate steps being taken by the Government to simplify the procedures for getting tests and treatment in hospitals empanelled under ESI?**

ANSWER

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT
(SHRI SANTOSH KUMAR GANGWAR)**

(a) & (b): In order to tackle increasing work load in Employees' State Insurance (ESI) Dispensaries, Employees' State Insurance Corporation (ESIC) norms envisage that beneficiaries may get services in timely manner, the details of which are as under:

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- **Strength of medical officer or other staff may be increased on the basis of specified work load yardstick**
- **Addition of new dispensary in an area may be considered if the number of Insured Persons (IPs) goes beyond 30,000.**

Further, ESIC has also given in principle approval to set up Dispensary cum Branch Office (DCBO) in each district in a phased manner. These DCBOs are expected to address various problems faced by ESI beneficiaries of that district.

(c) & (d): Procedure to get treatment and tests from ESIC empanelled hospitals is governed by Standard Operating Procedure (SOP) so that beneficiaries are provided with timely medical treatment services duly ensuring for any mis-utilization of such benefit. Further, ESI Corporation, from time to time, has taken appropriate steps to simplify the procedure for getting tests and treatment given in ESIC empanelled hospitals i.e. provision of cashless medical treatment from empanelled hospitals, uploading of empanelled hospitals list on ESIC website, liberty to choose empanelled hospital by ESI beneficiary etc.
