

**GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA**

UNSTARRED QUESTION NO:2043
ANSWERED ON:20.07.2009
INADEQUATE MEDICAL FACILITIES IN ESI HOSPITALS DISPENSARIES
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Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

- (a) the details of medical and diagnostic facilities available in the Employees' State Insurance hospitals/dispensaries at present in the country;
- (b) whether these facilities are adequate and satisfactory;
- (c) if not, the reasons therefor alongwith the remedial measures taken by the Government in this regard;
- (d) whether complaints have been received regarding shortage of life saving medicines, poor maintenance of hospitals/dispensaries and lack of proper medical treatment of beneficiaries, etc. during each of the last three years and the current year; and
- (e) if so, the details thereof alongwith the action taken by the Government thereon, State-wise?

Answer

MINISTER OF STATE FOR LABOUR AND EMPLOYMENT (SHRI HARISH RAWAT)

(a): Employees' State Insurance Scheme (ESIS) provides medical and diagnostic facilities in the system of Allopathy and AYUSH which includes Ayurveda, Siddha, Unani, Homeopathy and yoga through its hospitals and dispensaries in the country. Further, ESI medical scheme provides all the three levels of medical care i.e. primary, secondary and tertiary medical care including super speciality medical care services. Under the ESI Corporation full medical care is available to its beneficiaries which includes preventive, promotive, curative and rehabilitation services. Various facilities available are:

Health education

Family welfare services

Immunization services

HIV and AIDS control services

Outpatients, inpatients, emergency medical services

Diagnostic laboratory and radiological services

Antenatal, natal and post natal services

Occupational health services

Super speciality services including specialized investigations

Physical and vocational rehabilitation

Ambulance services

Artificial aids and appliances such as spectacles, dentures, hearing aids, artificial limbs etc.

Drugs and dressings.

(b) & (c): The facilities available through ESI Hospitals and dispensaries are generally satisfactory. The facilities which are not available in ESI Hospitals and dispensaries are provided to the ESI beneficiaries through tie up arrangement with reputed Government and private hospitals and diagnostic centres which include super speciality / tertiary medical care services.

(d) & (e): Some complaints are received from time to time. ESIC has taken several steps for improving the medical care services under the ESIS, which are as under:-

Revolving fund scheme: To cut down delays in provision of super speciality treatment, supply of drugs and dressings and repair & maintenance of equipments, ESIC has set up revolving fund with the consent of State Government. Under this scheme the payment is made by ESIC against the valid sanction of the State Government out of the money kept with the State Medical Commissioner office of ESI Corporation.

Model Hospital Scheme: ESI Corporation has taken a decision to set up one hospital in each State as Model Hospital. At present, ESIC has set up Model Hospitals in 18 States. These hospitals are being up graded as per norms and standards laid down by ESI Corporation. The expenditure on Model Hospitals is fully borne by ESI Corporation.

ESI Scheme is implemented directly by ESI Corporation in new geographical areas.

ESI Corporation has written to the State Governments to give their consent for handing over the ESI Scheme to ESI Corporation.

Zonal Super Speciality Hospitals: Four Super speciality hospitals have been proposed to be set up in four zones i.e. South, East, West and North zone. In the first phase, super speciality hospital is proposed to be set up at Sanath Nagar, Hyderabad for South Zone and the foundation stone for the same has already been laid and construction work is to be started shortly.

Central Rate Contract for Allopathic & Ayurvedic Drugs: To ensure uniformity in the supply of good quality drugs, ESIC is formulating Rate Contract for drugs following transparent bidding procedure and strict eligibility criteria which are provided to the States for adoption.

Norms and Standards: ESIC has formulated norms and standards for staff and equipments for smooth functioning of hospitals and dispensaries.

Decentralization: Powers have been delegated to the State Medical Commissioners for sanction of equipments, release of advance on account payments and repair & maintenance of equipments.

Occupational Disease Centre: ESI Corporation has set up five occupational disease centres at Basaidarapur (New Delhi), Chennai (Tamil Nadu), Kolkata (West Bengal), Mumbai (Maharashtra) and Indore (Madhya Pradesh) for prevention, early detection and diagnosis of occupational diseases amongst ESI beneficiaries. Special emphasis is being given for prevention of occupational diseases in insured persons working in hazardous industries.

Preventive Health Services: To strengthen promotive and preventive health services under ESI medical scheme, ESI Corporation has allocated a separate budget of Rs.20/- per IP family unit per annum. This will help in prevention of diseases like diabetes, Hypertension, HIV /AIDS and also promote healthy life styles amongst beneficiaries.

Expenditure on Super Speciality Treatment: To provide cashless and hassle free medical services, ESI Corporation has taken a decision for bearing the super speciality expenditure directly w.e.f. 01.08.2008. For this tie up arrangements have been made directly by ESIC with reputed and Government/private hospitals for speciality investigations and services.

IVF Treatment: ESI Corporation is providing artificial re-production and IVF treatment facilities to insured persons.

Expansion of Ayush Facilities: ESI Corporation is expanding provision of AYUSH facilities in ESI Hospitals and dispensaries as per the local requirements of the area. For promoting the same, the total expenditure on provision of AYUSH facilities in the first five years is fully borne by ESI Corporation.

Patient Satisfaction Survey: ESI Corporation has undertaken patient satisfaction survey in ESI Hospitals by independent agencies and is taking various actions based on the findings of the survey for improving the medical care facilities in ESI Hospitals.

Grading and ISO Certification of ESI Hospitals and Dispensaries: ESI Corporation is getting its hospitals and dispensaries graded by reputed organizations. Further action has been initiated for getting ISO certification in respect of hospitals and dispensaries.

IT enablement of ESI Institutions: To provide quick and hassle free medical care services, ESI Corporation has undertaken a plan for IT enablement of ESI Hospitals and dispensaries.

Starting of Medical Education Institution: As a part of initiative for overcoming the shortage of medical manpower and improving the services in ESI Hospitals, ESI Corporation has undertaken a project for starting medical colleges, nursing colleges, dental colleges and training school for other para medical staff in ESIC /ESI Hospitals. In the first phase, it is proposed to set up 11 Medical Colleges and 12 Post Graduate Medical Sciences and Research in the existing ESI Hospitals having 300 beds in the States.

Change in the pattern of reimbursement of medical care expenditure to the States: ESI Corporation has taken a decision to reimburse the administrative expenditure incurred by the State Governments on actual basis without ceiling subject to fulfilment of certain conditions. This will ensure State Governments to post the medical and para medical staff in ESI Hospitals and dispensaries as per norms and standards of ESI Corporation and will help in providing proper medical care facilities to ESI beneficiaries. Further, the ceiling on medical care reimbursement to the States is being increased from Rs.1000/- to Rs.1200/- w.e.f. 01.04.2009.

Hospital Development Committees: Hospital Development Committees have been constituted in all ESI Hospitals and have been given adequate administrative and financial powers for taking decisions for improvement in medical care facilities in hospitals and adjoining dispensaries.