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कर्मचारी राज्य बीमा निगम

(श्रम और रोजगार मंत्रालय, भारत सरकार)

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E.S.I.C.

No.U-16/30/649/2020-SST

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To

Director (Med.) Delhi Director (Med.) Noida	Deans/ Medical Superintendents – All ESI – PGIMSRs /Medical Dental Colleges,	Regional Directors / SMOs – All ROs	DIMS, ESIS All States & UTs (Through RD & SMO).
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Sub: Referral review to ensure handing over of referral to IP/beneficiary on the same day-reg.

Ref : SST Manual.

Respected Sir/Madam,

Reference captioned subject, instances have been observed wherein IP/beneficiary had to undertake frequent visits to referring location to physically receive the referral document for availing cashless medical services from empaneled hospitals. This leads to inconvenience and delay in starting medical treatment thus resulting in grievances.

In light of the above, all institutional heads of referring locations to review the practices being followed at their location so that the referrals may be handed over to IP/beneficiaries on the same day as per ESIC guidelines so as to minimize grievances.

This issues with the approval of Competent Authority.

Yours faithfully,

(Dr. Anita Sethi)
Dy. MC (SST)

Copy to : WCM for uploading on website.

Dy. MC (SST)