



# ESIC@75

Committed to Workers' Welfare  
Social Security & Nation-Building



શ્રમિક કલ્યાણ, સામાજિક સુરક્ષા  
અને રાષ્ટ્ર નિર્માણ હેતુ સમર્પિત



सत्यमेव जयते



कर्मचारी राज्य बीमा निगम  
Employees' State Insurance Corporation

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श्रमिक कल्याण, सामाजिक सुरक्षा  
एवं राष्ट्र निर्माण हेतु समर्पित



सत्यमेव जयते



कर्मचारी राज्य बीमा निगम  
Employees' State Insurance Corporation



**Minister of Labour & Employment and Youth Affairs & Sports  
Government of India**

## **MESSAGE**

It is a moment of immense pride that the Employees' State Insurance Corporation (ESIC) enters its 75th year of dedicated service to the nation. Over seven decades, ESIC has grown into a cornerstone of India's social security framework, safeguarding the working class through comprehensive medical care and income protection benefits, including maternity, disablement, and dependent support, reflecting the Government's enduring commitment to inclusive and equitable welfare.

Guided by the visionary leadership of Hon'ble Prime Minister Shri Narendra Modi Ji, the Ministry of Labour & Employment has undertaken transformative reforms to strengthen and expand the ESI Scheme. The reduction of contribution rates to 3.25% for employers and 0.75% for employees, without curtailing benefits, has enhanced workers' take-home pay while ensuring financial sustainability. Measures such as enhanced maternity benefits, revision of the wage ceiling and expansion of healthcare and medical education infrastructure have accelerated ESIC's growth. Today, the Scheme covers nearly 3.84 crore workers and about 14.91 crore beneficiaries, including dependants. The ILO also acknowledges tremendous surge in India's social protection coverage from 19 percent in 2015 to 64.3 percent in 2025.

A defining milestone in this journey has been the enactment of the Code on Social Security, 2020, which consolidates nine labour laws into a unified and forward-looking framework. The Code strengthens governance, broadens coverage and aligns social protection mechanisms with the evolving world of work.

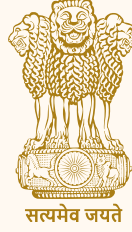
As ESIC marks this historic milestone, it stands as a symbol of social justice, institutional resilience and progressive reform. I extend my heartfelt congratulations to the entire ESIC fraternity and reaffirm the Government's unwavering commitment to strengthening and universalising social security for every worker. Going forward, enhanced Centre-State coordination, integrated digital systems and standardised processes will be key to ensuring seamless, efficient and beneficiary-centric service delivery across the country.

This volume captures that remarkable progression, tracing ESIC's growth, reforms, and its unwavering commitment to protecting the dignity and well-being of the nation's workforce.

**Place : New Delhi**

**Date : 22.02.2026**

**Dr. Mansukh Mandaviya**



**Minister of State for Labour & Employment and Micro,  
Small & Medium Enterprises  
Government of India**



## MESSAGE

Since its establishment in 1952, the Employees' State Insurance Corporation has dedicated over seven decades to strengthening social security and healthcare support for insured workers and their families. From humble beginnings, ESIC has expanded its footprint to 713 of 779 districts-covering nearly 90% of the country. Guided by the visionary leadership of our Hon'ble Prime Minister, Shri Narendra Modi Ji, the Ministry of Labour & Employment has steered this growth with a focus on inclusivity and last-mile service delivery. Today, benefits are delivered through a vast network of 65 Regional and Sub-Regional Offices, 612 Branch Offices, 165 hospitals, 1,603 dispensaries and numerous tie-up hospitals, ensuring reliable and accessible services nationwide.

ESIC remains committed to simplifying processes and extending coverage to every district. Under the continued guidance of the Ministry of Labour & Employment, efforts are underway to enhance efficiency, strengthen outreach, and ensure that no eligible worker remains outside the ambit of the Scheme.

The Code on Social Security, 2020 further advances this mission by modernising and expanding social protection. Guided by the visionary leadership of Hon'ble Prime Minister Shri Narendra Modi Ji, progressive safeguards-including 26 weeks of paid maternity leave, medical bonus, nursing breaks, a gender-neutral creche requirement in establishments employing 50 or more persons, and recognition of commuting accidents as employment related injuries have been reinforced. With the expected expansion in coverage, ESIC is simultaneously strengthening its healthcare infrastructure through new hospitals and dispensaries, increased bed capacity, additional DCBOs, and improved outreach in underserved areas, reflecting its continued commitment to accessible, sustainable, and quality-driven social security.

I extend my heartfelt congratulations to all officers and staff of the ESI Scheme and reaffirm the Government's unwavering commitment to strengthening and universalising social security for every worker in the country.

This edition brings together the defining chapters of ESIC's 75-year journey, presenting a rich account of its evolution, landmark initiatives, and its enduring role in strengthening India's social security framework.

**Place : New Delhi**

**Date : 20.02.2026**

**Shobha Karandlaje**



**Secretary, Ministry of Labour & Employment  
Government of India**

## MESSAGE

Looking back at ESIC's extraordinary 75-year journey fills us with a profound sense of fulfilment. What began as a statutory social security institution has evolved into a dynamic national organization committed to safeguarding the dignity and welfare of millions of workers across the country. This remarkable growth stands as a testament to the dedication of ESIC's workforce and the enduring confidence reposed in the organisation by its stakeholders. Today with nearly 15 crore beneficiaries under its umbrella-and the numbers steadily increasing-ESIC's footprint and impact are more significant than ever before.

The Code on Social Security, 2020 represents a transformative milestone in India's labour reform landscape. By subsuming the ESI Act, 1948 along with nine other central labour enactments into a cohesive legislative framework, the Code sets the stage for a modern, integrated, and future-ready social security system. It envisages the extension of ESI coverage across the entire nation, moving beyond the earlier limitation of notified areas. Establishments engaged in hazardous occupations are mandated to be covered irrespective of the number of employees, while voluntary coverage has been enabled for establishments with less than ten workers including plantations. Importantly, the Code also provides for the formulation of dedicated schemes for unorganised, gig and platform workers-bringing new and evolving segments of the workforce within the ambit of structured social protection.

The adoption of a uniform definition of wages introduces clarity and consistency across labour legislations. This reform strengthens the contribution framework, ensures greater accuracy in benefit computation and reduces scope for any confusion. The stipulations for annual health check-ups for workers above 40 years of age reinforces ESIC's commitment to comprehensive health coverage including primary health.

The publication of this commemorative volume, heralding the Platinum Jubilee celebrations, encapsulates the milestones, reforms and visionary initiatives that have shaped ESIC's distinguished legacy. I extend my warm greetings and best wishes to the entire ESIC fraternity as it advances confidently into the next chapter of service, innovation and excellence.

**Place : New Delhi  
Date : 20.02.2026**

**Vandana Gurnani**

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## Foreword

It is both a moment of celebration and a moment of reverence for the entire ESIC family as we step into the 75th year of dedicated service to the nation. This milestone represents yet another landmark in our continuous endeavour to reach the last worker in India. Over seven decades, ESIC's journey has been rich with challenges, growth, and achievement—made possible by the intensity of our commitment and the sincerity of our efforts. Above all, it is the unwavering trust and confidence of our stakeholders that has been the cornerstone of this institution's strength and continuity over the decades. I convey my heartfelt appreciation to all ESI stakeholders—our Insured Persons and their dependants, employers, and the dedicated employees of ESI Scheme—whose steadfast support and invaluable contributions have enabled us to move forward with purpose and resilience throughout this remarkable journey of over seventy years.

Since its inception in 1952, ESIC has progressed alongside a young and dynamic nation, witnessing India's historic milestones and participating in its proud achievements. Guided by the conviction that greatness is born of passion and perseverance, ESIC has consistently inspired and embraced the vast Indian workforce into its fold. The faith reposed in this institution has enabled its evolution from an insurance corporation into one of the largest social security organisations in the world. Seventy-five years of service stand as a testament to our growing confidence and to the strong foundation upon which we stand today.

ESIC's journey is, without doubt, an inspiring success story. From modest beginnings, the Corporation has grown into a national movement, now extending social security protection to over 14.91 crore beneficiaries across the country. Yet this achievement did not come easily. Even before the enactment of the ESI Act in 1948, visionary leaders and committed individuals laboured tirelessly to secure social protection for India's workforce. The establishment of ESIC in 1952 was the culmination of decades of dedication and foresight.

The Code on Social Security, 2020 marks a new chapter in this transformative journey. By extending ESIC coverage across India beyond notified areas, ensuring portability of benefits for migrant workers, enabling voluntary coverage for smaller establishments, and mandating coverage in hazardous occupations even for a single worker, the Code advances the cause of universalisation. It further brings mine workers, as well as plantation and tea sector workers, firmly within the ambit of the social security net—reinforcing ESIC's commitment to inclusive and comprehensive protection.

As we commemorate this glorious and memorable journey of 75 years, this volume seeks to capture and present the many inspiring milestones that have defined ESIC's evolution. It is both a tribute to our past and a reaffirmation of our resolve for the future.

**Place : New Delhi**  
**Date : 22.02.2026**

**Ashok Kumar Singh, IAS**  
**Director General, ESIC**

## Introduction

**S**ocial Security is among the most enduring expressions of a civilisation's commitment to human dignity. It reflects society's collective resolve to protect individuals and families against the uncertainties that accompany life—illness, maternity, employment injury, old age and loss of livelihood. In modern nation-states, social security has evolved from informal family-based support systems into structured, rights-based public institutions that safeguard citizens across their life cycle.

India's journey towards organised social security has been shaped by its transition from a traditional agrarian society to an industrial and urban economy. The advent of industrialisation, the growth of wage employment and the gradual disintegration of extended family structures created new vulnerabilities for workers. These transformations made it imperative for the State to assume responsibility for ensuring protection against economic and social distress, particularly for the working class that forms the backbone of national development.

The Employees' State Insurance Act, 1948 emerged as a landmark response to this historical necessity. Rooted in the principles of social insurance, the Act institutionalised the idea that workers are entitled to healthcare and income protection as a matter of right. When the Employees' State Insurance Scheme was formally launched on 24 February 1952, it marked the beginning of one of the most comprehensive social security systems—one that combined medical care with cash benefits and extended protection to workers' families.

Over the decades, the Employees' State Insurance Corporation (ESIC) has evolved in scale, scope and philosophy. What began as a modest scheme covering a limited number of industrial centres has grown into a nationwide institution providing medical, financial and social security to crores of Insured Persons and their dependants. Its journey mirrors India's own developmental trajectory—expanding steadily, adapting continuously, and responding to the changing needs of a dynamic workforce.

In recent years, ESIC has undergone a profound transformation, aligning itself with the national vision articulated by Hon'ble Prime Minister Shri Narendra Modi—of Shram Shakti, Sabka Saath—Sabka Vikas and Viksit Bharat. Governance reforms, digital integration, expansion of healthcare infrastructure, ease of compliance, universalisation of coverage and a renewed emphasis on dignity of labour have redefined ESIC as a people-centric and facilitative institution. Healthcare under ESIC today is guided by the principle that no insured person shall be denied treatment due to cost, complexity or circumstances.

This book traces the long and eventful journey of ESIC—from the intellectual foundations of social security in pre-independence India to its contemporary role as a cornerstone of India's social protection architecture. It documents milestones, reforms, institutional growth and human stories that collectively reflect ESIC's unwavering commitment to the welfare of workers and their families.

Since its launch, ESIC has steadily expanded its reach and capabilities. It provides comprehensive medical

care along with cash benefits such as sickness benefit, disablement benefit, dependants' benefit, maternity benefit and unemployment allowance. From limited geographical beginnings to a nationwide presence, ESIC represents the institutional realisation of the Constitution's commitment of social justice. It is not merely a statutory corporation—it is constitutional morality in action.

The continuity of this vision is visible in contemporary reforms, including the Code on Social Security, 2020, which expands coverage to unorganised workers, gig workers and platform workers. These reforms echo the foundational belief that dignity of labour must be matched

by adequate coverage and protection. ESIC today stands at the intersection of constitutional ideals and modern governance, bridging the aspirations of 1949 with the realities of 21st-century India and contributing to the goal of Viksit Bharat@2047.

As India advances towards becoming a developed nation, ESIC continues to stand as a living institution of trust—protecting livelihoods, preserving dignity and ensuring that economic growth is accompanied by social justice. This volume is both a record of the past and a testament to the future, capturing ESIC's evolving role in building a secure, inclusive and resilient India.



## 1st ESIC DAY – 24th February, 1952

Every year, the Employees' State Insurance Corporation commemorates 24 February as ESIC Day across all its establishments nationwide. This date occupies a place of singular importance in the annals of India's social security history. On 24 February 1952, the Employees' State Insurance Scheme was formally inaugurated at Brijender Swarup Park, Kanpur, marking the operational commencement of a pioneering social insurance programme in the country.

Addressing an immense public gathering of nearly 70,000 workers in Hindi, the then Prime Minister of India described the launch of the Scheme as "a step in the right direction," while also cautioning against complacency. He underscored the need for vigilance, resolve and courage in nation-building, observing that the world presented challenges that must be confronted with collective strength and determination. The occasion was further graced by the presence and addresses of several eminent leaders of the time, including Pt. Govind Ballabh Pant, Chief Minister of Uttar Pradesh; Babu Jagjivan Ram, Union Labour Minister; Rajkumari Amrit Kaur, Union Health Minister; Shri Chandrabhan Gupt, Union Food Minister; and Dr. C. L. Katial, the first Director General of ESIC.

On the same historic day, the Scheme was simultaneously launched in Delhi, with an initial coverage of 25,000 employees across the two centres. In a gesture symbolic of national leadership and commitment to social security, the then Prime Minister of India became the first honorary insured person under the Scheme. The

declaration form bearing his signature remains a treasured artefact of the Corporation.

The significance of the event found prominent expression in contemporary media as well. The Kanpur edition of Dainik Jagran dated 25 February 1952 reported the inauguration under the headline: "Prime Minister Inaugurates Employees' State Insurance Scheme—An Unprecedented Scheme in the Whole of Asia. Call for Cooperation in Development of the Nation." Messages of goodwill were received from the President of India, the Government of Uttar Pradesh, and international organisations such as the International Labour Organization (ILO) and the International Social Security Association (ISSA), reflecting the national and global recognition of the initiative.

To familiarise workers and stakeholders with the operational features of the Scheme, an exhibition demonstrating its functioning was organised at the Regional Office, Kanpur. From 24 February 1952, five Local Offices and eleven State Insurance Dispensaries in Delhi, along with eleven Local Offices and thirteen Dispensaries in Kanpur, commenced functioning, laying the administrative and medical foundation of the Scheme.

The initial framework of benefits under the ESI Scheme comprised five core benefits—medical benefit and four cash benefits, namely sickness benefit, maternity benefit, disablement benefit and dependants' benefit. Over time, these benefits were progressively strengthened and expanded. Extended Sickness Benefit was introduced for specified long-term diseases, vocational rehabilitation facilities were created for disabled insured persons, and

funeral expenses were added as a benefit in 1966. In 2005, the social security net was further widened with the introduction of the Rajiv Gandhi Shramik Kalyan Yojana, providing unemployment allowance to eligible insured persons.

Alongside the expansion of benefits, continuous efforts were made to enhance their adequacy and quality. All the cash benefits are now paid at a rate of not less than 70 percent of wages, reinforcing income security during periods of vulnerability.

The emblem of ESIC i.e. "Panchdeep" –a lighted lamp— aptly symbolises the spirit of the Scheme. The five flames of the Panchdeep represent the original five benefits and stand as a metaphor for hope, resilience and protection. Over the decades, the Scheme has illuminated the lives of innumerable

workers' families, replacing uncertainty with assurance and hardship with care.

During its first 59 years, the Employees' State Insurance Corporation grew steadily in scale and stature, guided by the vision and dedication of pioneers such as Prof. B. P. Adarkar and Dr. C. L. Katial. As the Corporation entered its 60th year, its responsibilities and commitments continued to expand in step with the aspirations of a growing workforce.

Thus, 24 February is not merely a date of commemoration; it represents the culmination of years of deliberation, planning and tireless endeavour. It stands as a landmark moment in India's social security journey—one firmly rooted in history, yet continuously evolving to meet the needs of the present and the future.





**Members of the Drafting Committee of the Constituent Assembly of India**

**Sitting from left : Saiyid Muhammad Saadulla, Dr. B.R. Ambedkar, Alladi Krishnaswami Ayyar and Sir B.N. Rao**

**Standing from left : S.N. Mukerjee, Jugal Kishore Khanna and Kewal Krishan in New Delhi**



## *Chapter 1*

# **ESIC: A Living Testament to India's Constitutional Commitment of Social Security**

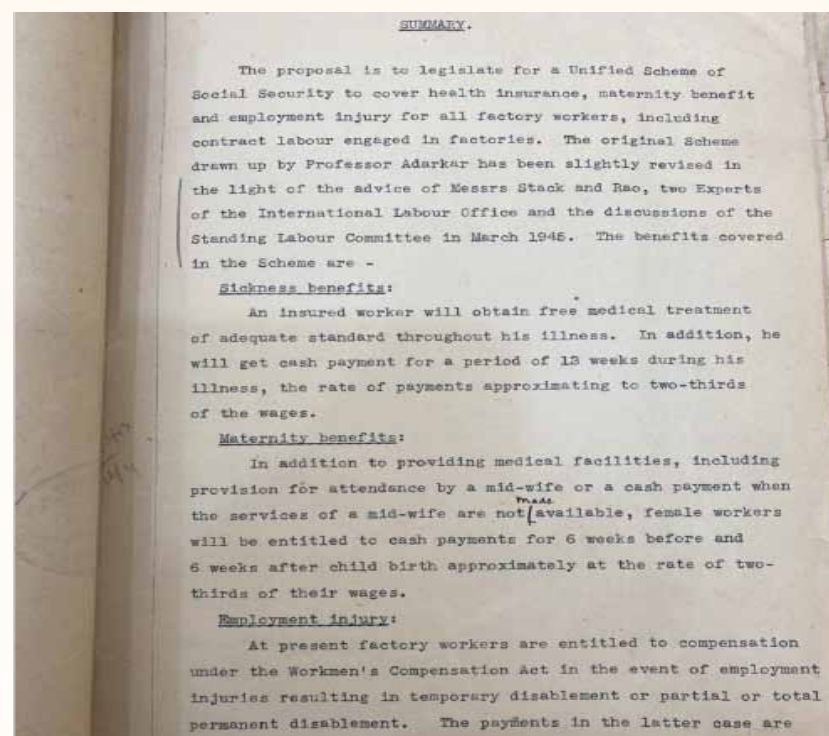
## Chapter 1

# ESIC: A Living Testament to India's Constitutional Commitment of Social Security

**A**t the heart of India's social security philosophy stands **Dr. Bhimrao Ramji Ambedkar**—jurist, statesman, social reformer and principal architect of the Constitution. Dr. Ambedkar believed that democracy must extend beyond the ballot box into the economic and social spheres. For him, liberty and equality were incomplete without safeguards against poverty, insecurity and exploitation. He consistently argued that workers, who contribute to national wealth, must be protected by institutional mechanisms that ensure dignity, stability and security.

During his tenure as Labour Member of the Viceroy's Executive Council from 1942 to 1946, Dr. Ambedkar introduced transformative reforms that laid the foundation of India's modern labour welfare architecture. He reduced working hours from twelve to eight per day, strengthened maternity benefit provisions, introduced paid leave, established employment exchanges, improved working conditions in factories and mines, and advocated strongly for employee insurance and compensation mechanisms. Through these measures, he institutionalised the principle that the State bears responsibility for protecting workers against illness, injury and economic insecurity.

Although the Employees' State Insurance Act was enacted after Independence, its intellectual and moral foundations are deeply rooted in Dr. Ambedkar's labour welfare vision. He firmly believed that industrial progress must be accompanied by social safeguards and that social security is not an act of charity but a matter of right. His advocacy for compulsory, state-supported insurance created the climate in which comprehensive social insurance legislation became both possible and necessary. The



ESI framework reflects the very principles he championed—that the State must actively intervene to protect labour and that economic democracy is indispensable to meaningful political democracy.

On 26 November 1949, India adopted a Constitution rooted in the ideals of Justice—social, economic and political. The Preamble's solemn resolve to constitute India into a Sovereign, Socialist, Secular, Democratic Republic marked the birth of a welfare state committed to human dignity. The framers recognised that political freedom without economic security would remain incomplete. They envisioned a Republic in which the State would actively shield workers from vulnerability, exploitation and destitution.

Even before the Constitution formally came into force, the **Employees' State Insurance Act, 1948** had already been enacted on **2 April 1948** by the Constituent Assembly acting as the Provisional Parliament. This landmark legislation translated constitutional philosophy into statutory reality, providing protection against sickness, maternity, employment injury and related economic distress. It placed India among the earliest nations in the developing world to institutionalise compulsory, state-backed health insurance for workers.

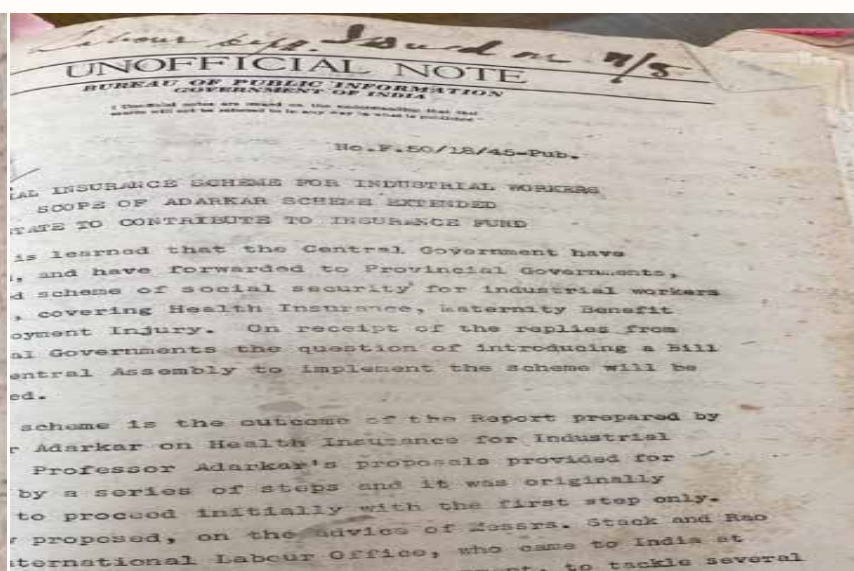
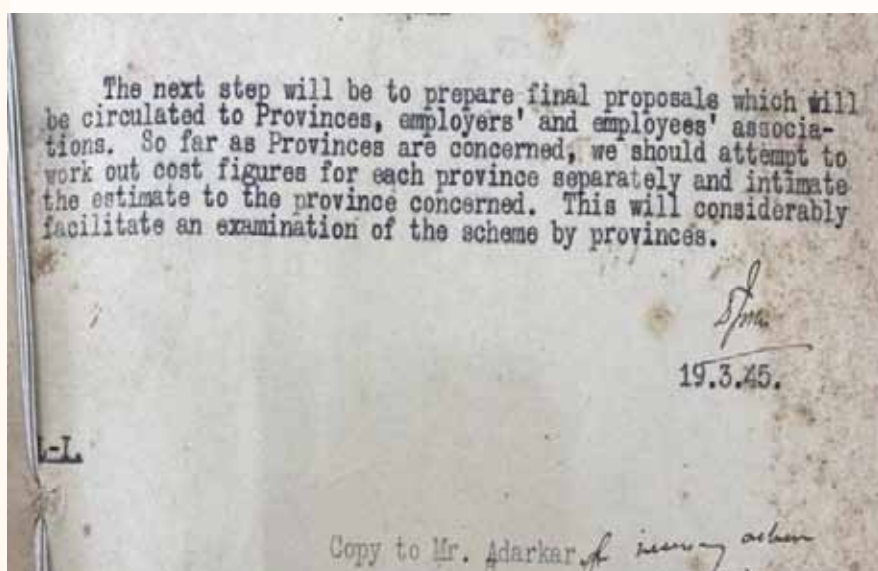
The Employees' State Insurance Corporation (ESIC) was established on 1 October 1948, with its first meeting held in Constitution Hall, New Delhi. The ESI Scheme was formally launched on 24 February 1952 in Kanpur, marking the beginning of an institutional journey that would gradually expand to national scale. What began as a modest initiative has evolved into one of the largest integrated social security organisations in the world.

Though social security is not expressly enumerated as a Fundamental Right, it is firmly embedded in the Directive Principles of State Policy. The Constitution articulates the State's obligation to promote the welfare of the people, secure just and humane conditions of work, provide public assistance in cases of unemployment, old age, sickness and disablement, to secure living wages, enable workers' participation in management, and

improve public health. These guiding principles establish social protection as a core responsibility of the Republic.

Further strengthening this constitutional mandate, the Seventh Schedule empowers both Parliament and the State Legislatures to enact laws relating to social security and labour welfare. These include provisions concerning social insurance, provident funds, employer liability, compensation, pensions, maternity benefits and other welfare measures. This carefully designed federal framework ensures shared legislative responsibility between the Union and the States, enabling coordinated and comprehensive advancement of this commitment.

The story of ESIC is inseparable from the story of India's constitutional journey. It is the story of a nation that chose justice over indifference, security over uncertainty and dignity over vulnerability. In safeguarding workers against sickness, maternity, disability and economic distress, ESIC affirms the Constitution's core message—that democracy must protect not only political rights, but human dignity. And in doing so, it continues to honour the Republic's solemn promise: that no worker shall stand alone in adversity, that social justice shall remain a lived reality, and that the Constitution's vision shall endure through institutions that faithfully serve the people.





The first Union Labour Minister Shri Jagjivan Ram in one of the meetings of ESIC



## *Chapter 2*

# **The Beginning of India's First Social Security Dream (1944–1952)**

## Chapter 2

# The Beginning of India's First Social Security Dream (1944–1952)

The idea that would one day shield millions of Indian workers was born quietly in 1944, at a time when India was still under British rule. Factories hummed, war raged overseas, and the industrial labourer, the silent backbone of production, remained without protection. Amid this uncertainty, the Government commissioned a remarkable man, Prof. B. P. Adarkar, to study the concept of health insurance for workers.

That year, Prof. Adarkar presented the “Report on Health Insurance” to the Tripartite Labour Conference, a document that would change the moral direction of India’s social policy. Visionary in its scope, it outlined a system where the State, the employer, and the employee would together build a safety net against sickness and contingencies. The report was hailed as a watershed. Sardar Vallabhbhai Patel, deeply impressed, famously called Adarkar “Chhota Beveridge”, a nod to Sir William Beveridge, the architect of Britain’s own social insurance system.

For Prof. Adarkar, this was more than economics; it was ethics. He continued to nurture the idea until 1946, when he urged that an expert from the International Labour Organisation (ILO) should help shape and guide the proposed scheme.

The following years transformed vision into action. In 1948, an eminent physician trained in London, Dr. C. L. Katial, took charge as the first Director General of the

Employees’ State Insurance Corporation (ESIC). He would remain at its helm until 1953, steering what was still a fragile experiment with unmatched conviction. Over four long years, he and his team toiled to give form to an idea that existed only on paper. Those efforts culminated in the historic inauguration at Brijender Swarup Park, Kanpur, on 24th February 1952, the moment India formally entered the realm of social security.

The legislative foundation had already been laid. The Employees’ State Insurance Act was enacted and passed by the Dominion Legislature on 2nd April 1948 and received the assent of the Governor General on 19th April 1948. Dr. Katial had been appointed the first Director General a few days earlier, on 15th April 1948. The first provisions of the Act came into force on 1st September 1948, and the Employees’ State Insurance Corporation, a living institution, was established on 1st October 1948 and inaugurated on 6th October 1948.

That first meeting, held on 6th October 1948 in the Constituent Assembly Hall, Council Hall, New Delhi, stands as one of the most defining moments in the history of Indian labour welfare. The hall was graced by Shri C. Rajagopalachari, the first Indian and last Governor General of India, who formally inaugurated the Corporation. The meeting began with a warm welcome address by Shri Jagjivan Ram, India’s first Labour Minister and the Corporation’s first Chairman.

In attendance were Smt. Shanta Mukherjee, representing employees; Sir Shri Ram, representing employers; and Dr. C. L. Katial, the first Director General. Together, they embodied the tripartite spirit on which the ESI Scheme was built, the cooperation of workers, employers, and the State.

Shri Jagjivan Ram's words that day carried the moral weight of a new republic finding its conscience:

**"We have assembled here today to witness a momentous event. We are about to start on a long inning to Social Security... Through Social Security measures, society seeks to protect the masses against certain risks to which they are perennially exposed and which they cannot by themselves provide against."**

He spoke of a young India's obligation to shield its people from the vulnerabilities of illness, accident, and economic distress, a duty as essential as freedom itself.

When Shri C. Rajagopalachari rose to inaugurate the meeting, his voice echoed optimism and purpose:

**"Any scheme which serves such a large number of people deserves not only my good wishes but the good wishes of all assembled persons and all those outside who will watch the progress of our country."**

He envisioned a cadre of selfless workers who would dedicate their lives to this cause, saying,

**"We want something like a society of Jesus of women workers who will be content to work all their lives on a fairly reasonable remuneration to meet their wants."**

Those words proved prophetic. Over the next seven decades, ESIC's staff and officers would live out that vision, working with missionary zeal to bring dignity and protection to millions.

In the same meeting, Sir Shri Ram spoke for the employers, affirming their solidarity:

"The purpose for which the Corporation is being set up must command the acceptance of all who have the welfare of the country at heart. The less fortunate must be assured against the inevitable risks of sickness and accident, when they need more money than usual for their living and medical attention."

And Smt. Shanta Mukherjee, speaking for the workers, voiced both gratitude and aspiration:

**"Workers in India have long been looking forward to this scheme like proverbial Chataka birds and are very happy that it has been introduced at last... Before any prosperity comes to a country there should be security, generally and above all, Social Security."**

At that first meeting, members of the Standing Committee were appointed as per Section 8 of the ESI Act, 1948, and the first meeting of the Standing Committee followed the very next day, 7th October 1948. Four important resolutions were passed defining the powers of the Secretary (Labour) and the Director General.

The second meeting of the Corporation, held on 10th May 1950, was a landmark in shaping the Scheme's structure. Shri Jagjivan Ram, addressing the Corporation, proudly declared that this was "the first of its kind in the whole of Asia", and that India's success would inspire similar movements across the continent.

That session saw vigorous debate: whether to adopt a service (dispensary) system or a panel system for medical care. Ultimately, the State of Bombay adopted the panel system, while other regions followed the dispensary model. The Corporation also resolved that Indian systems

of medicine should coexist with allopathy, ensuring holistic healthcare for insured persons, a decision far ahead of its time.

It was in this meeting that the Corporation decided to open its ESI Fund Account in the Imperial Bank of India (now the State Bank of India) and formally adopted the E.S.I. (Staff) Regulations and E.S.I. (General) Regulations.

Soon after, the Standing Committee and the Medical Benefit Council were constituted, setting the administrative framework in motion. In October 1951, the first amendment to the ESI Act, 1948 was passed, introducing Chapter V

A, which required employers nationwide to pay a special contribution at a rate fixed by the Central Government, strengthening the Scheme's financial foundation.

By the time the ESI Scheme was inaugurated at Kanpur on 24th February 1952, the dream that began in 1944 had become reality. Years of vision, persuasion, and perseverance had culminated in the establishment of an institution that promised to safeguard every worker from the unpredictable turns of fate.

That moment, simple in ceremony, profound in purpose, marked the beginning of a social covenant between the worker and the nation.



*Shri Jagjivan Ram, India's first Labour Minister & Chairman, ESIC addressing the public gathering on the occasion of Inauguration of ESI Scheme on 24.02.1952. Smt. Rajkumari Amrit Kaur, the first Health Minister of India & Vice-Chairman, ESIC is also seen.*



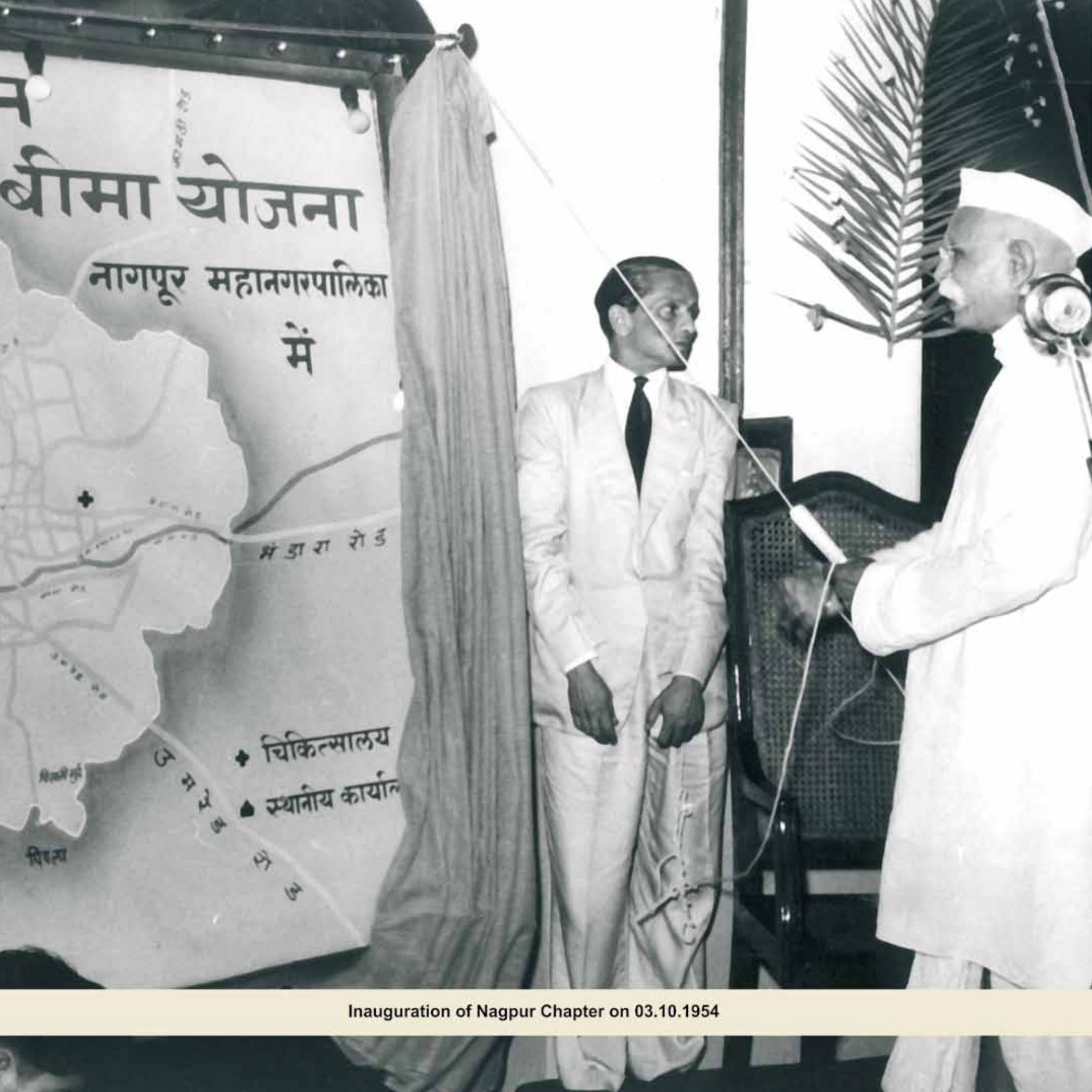
*Smt. Rajkumari Amrit Kaur, the first Health Minister of India addressing the inaugural function on 24.02.1952*



*Dr. C.L. Katial, the first Director General, ESIC addressing the gathering on the occasion of Inauguration of ESI Scheme on 24.02.1952*



*Third Meeting of ESIC Corporation, 1952*



Inauguration of Nagpur Chapter on 03.10.1954



## *Chapter 3*

# **From Promise to Practice**

# **The Founding Years of India's Social Security Movement**

# **(1952–1961)**

## Chapter 3

# From Promise to Practice

## The Founding Years of India's Social Security Movement

### (1952–1961)

#### WHERE IT ALL BEGAN.....

**T**he Employees' State Insurance Scheme began its remarkable journey on 24th February 1952, from the industrial heartlands of Delhi and Kanpur, covering just 25,000 IPs on its first day. Yet, by the close of the same year, that number had grown five fold, 1,20,000 IPs had been registered under the Scheme.

In that inaugural year, 13 dispensaries in Kanpur began operating with 39 Insurance Medical Officers (IMOs). In Delhi, 8 full-time and 7 part-time dispensaries opened their doors, staffed by 16 full-time and 7 part-time IMOs. Together, these medical units recorded an impressive 5, 77,000 attendances in 1952, a testament to how eagerly workers embraced this new promise of healthcare.

At that time, there were no ESI hospitals or even reserved beds in general hospitals for insured persons. Yet, the system moved swiftly to build medical infrastructure from scratch. Two Medical Boards, one each at Kanpur and Delhi, were established to handle employment injury cases. That first year, they examined 58 cases in Kanpur and 16 in Delhi, laying the groundwork for medical certification and benefits that would become an enduring feature of the Corporation.

Under the expanded cooperative programme of

technical assistance from ILO, two ESIC officers, Shri Iqbal Singh, Regional Director (Delhi), and Shri S. Narayan, Deputy Insurance Commissioner, were sent to the United Kingdom for a 16-week training course in Social Security Administration.

The early years carried charming details that reflected the era's simplicity. In one quarterly report, it was proudly noted that the Director General, Posts and Telegraphs had sanctioned five telephones for ESI dispensaries in Delhi, a significant advancement at the time.

In 1952, Shri V. V. Giri succeeded Shri Jagjivan Ram as the Union Labour Minister. A renowned trade union leader who would later become the President of India, Shri Giri guided the Scheme with a deep understanding of workers' needs.

Initially, there was no provision for medical care for the family members of insured persons. But, drawing from the experience of Delhi and Kanpur, a proposal was brought before the Corporation in December 1952 to extend such care to families as well. However, resource constraints made it unfeasible at that time.

The Corporation's balance sheet of 1952 showed a disciplined financial structure, contribution income was

spent solely on benefit disbursement, while administrative expenses were covered from other sources such as Central Government grants and building rent.

From 24th February 1952, employees in the Delhi and Kanpur areas began paying contributions, with the employers' share fixed at 1.25% of the wage bill. Elsewhere in the country, where the Scheme had not yet commenced, employers were required to pay a "special contribution" of 0.75% of the wage bill from the same date.

To adjudicate disputes related to these contributions, Employees' Insurance (E.I.) Courts were set up in areas where the Scheme was implemented, while special tribunals were established by the Central Government in other regions. Gradually, as the Scheme expanded, these tribunals were replaced by E.I. Courts under respective State Governments.

The 5th Meeting of the Corporation, held on 11th December 1952 under the Chairmanship of Shri V. V.

Giri, addressed several key administrative issues. It was resolved that, given India's limited resources, all medical facilities, whether provided by employers or other entities, must be fully utilised. The meeting also emphasised decentralisation, recommending active involvement of employers, employees, and State Governments at regional levels for greater efficiency.

By the end of 1952, the number of IPs had reached 1.20 lakh, marking a confident beginning to the Scheme's expansion.

### **EXPANDING HORIZONS: REACHING NEW STATES AND PEOPLE**

The Scheme's momentum continued into 1953, extending to seven industrial centres in Punjab from 17th May 1953, where medical care was initially provided under the panel system.



*ESI T.B. Hospital, Indore (75 beds), photographed on 23.01.1955*

At the 6th Corporation Meeting in 1953, the powers and functions of Regional Boards were formally approved. The Corporation also endorsed the draft model of Medical Benefit (Panel System) Rules, paving the way for consistent healthcare delivery.

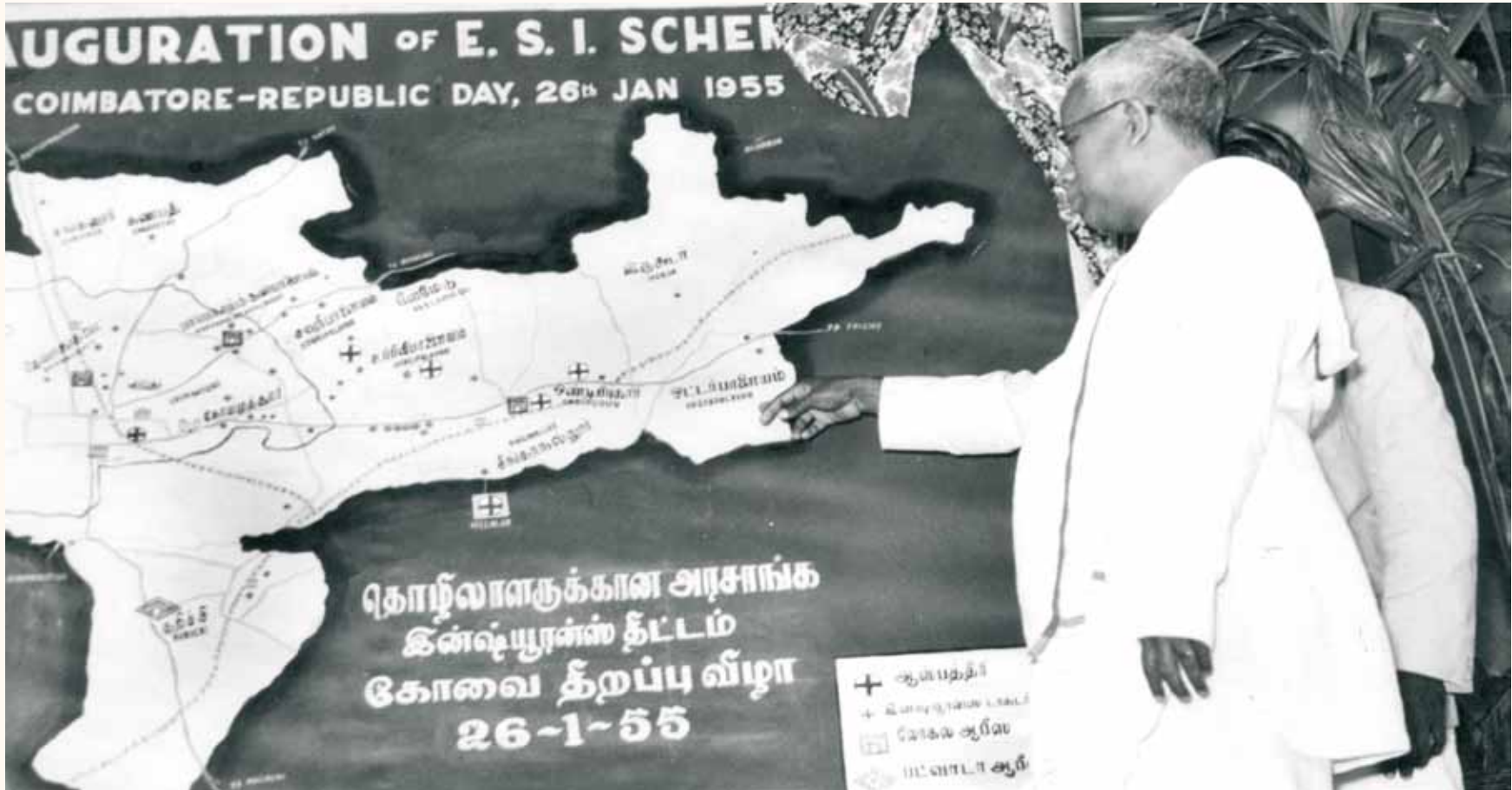
It was decided that cash payments for sickness, maternity, disablement, and dependants benefits should be allowed until the full implementation of the Scheme in new areas. Amendments were made to Regulation 57 of the ESI (General) Regulations, 1950, and a new Regulation 102-A was introduced, requiring Principal Employers to maintain an inspection book.

Another milestone came on 15th October 1954, when

the Extended Sickness Benefit (ESB) was introduced, initially for tuberculosis patients in the form of prolonged medical care and wage support.

The Scheme extended to the Bombay region on 3rd October 1954, where six diagnostic centres were established. The State Government of Bombay reserved 284 general beds and 100 TB beds in public and private hospitals for ESI beneficiaries, charging Rs.7 per day for general and Rs.6 per day for TB patients.

The State Government intimated that it was ready to implement the Scheme in Greater Bombay from 2nd October 1954 and in Ahmedabad from 26th January 1955.



Inauguration of ESI Scheme in Coimbatore on 26.01.1955



*Inauguration of ESI Scheme in Calcutta on 14.08.1955*

During this period, the Chairman of the Standing Committee and the Director General met State officials and the Mill Owners' Association in Bombay to finalise the trust deed for the Mahatma Gandhi Memorial Hospital, which was being planned for inpatient treatment of ESI beneficiaries.

Meanwhile, the Nagpur region was brought under the Scheme from 11th July 1954. The following year, 1954-55, witnessed massive expansion

ESI coverage extended to:

- Madras City and suburbs (20th November 1955)
- Coimbatore (23rd January 1955)
- Hyderabad, Secunderabad area (1st May 1955)
- Calcutta City and Howrah District (14th August 1955)
- Seven industrial centres of Andhra Pradesh (9th October 1955)
- Four areas of Madhya Bharat: Gwalior, Indore, Ujjain, and Ratlam (23rd January 1955)

This single year brought 3.19 lakh additional employees under the ESI umbrella, expanding social security to thousands of new industrial families.

The 8th Corporation Meeting, held on 16th February 1955 under Shri Khandubhai K. Desai, discussed several forward-looking initiatives. It was proposed that medical care be extended to the families of workers, and that Standing Committee meetings be held more frequently to review grievances and suggestions from regional centres.

Amendments were adopted to Regulations 1(2), 26, 31, and 52, along with Forms 1 and 4, and approvals were granted for Regulations 45 and 83 of the ESI (General) Regulations, 1950.

The meeting also approved the adoption of the Panel System in Ujjain and Ratlam (Madhya Bharat) and Madras City for medical care.

Two landmark resolutions were passed:

- The Employees' State Insurance Corporation be treated as a permanent organisation, with 60% of posts made permanent and staff confirmed accordingly.



*Inauguration of ESI Scheme in Calcutta on 14.08.1955*

- Power to be delegated to Regional Boards and Regional Directors, who could further re-delegate powers with prior approval from the Director General.

The Scheme extended to three areas of Uttar Pradesh on 15th January 1956, continuing the steady march of progress.

At the 9th Corporation Meeting on 17th December 1955, the Corporation approved the extension of restricted medical benefits to families of IPs once logistical arrangements were finalized, marking the beginning of family medical coverage.

In the same meeting, following India's State Reorganisation Act, the Corporation reorganised its regions and regional offices as follows:

Region	Regional Office
Madhya Pradesh	Indore
Andhra Pradesh	Hyderabad
Punjab & Himachal Pradesh	Amritsar
Rajasthan	Jaipur
Kerala	Thrissur
Union Territory of Delhi	Delhi
Uttar Pradesh	Kanpur
Madras & Mysore State, Laccadive, Minicoy and Amindive Islands	Madras
Bombay State	Bombay
West Bengal, Assam, Orissa, Bihar, Manipur and Tripura	Calcutta

By March 1955, the Corporation had established 131 local/sub-local/pay offices under 15 Regional Offices, ensuring decentralised service delivery.

The Regional Office at Indore for Madhya Pradesh began functioning on 2nd January 1957.

That same year, the Corporation approved the introduction of specialist consultations, laboratory and X-ray investigations, a major enhancement recommended by the Medical Benefit Council in December 1955.

### **REFLECTIONS & RESOLVE: THE MILESTONE MEETING OF 1956**

The 10th Meeting of the Corporation was held on 14th July 1956 under the Chairmanship of Shri Khandubhai K. Desai. One of the key matters discussed was the extension of medical care to the families of Insured Persons, a long-standing proposal that reflected the Corporation's growing concern for workers' welfare beyond the individual.

A major welfare decision was taken to provide artificial limbs to disabled IPs whose limbs had been amputated due to employment injury, the cost to be borne entirely by the Corporation.

By this year, the number of IPs had risen to 12.92 lakhs, marking the ESI Scheme's steady expansion across the nation.

### **A YEAR OF TRIAL AND RESILIENCE**

The year 1957 tested the young Corporation's strength like never before. What began as an ordinary year soon turned into a nationwide crisis as an influenza epidemic swept across India. It first appeared in Madras State and rapidly spread to almost every region of the country.

For the Employees' State Insurance Corporation, it was a defining moment. The sickness incidence among IPs rose three- to four-fold, and absenteeism struck offices and factories alike. Yet, the Corporation met this two-fold challenge with remarkable courage.

Additional support staff was sanctioned, and officers worked day and night. Senior officials from headquarters, including the Insurance Commissioner, travelled to affected regions such as Calcutta and Bombay. Experienced employees from Delhi Hqrs. and Kanpur Regional Office were deputed to reinforce local teams.

Regulations concerning medical certificates and the issue of first certificates were relaxed to speed up claims. The number of sickness benefit payments skyrocketed from 75,015 in June 1957 to 1,58,078 in July 1957, with an extra Rs. 43 lakhs disbursed as sickness cash benefit during the epidemic. Temporary staff cost another Rs. 1.5 lakhs, but the Corporation's swift response reassured workers that their welfare was its first priority.

On 25th April 1957, the 11th Meeting of the Corporation was held under the Chairmanship of Shri Gulzarilal Nanda. The members adopted regulations extending medical care to families of IPs and approved new provisions for Permanent Disablement and Dependants' Benefits namely Regulations 76-A, 83-A, and 107, along with new forms 18-A, 25 and 26.

That same meeting also approved the supply of spectacles to IPs at concessional rates or at cost price, and adopted amendments to the ESIC (Provident Fund) Regulations, 1951, modest yet meaningful improvements in workers' daily lives.



## A YEAR OF EXPANSION AND REFORM

The 13th Meeting of the Corporation took place on 21st February 1958, again chaired by Shri Gulzarilal Nanda. By then, the Scheme had covered 14.74 lakhs insured persons, and approximately 13.84 lakhs cash-benefit payments had been made through ESIC offices across India, a clear reflection of the Scheme's deepening reach.

Two more meetings, the 14th and 15th Meetings, were held on 1st April 1959 and 15th July 1959, also under Shri Nanda's chairmanship. During this period, IPs increased from 14.74 lakhs to 15.87 lakhs, bringing the total number of beneficiaries to 23.07 lakhs.

That year, the Corporation made 12.65 lakhs cash-benefit payments, while a landmark decision extended full medical care to workers' families, completing the vision first discussed years earlier in Kanpur and Delhi.

The meetings also addressed simplification of procedures and initiated amendments to the ESI Act. Major construction projects were sanctioned, including:

- A hospital at Madras
- The Worli Hospital at Bombay
- A 78-bedded hospital at Coimbatore.

Enhancements in benefits were also approved, conversion of sickness benefit to Extended Sickness Benefit for tuberculosis patients, giving them longer support for recovery.

## A YEAR OF ACHIEVEMENT AND RECOGNITION

By 1960, the ESI Scheme had grown into a nationwide institution. Implementation now covered 120 centres, protecting 16,77,500 employees. Medical care reached

19,39,000 insured persons, benefiting a total of 38,93,000 people across India.

That year, three Corporation meetings, on 4th February, 7th March, and 23rd August 1960, were held under Shri Gulzarilal Nanda's chairmanship. The Corporation decided to extend the Scheme to the districts of 24-Parganas and Hooghly in West Bengal.

A key resolution promised full medical care for families, including hospitalisation on the same scale as insured persons, and new programmes were approved to promote health education and preventive services at workplaces.

Plans were also drawn for new hospitals at Madurai and Madras. The year 1960 became one of the most remarkable in the Corporation's progress: four hospitals were constructed specifically for ESI beneficiaries, symbolising the tangible fruits of years of effort.

A historic administrative step was taken when the Corporation assumed direct responsibility for providing medical care in the Delhi area, covering 70,000 IPs and 2.72 lakhs beneficiaries, earlier managed by the Delhi Administration.

During the same year, ESIC operated through 250 offices nationwide, making approximately 21.89 lakhs payments. Medical benefit reached 16,58,750 IPs and 65 lakhs beneficiaries.

On the international front, the Director General, ESIC was honoured with appointment as Vice-President of the Third World Congress of the International Social Security Association (ISSA), held in Paris from 22nd to 27th May 1961, where he represented India in discussions on the prevention of occupational risks.

The Corporation also recognised the need to connect emotionally with the insured community. A powerful awareness campaign was launched through the film “Dawn of Social Security”, screened across the nation, accompanied by pamphlets such as “Know Your Own ESI Scheme” and the “Social Security Industrial Worker” series, helping millions understand their rights and benefits.

### **THE TWENTIETH MEETING AND CLOSING OF A TRANSFORMATIVE DECADE**

In 1961, the 20th Meeting of the Corporation was convened. The Chairman emphasised the need to revise pay scales for Medical Referees to attract talented doctors to the Scheme. The meeting also resolved that detailed morbidity statistics for family medical care be compiled state-wise, along with data on per-capita medical expenditure and hospitalisation rates.

The Corporation recommended maintaining records of cases recommended for hospitalisation but not admitted, particularly for tuberculosis, to monitor service demand.

It also suggested producing regional-language films to enhance worker awareness.

A significant resolution extended Extended Sickness and Medical Benefits to IPs suffering from fracture of the lower extremity (non-employment injury cases), a compassionate inclusion that reflected the Scheme’s evolving humanity.

The meeting also granted ex-post-facto approval to the revision of pay scales based on the Central Pay Commission’s recommendations, and sanctioned hospitality expenses for participants of the ILO seminar.

Members further approved the draft ESI (General Provident Fund) Regulations and draft ESI (Pension) Regulations, alongside a resolution for opening bank accounts with subsidiary banks of the State Bank of India.

Thus, as 1961 closed, the Corporation looked back upon a decade of remarkable achievement: a Scheme that had begun with 25,000 IPs in two cities now embraced millions across 120 centres.



*Gathering at the Inaugural Function of the ESI Scheme in Calcutta on 14.08.1955*



The erstwhile ESIC Headquarters Building



## *Chapter 4*

# **From Foundation to Expansion Broadening Horizons, Strengthening Lives (1962–1971)**

## Chapter 4

# From Foundation to Expansion Broadening Horizons, Strengthening Lives (1962–1971)

### THE DAWN OF A NEW DECADE

**A**s India entered the 1960s with newfound optimism, the Employees' State Insurance Corporation (ESIC) too began its second decade on a note of consolidation and growth. The spirit of nation-building was in full bloom, and ESIC stood as a silent pillar, strengthening the health and security of India's working class.

At the beginning of this decade in 1962, Shri Gulzarilal Nanda continued as the Chairman of the Corporation. Four significant meetings of the ESI Corporation were held that year, shaping its future course. The Corporation recorded a revenue income of ₹1,341.06 lakhs, rising from ₹1,022.25 lakhs in the previous year. The ESI Scheme extended its medical care to 21.64 lakh IPs (IPs) and 65.28 lakh beneficiaries, a testament to its growing reach across the country.

The year also saw the revision of the role of employers' special contribution under the ESI Act, 1948, in implemented areas. For the first time, meetings were held over two consecutive days, 23rd and 24th July, 1962, symbolizing the Corporation's increasing workload and dedication. Health education for IPs was formally introduced, and amendments to the ESI (General) Regulations, 1950 were approved, a step that deepened ESIC's emphasis on awareness and preventive care.

### A TIME FOR BUILDING THE BASE

The following year, 1963, reflected continued growth. Two Corporation meetings were held, on 6th February and 2nd December 1963, where decisions regarding the functioning of the ESI Scheme in Kerala, amendments to the ESIC (Staff and Conditions of Service) Regulations, 1959, and improvements to staff welfare were made. The revenue income increased from ₹1,341.63 lakhs to ₹1,555.86 lakhs. Medical care now reached 23.35 lakh IPs and 82.55 lakh beneficiaries, reflecting ESIC's deepening footprint.

By 1964, the ESI Scheme had been implemented in 226 centres, covering 28.80 lakh employees. Medical care reached 32.52 lakh IPs and 1.17 crore beneficiaries, with 11 ESI hospitals functioning across the nation. The Corporation operated through 367 offices, making 29.15 lakh payments to beneficiaries.

### EXPANDING REACH, DEEPNING CARE

In 1965, the Scheme expanded to 259 centres, covering 31, 29,400 employees. Medical care reached 34.05 lakh IPs and 1, 21, 42,650 beneficiaries. The number of ESI hospitals increased to 14, and Annexes rose to 18.

A major international milestone was achieved when the Second Regional Conference of the International Social Security Association (ISSA) for Asia and Oceania was held

in New Delhi from 13th to 18th December 1965, organized by the Government of India in cooperation with ESIC and the Employees' Provident Fund. The Director General of ESIC, Shri V. N. Rajan, represented the President of ISSA, highlighting India's emerging leadership in social security.

### STRENGTH IN SERVICE

In 1966, the ESI Scheme was operational in 273 centres, covering additional 83000 employees, i.e 32,12,400 employees in total. Medical care expanded to 35.45 lakh IPs and 1,30,16,600 beneficiaries, with 19 ESI hospitals functioning across India..

During this year, the Scheme extended its coverage to the exhibition and cinema industries, widening its ambit beyond factories and traditional sectors.

By 1967, ESIC had spread to 300 centres, covering 33.91 lakh employees. Medical care reached 36.84 lakh IPs and 1,37,62,550 beneficiaries, with 24 ESI hospitals functioning and 45.68 lakh payments made through 478 offices.

A major legislative achievement came this year with the implementation of the ESI (Amendment) Act, 1966, introducing several landmark benefits. These included:

- Funeral Benefit for the first time
- Additional Sickness Benefit for conditions arising from pregnancy, confinement, premature birth, or miscarriage
- Maternity Benefit in cases of miscarriage
- Enhanced rates for Disablement and Dependents' Benefits.

These progressive changes marked a profound evolution, the Scheme was no longer just a protector in times of illness, but a companion through life's most intimate struggles.



*Photograph of ESI (Chest) Hospital, Kanpur taken on 15.09.1967*

A Sub-Committee was also appointed to review the employers' special contribution rates, explore the introduction of dental services, and study the working of the Scheme in Orissa.

### THE NETWORK CONTINUES TO GROW

The momentum continued in 1968, with the Scheme implemented in 13 new centres, now covering 34.49 lakh employees across 313 centres. Medical care reached 36,74,100 IPs and 1,40,69,900 beneficiaries, supported by 31 ESI hospitals. The Corporation's network expanded to 509 offices, processing 51.89 lakh payments.

During this year, a proposal from the Madras Government regarding non-practicing allowances for full-time specialists in ESI hospitals was discussed, an early step toward ensuring the quality and retention of medical talent.

### A PERIOD OF REFORM, RENEWAL, & REACH

By 1969, the ESI Scheme covered 36,64,550 employees across 314 centres. Medical care reached 40,77,000 IPs



*Inauguration of the ESI Scheme in Bihar*

and 1,57,61,300 beneficiaries, serviced by 521 offices processing 54.06 lakh payments. The Corporation also approved special benefits for IPs suffering from certain chronic or morbid conditions, signaling ESIC's growing sensitivity to specialized health needs.

In 1970, the Scheme extended further to 324 centres, covering 38,39,000 employees. Medical care reached 42,18,000 IPs and 1,63,05,50 beneficiaries, with 535 offices managing 59.86 lakh payments.

A notable decision was the introduction of photographs on identity cards for IPs and their families, a simple yet vital modernization step that enhanced authenticity and trust.

## A LEGACY OF CARE & COMMITMENT

The decade concluded on a note of achievement in 1971, as the ESI Scheme expanded to 318 centres, covering 1,74,500 additional employees nationwide, a total of 43,44,000 IPs and 1,67,14,550 beneficiaries. The number of ESI hospitals rose to 46 and Annexes to 23, with 550 offices processing 58.29 lakh payments.

Under the chairmanship of Shri R. K. Khadilkar, two Corporation meetings were held that year. Key issues discussed included:

- The rise in Temporary Disablement and Sickness Benefits in West Bengal
- The recovery of interest on delayed payments of contributions
- The impact of rising cash benefits on the Corporation's finances
- The utilization of surplus hospital beds in ESI institutions.

By the end of 1971, the decade had firmly established the ESI Corporation as the bedrock of India's social security framework. From 11 hospitals in 1964 to 46 in 1971, and from 21 lakh IPs to over 43 lakh, the growth was both quantitative and moral, a reflection of India's collective progress.

The 1960s were years of resilience, of a young nation finding its strength and a young institution maturing into a trusted companion for millions. For every worker who toiled in factories, mills, or mines, the ESIC became a silent assurance that behind every pair of hardworking hands stood an unbroken promise of care, dignity, and security.

As the decade closed, the Corporation looked ahead, wiser from experience, stronger in resolve, and ready to embrace the challenges of a changing India.



*Employees' State Insurance Hospital, Madras (Tamil Nadu) photographed in 1965*



*Employees' State Insurance Hospital, Trichur (Kerala) photographed in 1970*



A view of ESI Hospital, Worli, Bombay (Maharashtra), with a capacity of 120 Beds, photographed on 27.03.1964



## *Chapter 5*

# **From Expansion to Empowerment A Decade of Strength And Service (1972–1981)**

## Chapter 5

# From Expansion to Empowerment A Decade Of Strength And Service (1972-1981)

### A TIME OF TRANSFORMATION

The 1970s opened as a defining chapter for the Employees' State Insurance Corporation (ESIC), a period when the institution moved from steady growth to spirited expansion. The country's industrial landscape was changing, new sectors were emerging, and India's workforce was growing stronger by the day. ESIC rose to this moment with resolve, expanding its services, deepening its care, and widening the circle of protection for millions of working families.

From factory floors to hospital wards, and from policy tables to the remotest towns, this was a decade when the Corporation's work became not only more extensive but also more humane.

### STRENGTHENING THE FOUNDATIONS OF CARE

The year 1972 began with a new purpose. The ESI Scheme was extended to 39,200 IPs working in 27 additional areas across several States. Medical care coverage rose from 43,44,000 to 45,25,000 Insured Persons, reaching 1,75,31,700 beneficiaries, a remarkable sign of the Scheme's expanding embrace.

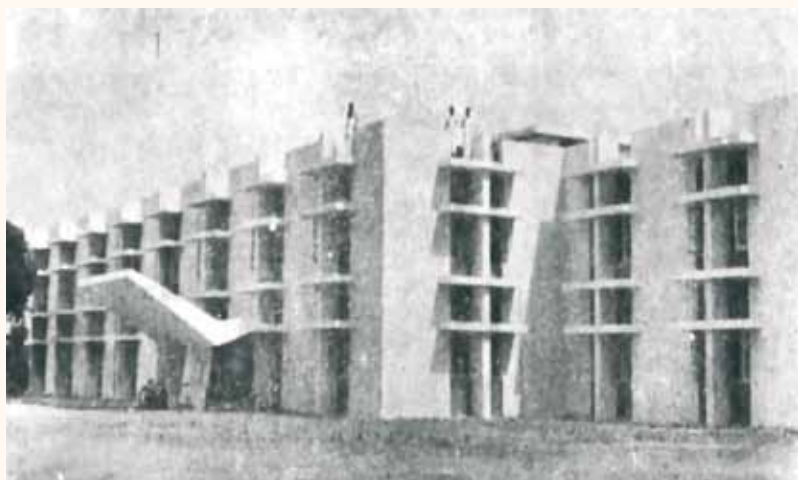
Infrastructure too reflected this momentum: 53 hospitals were now functioning under ESIC, up from 46 the previous year. A total of 46.61 lakh benefit payments were made through 585 offices.

Under the leadership of the then Minister of Labour & Rehabilitation, Shri K. V. Raghunath Reddy, two Corporation meetings were held. These saw landmark decisions, from instituting a Suggestion Award Scheme to setting up Medical and Special Medical Boards. A sub-committee was formed to redefine relationships between the Organization, its Unions, and Federations, reflecting ESIC's growing organizational maturity.

A loan of Rs. 2.34 crores was sanctioned to the Government of Maharashtra for the construction of hospitals and dispensaries, while the General Purposes Sub-Committee (GPSC) reviewed the working of the Scheme in Bombay. The Corporation also explored delegation of



*ESI Dispensary at Punalur, Kerala, photographed in 1973*



*ESI Hospital at Arpookara, Kerala, commissioned on  
24.11.1972*

powers to its Standing Committee and Director General, and set up a committee for job evaluation and parity of posts with the Central Government.

The year stood as a strong opening act, a statement that ESIC was ready for larger responsibilities.

### **VISION AND FORESIGHT**

The following year carried forward that momentum with a spirit of planning and vision. ESIC looked toward the future by approving the establishment of a Medical College at Arundh, Pune, in Maharashtra, a pioneering step to strengthen medical education within the ESIC system.

The Perspective Planning Committee's report was reviewed, setting the tone for long-term institutional growth. Elections for non-official members of the Standing Committee reaffirmed ESIC's democratic ethos. It was also resolved to retain existing yardsticks for staffing and benefits as recommended by the Perspective Committee, ensuring stability during expansion.

This was a year when ESIC paused to plan, not only to grow in size but to evolve in structure and vision.

### **A BROADER VIEW OF WELFARE**

By 1974, the Corporation was focusing deeply on welfare and modernization. In a series of forward-looking decisions, ESIC approved an increase in Permanent Disablement and Dependent Benefits, acknowledging the rising cost of living.

The GPSC presented reports on the working of ESIS in Tamil Nadu and West Bengal, ensuring regional parity and better medical administration. The Corporation introduced centralized procurement of drugs and medicines, improving quality control and transparency.

Recognizing the shortage of medical professionals, a proposal was moved to create a separate Medical Cadre within ESIC, a step that would later strengthen the medical service infrastructure. The Scheme also began extending Family Welfare Services to insured families with the assistance of the United Nations Fund for Population Activities (UNFPA), and initiated major construction projects for hospitals and dispensaries across States.

Each measure reflected one truth; ESIC's concern was not just for the worker's health, but for the family's wellbeing and the nation's future.

### **STRENGTHENING SYSTEMS AND ACCOUNTABILITY**

In 1975, the focus turned to governance. The Corporation resolved that all Regulations framed under Section 97 of the ESI Act would be placed before Parliament after Central Government approval, ensuring transparency and parliamentary oversight.

It reviewed the Sub-Committee's report on job evaluation and post-equation, paving the way for better HR structures within ESIC. The Corporation also modified the format of Income & Expenditure Accounts, marking another step toward administrative modernization.



*ESI Dispensary, Cheruvannur (Kerala), photographed in 1973*

It was a quiet but decisive year, strengthening systems to ensure that expansion rested on sound governance.

### **CONSOLIDATION AND REVIEW**

The year 1976 showcased ESIC's expanding reach, the Scheme was operational in 403 centres across India, covering 55,00,000 employees. Medical care was provided to 59,75,000 IPs and 2,30,31,350 beneficiaries.

There were 59 hospitals and 25 annexes, and ESIC processed millions of claims. The Corporation's leadership took major steps to improve internal functioning. A Management Service Unit was established to streamline medical arrangements and introduce inventory control systems, an early step toward operational efficiency.

The GPSC report on Karnataka provided vital insights for improving service delivery. Additionally, Regional Board meetings were convened across all States to assess hospital performance, diagnostic facilities, and dispensary operations.

The year reflected ESIC's evolution into a learning organization, one that reviewed itself with honesty and improved with intent.

### **SILVER JUBILEE: TWENTY-FIVE YEARS OF CARE**

The year 1977 marked a proud milestone, ESIC's Silver Jubilee, celebrated on 25th February 1977. What had begun in 1952 with coverage for just 1,25,000 employees had, in 25 years, grown to protect 57,50,000 IPs and 2.22 crore beneficiaries.

The Scheme was implemented in 366 centres, extending medical care to 2,75,800 new IPs and 12,21,650 beneficiaries. The number of hospitals increased to 63, and the Corporation made 71.83 lakh payments through 682 offices.

Under the chairmanship of Shri Ravindra Verma, the then Hon'ble Minister of Parliamentary Affairs & Labour, the Corporation made several key decisions: extending medical care to families of IPs from the day of entitlement, introducing rehabilitation and re-employment programmes for injured workers, and expanding the post-mortem programme to ESI Hospitals in Bangalore and Ahmedabad.

A committee was also constituted to review pay structures and anomalies, ensuring parity and fairness.

The Silver Jubilee wasn't merely a celebration of years, it was a celebration of trust, of millions of working hands that built India's progress.

### **EXPANDING HORIZONS OF HEALTH**

The year 1978 saw continued expansion and modernization. The Scheme covered 59,83,000 employees across 395 centres, extending medical care to 65,15,900 IPs and 2,55,67,300 beneficiaries.

The Corporation approved the construction of convalescent homes for recovering patients and their families, a humane step toward holistic recovery. It also

planned dialysis and organ transplant facilities, reflecting its readiness for advanced medical care.

That year saw several notable developments, from extending care to families residing away from workplaces, to introducing artificial limbs and medical aids for the disabled.

ESIC hosted the ISSA Sub-Regional Training Course from 4th to 14th September 1978 in New Delhi, marking India's leadership in social security cooperation.

### REACHING EVERY CORNER

In 1979, the Scheme expanded to 41 new areas, protecting 43,750 more Insured Persons. It now operated in 395 centres, covering 59,83,000 employees. Medical care was extended to 68,50,000 IPs and 2,65,78,000 beneficiaries, supported by 67 hospitals and 33 annexes.

Uttar Pradesh emerged as a leader in providing complete medical care to the families of 1,67,800 employees in 19 centres.

Under the leadership of Shri J. B. Patnaik, the then Hon'ble Minister of Labour, key reforms were passed, including presentation of ESIC Regulations before Parliament, the Family Welfare Project for better health education, and intensified UNFPA-supported family planning services for 1980-1981.

It was a year when ESIC's work reached from industrial belts to family homes, from employment to empowerment.

### A YEAR OF EMPOWERMENT

By 1980, the ESI Scheme had become a symbol of reliability. It expanded to 411 centres, adding 34 new areas and covering 63,32,200 employees. Medical care extended

to 3,11,800 additional IPs and 12,09,800 beneficiaries.

The number of hospitals rose to 70, and the Corporation processed 95.05 lakh payments through 724 offices.

Under Shri N. D. Tiwari, the then Hon'ble Minister of Planning and Labour, the Corporation approved major reforms, raising the Disablement and Dependents' Benefits from 125% to 140%, and increasing the medical expenditure ceiling from Rs.115/- to Rs.120/- per employee.

Committees were reconstituted, powers delegated under Section 94A, and governance frameworks refined. It was a year when ESIC's administrative strength matched its humanitarian mission.

### SERVICE BECOMES SENTIMENT

As the new decade dawned, 1981 reflected a deep sense of responsibility. The Scheme was operational in 435 centres, covering 63,88,500 employees, and extending medical care to 1,11,200 IPs and 4,31,450 beneficiaries.

The International Year of the Disabled inspired ESIC to enhance its Disablement and Dependents' Benefits, effective 1st January 1981. A documentary film, "Protecting the Worker on ESI Scheme," was produced and screened nationwide, raising awareness of the organization's mission.

Four Corporation meetings were chaired by Shri Bhagwat Jha Azad, the then Hon'ble Minister of Labour. Decisions included the establishment of holiday homes for insured families, a work study on statistical systems, and proposed amendments to Section 63 of the ESI Act.

It was also decided to extend the Scheme to small establishments and the Sugar Industry, ensuring that more workers entered the fold of security and care.



*Employees' State Insurance Dispensary, Palghat (Kerala), photographed in 1972*

## PROGRESS WITH COMPASSION

By 1982, ESIC's reach was unprecedented. The Scheme operated in 472 centres, covering 62,72,000 employees. Medical care was extended to 68,150 IPs and 2,64,420 beneficiaries in 45 new areas.

A quarterly journal, 'Suraksha', was launched to connect with employees and share stories of awareness, welfare, and progress.

Two meetings were held under Shri B. G. Deshmukh, Secretary, Ministry of Labour & Rehabilitation. Key actions included implementing Family Welfare and Immunization programmes for all insured persons, conducting work studies by the Ministry of Finance, and reviewing GPSC reports on Haryana, Karnataka, Punjab, Assam, Meghalaya, and Chandigarh.

Plans were also drawn to build community halls, parks, and shopping centres in ESI colonies, bringing a touch of community life to worker settlements.

## A DECADE THAT STRENGTHENED THE SOUL OF SERVICE

The years from 1972 to 1982 form one of the most dynamic chapters in ESIC's journey, a decade where progress was measured not only in policies or payments, but in people's lives.

Hospitals multiplied, benefits expanded, families grew healthier, and trust in the Corporation deepened. The ESIC had transformed, from a safety net to a symbol of empowerment.

Every number in this decade told a human story, of resilience, recovery, and renewed dignity. And as this chapter closed, ESIC stood taller than ever, its purpose reaffirmed in a single, timeless promise:

To stand beside every worker, in health and in hardship, today, tomorrow, and always.



*ESI Hospital, Nagpur (Maharashtra), photographed in 1970*



*Employees' State Insurance Hospital, Ernakulam (Kerala) in 1972*



The newly constructed 200-bedded ESIC Hospital at Jhilmil, Delhi



## *Chapter 6*

**From Consolidation to Transformation  
Building Stability,  
Strengthening Trust  
(1982–1991)**

## Chapter 6

# From Consolidation to Transformation Building Stability, Strengthening Trust (1982–1991)

### A NATION ON THE MOVE

**T**he decade of the 1980s marked a turning point for India, a period when the nation began to reimagine its economic destiny. The winds of growth, though gentle at first, carried the promise of transformation. In this evolving landscape, the Employees' State Insurance Corporation (ESIC) continued to hold steadfast to its founding purpose: to safeguard and serve the workforce that powered India's progress.

While charting ESIC's journey during 1982–1991, it is essential to understand the economic backdrop that framed its growth. The Corporation's progress was inseparably linked to the pulse of the nation's economy, its expansions, challenges, and reforms.

### THE ECONOMIC LANDSCAPE OF THE DECADE

India's economic performance through the decades can broadly be viewed in two distinct phases. Phase I (1950–1980) was marked by modest growth, averaging 3.6% per year in absolute terms and 1.2% in per capita income. The 1970s were particularly sluggish, with growth slowing to 3.0% per year, leading to near-stagnant per capita earnings.

Phase II (1980–2006), however, opened a new chapter of acceleration. The 1980–1990 decade witnessed a sharp rise, with growth climbing to 5.8% annually, nearly doubling the pace of earlier years. India now stood among the top nine fastest-growing economies of the world. The years between 1980–90 and 1990–2003 saw the country consolidating its economic gains, rising from eighth to third among the world's fastest-growing economies.

The average annual inflation rate between 1980–81 and 1989–90 stood at 7.5% (WPI – point-to-point basis), a steady reminder of the balancing act between growth and cost pressures.



*ESI Hospital, Palghat (Kerala), photographed in 1985*



*Hon'ble Union Minister for Labour, Shri P. A. Sangma, Labour Secretary, Shri Badal Roy and Director General ESIC, Smt. Kusum Prasad at the inaugural function of the ISSA Conference organized at New Delhi on 26.10.1987*

### **ESIC IN THE HEART OF TRANSITION**

The decade from 1982 to 1991 represented the middle milestone of ESIC's seven-decade journey, a period of consolidation, introspection, and renewal. Having celebrated its Silver Jubilee in 1977 and expanded the Scheme across industries, the Corporation entered the 1980s with a clear roadmap laid out by the Perspective Planning Committee (1972).

ESIC's progress during this period mirrored India's broader growth story, marked by expansion in reach,

innovation in systems, and transformative legislative reforms.

### **COVERAGE: EXPANSION IN REACH, STABILITY IN NUMBERS**

While the economic pulse of the nation quickened, ESIC's own coverage saw both steady expansion and brief plateaus. The number of implemented centres rose nearly 40%, from 411 centres in 1980–81 to 577 centres by 1989–90. This reflected the Scheme's growing geographic



*Inauguration of ESI Hospital in Gwalior*

footprint and its deepening presence in industrial belts across the country.

However, the number of employees and family units covered under the Act remained relatively stable, fluctuating around 6.1 to 6.3 million employees during the decade. There were temporary dips in certain years (1982–83, 1983–84, 1986–87, 1987–88, and 1988–89) before stabilizing again by the decade's close.

Overall, while the total coverage numbers held steady, the Scheme's operational reach widened significantly, 166 new centres were added during this period, strengthening ESIC's accessibility across India.

### Growth in Coverage (1980–1990)

Year	No. of Implemented Centres	No. of Employees	No. of IPs/ Family Units
1980–81	411	63.322	71.618
1981–82	435	63.885	72.73
1982–83	472	62.72	71.87
1983–84	499	61.15	69.68
1984–85	512	61.6	70.115
1985–86	520	63.12	71.525
1986–87	537	62.79	71.23
1987–88	551	61.09	69.6
1988–89	556	59.97	68.07
1989–90	577	61.07	68.09

### LEGISLATIVE REFORMS THAT RESHAPED ESIC

The 1980s witnessed two landmark amendments to the ESI Act, one in 1984, and another in 1989. Together, they transformed the Corporation's administrative, legal, and operational framework, laying the foundation for a modern, flexible welfare system.

#### THE 1984 AMENDMENT: RATIONALIZATION AND REFORM

In 1984, the ESI Act underwent important revisions aimed at simplifying processes and ensuring fairness for both employers and employees.

The wage limit for coverage under the Act was raised from Rs. 1,000 to Rs. 1,600. Employers' contributions were de-linked from employees' contributions, shifting

from the earlier slab-based system to a percentage-based contribution, 5% by employers and 2.25% by employees.

The unit of contribution was changed from “week” to “wage period”, defined under Section 2(23). The amendment allowed the framing of rules with retrospective effect, validating the ESIC (GPF) Rules, 1973, as recommended by the Committee of Subordinate Legislation (6th Lok Sabha).

It made Central Government approval mandatory for framing new regulations, ensuring parliamentary oversight. The Third Schedule on Occupational Diseases was replaced with a revised list aligned with ILO’s 1980 standards.

References were updated to conform with the new Code of Criminal Procedure (Section 195, Chapter XXXV). These changes not only modernized administration but also brought India’s social security framework closer to global standards.

### THE 1989 AMENDMENT: A NEW ERA OF FLEXIBILITY

Five years later, sweeping reforms were enacted through the 1989 Amendment, redefining the very structure of the Act.

#### KEY HIGHLIGHTS INCLUDED:

- Simultaneous extension of the Scheme under Section 1(5) to synchronize coverage across new centres.
- The introduction of the “once covered, always covered” principle, for IPs ensuring continuous protection even if employment numbers dropped below thresholds.
- The wage ceiling limit was shifted from the Act to Central Rules, allowing faster revisions; under Rule 50, it rose from Rs. 1,600 to Rs. 3,000, effective 1.4.1992.
- The composition of the Corporation was broadened, increasing employer and employee representatives from 5 to 10.
- The post of Principal Officer was abolished, with only the Director General, Chief Executive Officer, and Financial Commissioner appointed by the Centre.
- Section 17 empowered ESIC to recruit Medical Officers directly, bypassing the UPSC to address shortages in ESIC hospitals.
- Section 39 introduced provision for contribution rates through Central Rules.



*A surgical operation in progress at an ESI Hospital*



*ILO Representative addressing the opening session of the Asian Regional Round Table Meeting on Social Protection Against Occupational Diseases, held in New Delhi from 26 -28 October 1987*

- Section 45A ensured employers were given an opportunity of hearing before contribution determination.
- Sections 45C to 45I introduced an in-house Revenue Recovery mechanism, reducing dependence on State authorities.
- Benefit-related provisions were shifted to Central Rules for greater flexibility.
- A new clause required 50% deposit of dues before disputes could be adjudicated.
- Penal provisions under Sections 84, 85, and 85A were made more stringent, while Section 85B defined damages clearly in Regulations.
- New Sections 91B and 91C empowered the Government to withdraw benefits in cases of misuse.
- A major addition provided medical care for retired insured persons, recognizing lifelong service.

Together, these amendments equipped ESIC for a new era, one that valued accountability, efficiency, and inclusivity.

### **SIMPLIFYING FOR STAKEHOLDERS: REFORMS IN CONTRIBUTION AND COMPLIANCE**

The decade also saw reforms that eased compliance burdens for employers and streamlined contribution systems.

Before 1981, employees were grouped into “A Set,” “B Set,” and “C Set” categories based on their date of appointment. Weekly contribution periods, adhesive stamps purchased from authorized banks, and manual “Return of Contribution Cards” formed a cumbersome process.

Gradually, adhesive stamps were replaced with rubber-stamped contribution cards, and eventually, a unified

Return of Contribution format was introduced, a small but revolutionary change that simplified record-keeping and enhanced employer confidence.

### **INFRASTRUCTURE EXPANSION: STRENGTHENING THE HEALING NETWORK**

The 1980s also marked remarkable progress in ESIC’s physical and medical infrastructure. The number of ESI Hospitals increased from 79 to 111, adding 32 new hospitals during the decade. Hospital beds rose from 16,567 to 16,942, while beds in annexes grew from 762 to 841. The number of reserved beds in other hospitals reduced slightly from 4,932 to 4,426, bringing the total bed strength to 22,714.

275 new dispensaries were established, staffed by an additional 2,300 Insurance Medical Officers (IMOs) and 360 Insurance Medical Practitioners (IMPs). The number of Branch (Local) Offices increased from 724 to 848, ensuring service delivery reached even smaller industrial clusters. This expansion underscored ESIC’s commitment to healthcare accessibility, not just in numbers, but in human touch.

### **JUDICIAL CLARITY: GUIDING THE PATH FORWARD**

The decade also saw the judiciary play a pivotal role in clarifying provisions of the ESI Act. Several landmark judgments by the Supreme Court and various High Courts helped interpret ambiguities, ensuring smoother implementation and protecting the rights of beneficiaries.

These rulings not only strengthened ESIC’s legal framework but also ensured justice and fairness across the system.

## A DECADE OF STEADY TRANSFORMATION

As the decade drew to a close, ESIC had emerged stronger, smarter, and more responsive. The reforms of the 1980s laid the foundation for flexibility and modernization that would define its future growth.

From digital-ready contribution systems to broadened medical infrastructure, and from legislative strength to financial discipline, ESIC stood ready to serve a rapidly industrializing India.

The fourth decade was not about explosive growth, it was about quiet consolidation, careful reform, and lasting stability. It was the decade that taught the Corporation how to balance expansion with empathy, and governance with grace.

And as ESIC looked toward the 1990s, it carried forward a spirit that had only deepened with time, a promise to protect every worker, with dignity, security, and compassion.



*Dependants' Benefit - Succor for many young and old under the ESI Scheme*



*Maternity Benefit - A means of livelihood for women workers during the period of confinement*



ESIC Hospital, Basaidarapur, New Delhi



## *Chapter 7*

# **From Resilience to Renewal Reforming Systems Reimagining Security (1992–2001)**

## Chapter 7

# From Resilience to Renewal Reforming Systems Reimagining Security (1992–2001)

### A DECADE OF CHANGE AND CHALLENGE

The 1990s dawned upon India with both anxiety and aspiration. The country was facing one of the most serious economic crises in its post-independence history. Foreign exchange reserves had dwindled, inflation had soared, and policy paralysis had set in. In response, India took a bold leap, embarking on a journey of liberalization, privatization, and globalization that would reshape its economy forever.

For the Employees' State Insurance Corporation (ESIC), this decade was as transformative as it was challenging. The winds of reform touched every aspect of its functioning, from financial structure to healthcare delivery, from technology adoption to legislative modernization. Like the nation itself, ESIC learned to adapt, to innovate, and to stay steadfast in its mission of protecting India's workforce.

### MACRO-ECONOMIC LANDSCAPE: A NATION IN TRANSITION

The early 1990s were years of recalibration for the Indian economy. In 1991, the per capita income stood at Rs. 9,193/-, and by 2001, it had risen to Rs. 12,916/-, a clear reflection of recovery and resilience.

The GDP growth rate, which was 5.57% in 1990–91, surged to 7.34% by 1995–96, before moderating to 4.37%

at the close of the decade. While the manufacturing sector's contribution to GDP stabilized at around 18.06% (from 13.24% at the start), the services sector expanded dramatically, from 41.1% to 50.01% of the national GDP, marking India's entry into a new economic era.

The macrocosm of the national economy was mirrored in the microcosm of the Corporation. ESIC's evolution during this period reflected the spirit of national reform, more open, more flexible, and more responsive to the changing world.



Shri. P. A. Sangma, Hon'ble Union Minister for Labour lays the foundation of a new ESI Hospital at Bhubaneshwar (Orissa) on 19.05.1993



*The 1st prize winner infant at a healthy baby show organized at Kanpur 1992*

### **IMPLEMENTATION AND COVERAGE: REFORMS IN ACTION**

The reforms introduced through the 1989 Amendment Act began to bear fruit during this decade. The principle of “once covered, always covered” under Section 1(6), and the simultaneous application of Section 1(5) to newly implemented areas under Section 1(3) without separate notifications, gave the Scheme continuity and legal clarity.

State Governments, with the approval of the Central Government and in consultation with the Corporation,

extended ESI coverage to several new classes of establishments under Section 1(5):

- Hotels
- Restaurants
- Shops
- Road Motor Transport establishments
- Cinemas, including preview theatres

Newspaper establishments as defined under Section 2(d) of the Working Journalists (Conditions of Service & Miscellaneous Provisions) Act, 1955 (45 of 1955)



*Hon'ble Labour Minister of Orissa delivering the inaugural address at a symposium at Berhampur on the ESI Act on 15.02.1993*

Although there were no new categories of establishments notified during this decade, the definition of “shops” evolved significantly through judicial interpretation.

In *Cochin Shipping Company vs. ESI Corporation* ([1992] 4 SCC 245), the Hon'ble Supreme Court ruled that any establishment carrying out systematic commercial activity arising from customer service qualified as a “shop.” Later, in *ESI Corporation vs. R.K. Swamy* ([1994] 1 SCC 445), the Court further broadened the meaning – declaring that even advertising agencies and steamship companies were “shops” under the Act.

These rulings reflected the expanding boundaries of India's service sector and ensured that ESIC's social protection net kept pace with new forms of employment.

However, despite such progress, the total number of Insured Persons, employees, and beneficiaries remained largely static throughout the decade. The stagnation of the manufacturing sector contributed to this plateau. Two

crucial enhancements in wage ceiling – from Rs. 1,600/- to Rs. 3,000/- (w.e.f. 01.04.1992) and later from Rs. 3,000/- to Rs. 6,500/- (w.e.f. 01.01.1997) – helped sustain enrollment levels.

Yet, the Supreme Court judgment in *ESI Corporation vs. M.M. Suri & Associates (P) Ltd.* [(1998) 8 SCC 111] brought temporary stagnation by clarifying that the term “employed for wages” under Section 2(12) referred strictly to the meaning of “wages” under Section 2(22), and the Act would apply only when 20 or more eligible employees were engaged.

It was, as contemporaries described, “a thunderbolt,” but one that reaffirmed the precision of law within the framework of welfare.

### HEALTHCARE IMPROVEMENT: HEALING WITH INNOVATION

The decade witnessed landmark initiatives in healthcare modernization. The concept of Zonal Occupational Disease Centres (ODCs) – first envisioned in 1988 – came to fruition, establishing five regional centres to detect and diagnose occupational diseases early. These centres not only served their own States but also catered to neighbouring regions.

Sl. No.	Name of Zone	Name of ODC
1.	North Zone	ESI Hospital cum ODC, Basaidarapur, New Delhi
2.	South Zone	ESIC Hospital cum ODC, K.K. Nagar, Chennai
3.	East Zone	ESIC Hospital cum ODC, Thakurdarapur



*Modernisation of office procedures in ESI Establishment underway with a beginning in Delhi (1992)*

4.	West Zone	ESI Hospital cum ODC, Pune
5.	Central Zone	ESI Hospital cum ODC, Nagda, Madhya Pradesh

A new idea, Personal Ledger Accounts, was also introduced for direct remittance of “On Account Payments” to State Governments. Implemented first in Madhya Pradesh, Bihar, and Orissa, this concept would later evolve into the Revolving Fund system that revolutionized ESIC’s financial flow in the following decade.

The Corporation also shortened the minimum period of exposure for occupational diseases, amending Section 52A of the ESI Act, 1948. The change stemmed from the case of Shri S. N. George (512914541) of M/s Bharati Mills, Pondicherry, suffering from Byssinosis, a move that would go on to benefit countless insured workers.

Meanwhile, to curb misuse of medical benefits, the Corporation launched Photo Identity Cards for IPs as a pilot

project in Delhi, Jaipur, and Bangalore, laying the foundation for the biometric systems of later years.

The ceiling on expenditure for medical care was revised multiple times during the decade, reflecting both rising healthcare costs and expanding service quality:

Sl. No.	Period	Ceiling Limit
1.	1.4.1990 to 31.3.1994	Rs. 220/-
2.	1.4.1994	Rs. 410/- (Rs.130/- for Drugs & Dressings)
3.	1.4.1997	Rs. 500/- (Rs.165/- for Drugs & Dressings)
4.	1.4.1999	Rs. 660/- (Rs.170/- for Drugs & Dressings, Rs.50/- for Super Speciality, Rs.20/- for Equipment Maintenance, Rs.360/- for other expenses)



*A family ward of an ESI Hospital at Madras (1992)*



*Dependants' Benefit payment cheque being handed over to a beneficiary at ESIC Local Office (Vapi) in Gujarat*

In 2001, ESIC approved the setting up of one Model Hospital in each State, signalling its intent to elevate healthcare delivery standards nationwide.

### **STRENGTHENING OVERSIGHT AND QUALITY**

To review service quality, the Ministry of Labour, Government of India, constituted a Committee on 22.07.1993, comprising:

1. Shri S. Sathyam, Retd. Secretary to Government of India – Chairman
2. Dr. A. N. Seth, Superintendent, Jawaharlal Nehru Hospital, Bhopal – Member
3. Dr. M. M. Nanda, Bhopal – Member
4. Medical Commissioner, ESIC – Member-Secretary

The Committee examined issues relating to the Scheme, dual control, funding, privatization, expenditure ceilings, and Insurance Medical Practitioners (IMPs). Its report, submitted in January 1999, provided valuable guidance for service enhancement.

### **REVENUE MANAGEMENT: BALANCING THE SCALES**

Financial reform remained central to ESIC's agenda. The contribution rates, previously at their highest (7.25%) between 27.01.1985 and 31.03.1992, were reduced to 5.5% (1.5% + 4%) from 01.04.1992 to ease the burden on employers. Later, from 01.01.1997, the rates were adjusted to 6.5% (1.75% + 4.75%).

At the beginning of the decade, the contribution income stood at Rs. 328.36 crores. By the end, in the Golden Jubilee Year (2001), income had risen to Rs. 1249.91 crores, a healthy surplus reflecting financial prudence.

However, arrears remained a persistent concern. Private sector arrears increased from Rs. 113.90 crores to Rs. 542.35 crores, while public sector arrears rose from Rs. 26.20 crores to Rs. 205.91 crores.

Interest rates on delayed contributions, under Section 39(5) and Regulation 31-A, reached their highest at 15% from 01.09.1994, remaining in force until 30.09.2005.

To ease compliance burdens, ESIC launched a one-time Amnesty Scheme effective 01.04.1992, later extended to 15.04.1993, allowing defaulting employers to regularize dues without penal consequences.

The Revenue Recovery Machinery, enabled by the 1989 Amendment, came into operation on 01.01.1992, empowering ESIC to recover dues directly through its own Recovery Officers, mirroring the provisions of the Income Tax Act.

### **ADMINISTRATION AND MODERNIZATION**

The decade also saw sweeping administrative reforms. A 15% ceiling on administrative expenditure was introduced, ensuring fiscal discipline. The Vth Pay Commission recommendations were implemented, and Sub-Regional Offices were established in Mumbai, Baroda, and Surat.

Perhaps most transformative was the dawn of computerization. Between 1992–93, ESIC piloted digital modules for Insured Person registration, inventory of medical stores, and revenue recovery, starting in Delhi — marking the first steps toward e-governance.

Cash benefits began to be disbursed via cheque in Madhya Pradesh, improving transparency. The service system was favored over the panel system for better efficiency in medical services.

### **EVOLVING CASH BENEFITS: COMPASSION IN CONTINUITY**

This decade witnessed a more refined and humane approach to benefits.

The incidence of Sickness Benefit (SB) dropped from 8.5 (1981–82) to 2.42 (1990–91), while Temporary Disablement Benefit (TDB) fell from 1.42 (1985) to 0.7, thanks to stricter eligibility norms (91 days or half the contribution period).

The Cashew Workers' Scheme (1989), which offered special eligibility relaxations to workers in that sector, was eventually discontinued on 30.09.1996 after review by a Sub-Committee (1997) and approval by the Standing Committee in December 1998.

### **ENHANCING BENEFITS: EXPANDING THE SAFETY NET**

- Extension of medical benefit to retired persons was introduced w.e.f. 01.02.1991.
- Funeral expenses were enhanced successively to Rs.1,000/- (01.02.1991), Rs.1,500/- (16.11.1996), and Rs.2,500/- (01.10.2000).
- Dependents' Benefits were raised to Rs. 40/- from 01.01.1990 for groups earning below Rs. 16/-.
- Maternity Benefit eligibility was reduced to 70 days (w.e.f. 19.09.1998).

- Medical Bonus of Rs. 250/- (Rule 56A, w.e.f. 16.11.1996) was introduced, a precursor to later “confinement expenses.”
- Vocational Rehabilitation Scheme for permanently disabled IPs was launched w.e.f. 01.11.1994, providing allowances of Rs. 45/- per day and rehabilitation training.

The Enhanced Sickness Benefit (ESB) expanded to 34 diseases (from 29) effective 01.01.2000, and Permanent Disablement and Dependents' Benefits were periodically increased to offset inflation.

### **COMPASSION WITH ACCOUNTABILITY**

Branch Managers were empowered to approve injury cases likely to result in permanent disability and authorize provisional payments for dependents in fatal cases.

An Insured Person attending a Medical Board hearing became eligible for loss-of-wages compensation at double the standard benefit rate (effective 01.04.1996).

These micro reforms reflected macro empathy, each small policy ensuring that dignity remained the cornerstone of welfare.

### **STEADY IN STORM: ESIC AND INDIA IN THE 1990S**

The 1990s were years of courage. India opened its markets, restructured its systems, and faced the world with new confidence. ESIC mirrored that transformation, balancing fiscal prudence with human compassion, embracing technology without losing its touch, and expanding care in the face of constraint.

As the nation moved toward a new millennium, ESIC too was readying for its next leap, towards digitization, decentralization, and deeper health security.



*Shri P. A. Sangma, Hon'ble Union Minister for Labour having a word with Labour Ministers of various States during Labour Ministers' Conference at New Delhi*



*Shri. P. A. Sangma, Hon'ble Union Minister for Labour in a seminar of ESIC at Bhubneshwar, Orrissa*



*A glimpse of the need-based expansion of ESI Schemes healthcare facilities in Gujarat*



*A meeting of the Medical Benefit Council - finding ways and means for improvements in the ESIC Scheme*



*The ESIC representative presenting his paper at the IIIrd World Congress on Occupational Safety and health at New Delhi in 1993*



*Gathering at the inaugural ceremony of an ESI Hospital.*



*Employers' Representatives in a Corporation Meeting*



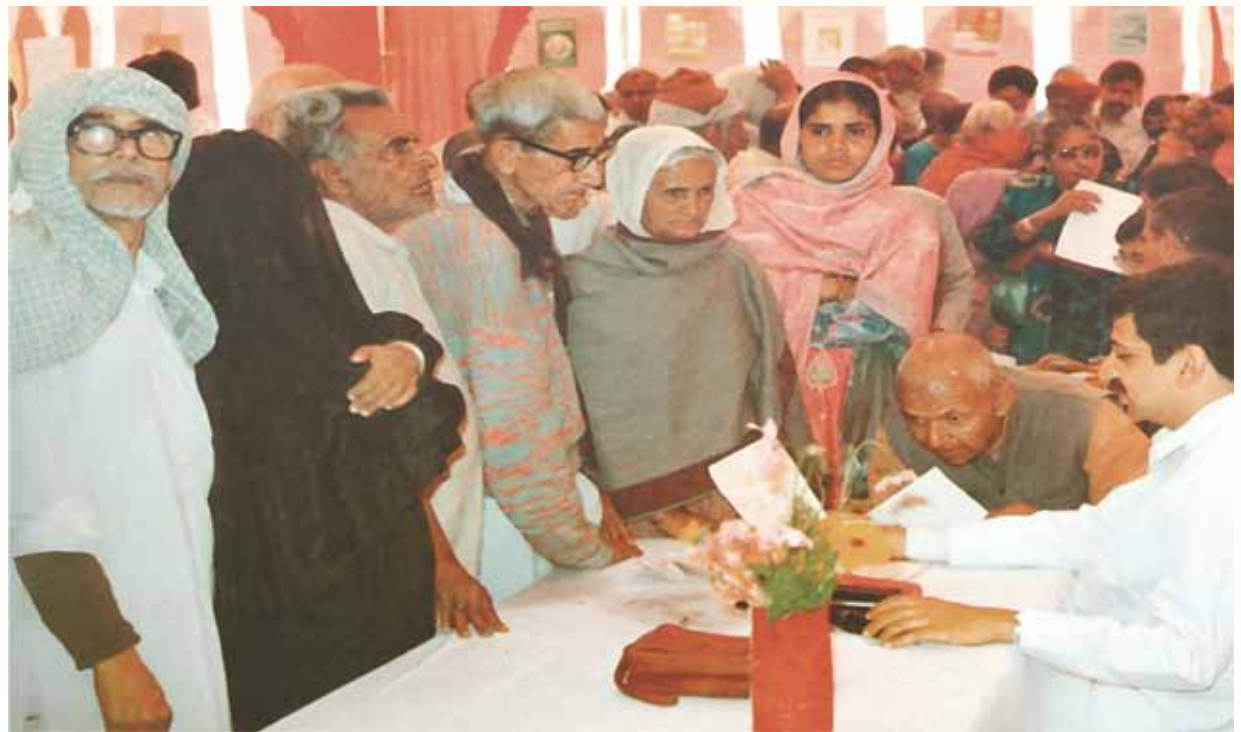
*Blood is thicker than water - Blood donors at an ESI Hospital for the furtherance of a noble cause*



*A high profile visit by dignitaries in an ESI Hospital*



*A cheque payment to a PDB beneficiary in 1994*



*Diagnostic camp organised at an ESI dispensary during the special services month*



*Shri M. Arunachalam, Hon'ble Union Labour Minister presenting a Cash Benefit cheque to an ESI beneficiary, 1995.*

*Director General awarding cash prizes and certificates of merit to State ESI Authorities for performance in family welfare services (1995)*





*Shri Atal Bihari Vajpayee, Hon'ble Prime Minister and Shri Sharad Yadav, Hon'ble Union Labour Minister attending the Golden Jubilee Celebration Function (2001-02) of ESIC organised at ESIC, New Delhi*



*A glimpse of the ESI Corporation meeting in progress*



*Shri M. Arunachalam, Hon'ble Union Labour Minister & Director General, ESIC, lighting the Panchdeep at an ESI Hospital*



*A surgical operation in progress at an ESI Hospital in Maharashtra*



*A maternity ward of an ESI Hospital*



*Shri G. Venkatswamy, Hon'ble Union Labour Minister & Chairman, ESIC releasing a publication on ESI Scheme*



*Award received by winner of the healthy baby show*



*A glimpse of safe deliveries at ESI Hospitals, with over one and a half lakh newborns delivered safely every year*



*A glimpse of Regional Board Meeting held at Ahmedabad*



*State Workers' Insurance Scheme Health Week at Oudh Cantt., Pune held from 17 to 24 February 1996*



*The Medical Benefit Council Meeting in progress*



**ESIC Hospital, Gurgaon, Haryana**



## *Chapter 8*

# **From Renewal to Reinvention Entering the Digital Age of Social Security (2002–2011)**

## Chapter 8

# From Renewal to Reinvention Entering The Digital Age of Social Security (2002–2011)

### A NEW MILLENNIUM, A NEW RESPONSIBILITY

As India stepped into the 21st century, it did so with confidence shaped by reform and ambition sharpened by globalization. Economic growth accelerated, the services sector surged, and technology began to redefine how institutions connected with people. For the Employees' State Insurance Corporation (ESIC), the new millennium was not merely a change of calendar, it was a call to reinvent itself for a rapidly transforming workforce.

The sixth decade of ESIC's journey, from 2002 to 2011, became a period of renewal and reinvention. It was a decade marked by digitization, healthcare modernization, legislative refinement, and a renewed commitment to accessibility and transparency. The Corporation, firmly rooted in its founding ideals, began to redefine how social security could be delivered in a faster, fairer, and more humane way.

### INDIA IN TRANSITION: THE BROADER CONTEXT

The years between 2002 and 2011 were among the most dynamic in India's economic history. GDP growth averaged between 7% and 9% for much of the decade. Urbanization accelerated, organized employment expanded, and the formal workforce began to grow steadily. Information

technology, telecommunications, construction, hospitality, and retail emerged as powerful engines of employment.

This transformation reshaped the profile of the Indian worker. Employment was no longer confined to traditional factories and mills; it extended into offices, service establishments, logistics hubs, and technology parks. ESIC, mindful of this changing reality, began aligning its systems to meet the needs of a more mobile, more diverse, and more aspirational workforce.

### EXPANDING THE SOCIAL SECURITY NET

One of the most defining features of this decade was the steady expansion of coverage. The enhancement of the wage ceiling played a decisive role in widening the ESI umbrella.

The wage ceiling for coverage was raised from Rs. 6,500 to Rs. 10,000 per month with effect from 1st October 2006, significantly increasing eligibility among lower and middle-income workers in the organized sector. Later, in May 2010, the ceiling was further enhanced to Rs. 15,000, reflecting rising wage levels and the Corporation's resolve to keep pace with economic realities.



*Shri Bhairon Singh Shekhawat, Hon'ble Vice President of India, inaugurating the ESIC Health Fair at Dwarka, New Delhi*

### **HEALTHCARE MODERNIZATION: FROM INFRASTRUCTURE TO INSTITUTIONS**

Healthcare delivery stood at the heart of ESIC's transformation during this decade. The Corporation undertook an ambitious programme to modernize hospitals, strengthen secondary and tertiary care, and reduce dependence on external medical facilities.

Several new ESI hospitals were constructed across States, while existing hospitals underwent expansion and upgradation. Diagnostic capabilities improved with the introduction of modern imaging, laboratory services, and specialty departments. Super-specialty treatment through tie-ups with reputed institutions became more structured and accessible.

A landmark initiative of this decade was the establishment of ESIC Medical Colleges, beginning with the vision of integrating medical education with service delivery. These institutions were designed not only to address the chronic shortage of doctors in ESIC hospitals but also to create a self-sustaining ecosystem of healthcare excellence. The dual role of service and teaching marked a historic shift in ESIC's approach to healthcare.

### **THE DIGITAL TURN: TECHNOLOGY AS A FORCE FOR INCLUSION**

Perhaps the most transformative shift of the sixth decade was ESIC's decisive embrace of technology.

Building upon early computerization efforts of the 1990s, the Corporation launched large-scale IT initiatives to digitize core processes. Registration of employers and insured persons, contribution management, benefit disbursement, and medical records gradually moved to electronic platforms.

The introduction of unique Insurance Numbers for IPs enabled portability of benefits across States and regions, a critical reform for India's increasingly mobile workforce. Workers migrating for employment could now access medical care and cash benefits without administrative barriers.

This digital backbone also strengthened transparency and reduced delays, ensuring that benefits reached beneficiaries faster and with greater accountability.

### **FINANCIAL STRENGTH AND DISCIPLINE**

The decade witnessed robust financial growth for the Corporation. Contribution income rose steadily, supported by expanding coverage and improved compliance mechanisms. Investments were managed prudently, ensuring long-term sustainability of the ESI Fund.

Despite increased expenditure on healthcare infrastructure, medical education, and technology, ESIC maintained financial discipline.

### **STRENGTHENING BENEFITS, HUMANIZING DELIVERY**

Throughout the decade, ESIC continued to refine and humanize its benefit structure.

Medical care for IPs and their families was strengthened, with greater emphasis on specialist services, chronic disease management, and super-specialty treatment. Cash benefits were streamlined, with faster processing and improved grievance redressal.

Special attention was given to vulnerable groups, including injured workers, women employees, and dependants. Rehabilitation services, vocational training for permanently disabled insured persons, and enhanced maternity-related support reflected ESIC's evolving

understanding of welfare as a continuum of care, not a one-time intervention.

### **GOVERNANCE, PARTNERSHIPS, AND PUBLIC TRUST**

The sixth decade also saw ESIC deepen its engagement with State Governments, medical professionals, employers, and workers' organizations. Regular reviews, audits, and policy refinements ensured that the Scheme remained responsive to ground realities.



*Dr. Sahib Singh Verma, Hon'ble Union Labour Minister during inauguration of National Conference on Promotion of ISM*



*A glimpse of ESIC's initiative to modernise diagnostic services in ESI Hospitals*

Public trust in ESIC grew as beneficiaries experienced tangible improvements in service quality, hospital infrastructure, and benefit accessibility. The Corporation's presence expanded beyond being a statutory authority; it became a visible partner in workers' lives.

## **A GOLDEN MILESTONE: SIXTY YEARS OF SERVICE**

In 2011, the Employees' State Insurance Corporation completed six decades of dedicated service to the nation. From its modest beginnings in 1952, serving 25,000 workers in two cities, ESIC had evolved into a nationwide institution safeguarding the health and livelihood of millions.

The Diamond Jubilee year was not merely a moment of celebration, it was a moment of reflection. Six decades had tested the Corporation through epidemics, economic crises, industrial change, and technological revolutions. Each challenge had strengthened its resolve.



*ESIC Regional Board Meeting in progress at Hyderabad (Andhra Pradesh) in 20.03.2002*



*A health education programme for ESI beneficiaries in progress at an ESI Hospital*



*Succor for the dependents - Dependents' Benefit payment being given to the family of deceased IP*



*A meeting of the Standing Committee of ESI Corporation in progress*



*ESIC Officers during training course in Public Relations at IMC, New Delhi*



*Benefit payments being given to IPs at the ESIC Field Offices*



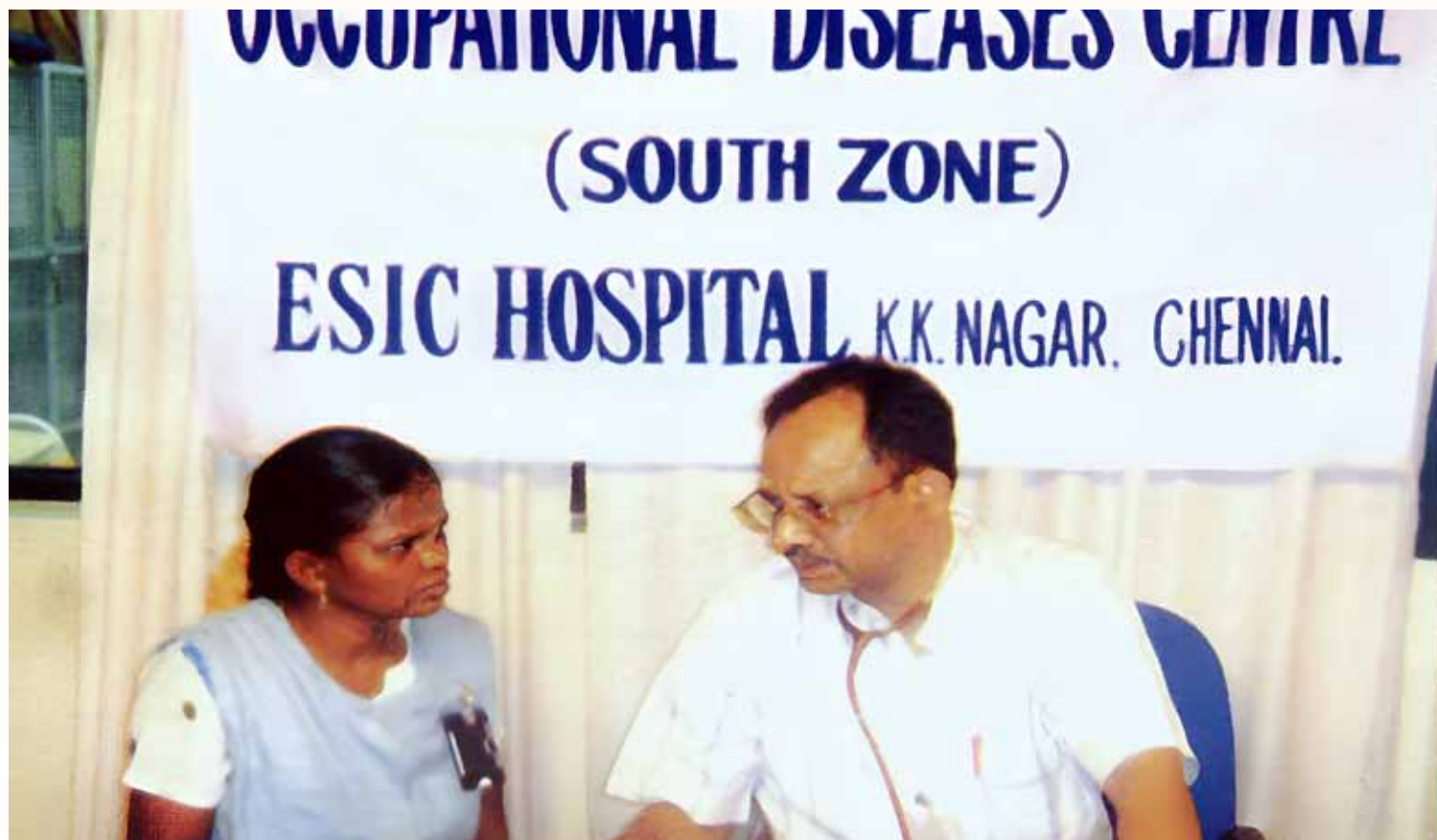
*ESIC Officers in the PR Training Programme - 2006 at IIMC, New Delhi*



*Dr. C.S. Kedar, Director General, ESIC inaugurating ESIC Leaders and Mentors (ELEMENT) Change Management Workshop*



*Glimpse of Health Check-up Camps*



*An ESI beneficiary being examined for occupational disease at ESIC Hospital, Chennai*



Shri Narendra Modi, Hon'ble Prime Minister, addressing the nation on the inauguration of the newly constructed building of ESIC Medical College & Hospital at Coimbatore on 02.02.2016



## *Chapter 9*

# **From Insurance to Assurance The Beginning of a Dazzling Decade (2012–2021)**

## Chapter 9

# From Insurance to Assurance The Beginning Of A Dazzling Decade (2012–2021)

### A DIAMOND MILESTONE AND A RENEWED COMMITMENT

The year 2012 marked a defining moment in the history of the Employees' State Insurance Corporation. Sixty years after its formal inauguration in 1952, ESIC stood transformed, from a modest social insurance scheme serving 25,000 workers to one of the largest integrated social security systems in the world.

Observed as the Diamond Jubilee Year from February 2011 to February 2012, the celebrations were guided by a simple yet profound philosophy: "The Insured Person is our

VIP." Even before the Jubilee formally concluded, ESIC's physical and institutional footprint expanded rapidly. New hospitals were inaugurated at Manesar (28th March 2011) and Bhiwadi (09th April 2011), followed by a landmark moment on 30th April 2011 with the inauguration of ESIC's first Super-Speciality Hospital at Hyderabad, signaling the Corporation's entry into advanced tertiary care.

On 09th January 2012, ESIC showcased six decades of progress at Ahmedabad through the event "6 Decades of Inspiring Hope." This was followed by nationwide outreach and awareness initiatives, including the Oral



Inauguration of Pt. Deendayal Upadhyay Shramev Jayate Karyakram at Vigyan Bhawan, New Delhi by Shri Narendra Modi, Hon'ble Prime Minister on 16.10.2014



*Shri Narendra Modi, Hon'ble Prime Minister, inaugurating the newly constructed building of ESIC Medical College & Hospital, Coimbatore, on 02.02.2016*



Health Awareness Programme held on 19th January 2012 at Rohini, New Delhi.

The Jubilee year itself became a bridge between legacy and aspiration. On 13th February 2012, ESIC inaugurated its 150th Hospital at Peenya, Karnataka, a milestone reflecting national reach and institutional maturity. This was followed by the Diamond Jubilee celebrations culminated on 24th February 2012 at Vigyan Bhawan, New Delhi, symbolising six decades of service and a renewed resolve to redefine ESIC's future.

That same year saw multiple foundation stones laid, at Hubli (26th February 2012) and 100 bedded ESIC hospital at Ankleshwar, Gujarat (21st April 2012), along with health camps, accounting reforms in partnership with ICAI on 28th June 2012, and administrative leadership transitions in July.

The most transformative academic milestone of the year came on 08th September 2012, with the inauguration of ESIC's first Medical College at Rajajinagar, Bengaluru, marking ESIC's formal entry into medical education and capacity building.

This was followed by knowledge-driven initiatives such as the Oral Cancer Symposium on 9th October 2012 and international recognition when ESIC received three Certificates of Merit at the ISSA Good Practice Awards in Seoul on 30th October 2012.

By September 2012, ESIC covered 1.71 crore Insured Persons, extending social security protection to nearly 6.63 crore beneficiaries. New hospitals at Peenya, Baddi, Manesar, and Bhiwadi reflected a decisive shift, from expansion in scale to expansion in impact.

This milestone year did not conclude a journey; it redefined its direction.

### **BEFORE THE TURNING POINT: ESIC AT THE THRESHOLD OF CHANGE**

As the seventh decade began, the Employees' State Insurance Corporation stood as a well-established national institution, strengthened by six decades of steady expansion. By 2011, ESIC had built a wide network of hospitals and dispensaries, entered the field of medical education, and

extended social security protection to Crores of IPs and their families.

The years 2013 and early 2014 reflected a phase of structured and steady expansion for the Employees' State Insurance Corporation across Kerala, Tamil Nadu, Karnataka, Rajasthan and other regions. Between January and December 2013, ESIC sustained an almost month-on-month programme of institutional development, with new dispensaries, branch offices, sub-regional offices and hospitals being inaugurated across the country. The year's expansion began with the inauguration of ESI dispensaries at Perinad and Poruvazhy on 10 January 2013, progressed through major milestones such as the inauguration of the ESIC Hospital and Sub-Regional Office at Tirunelveli on 10 September 2013, and culminated in the inauguration of the state-of-the-art ESIC Medical College Hospital at Paripally, Kerala, on 21 December 2013, marking a significant leap in medical education and tertiary healthcare capacity.

During the early part of 2013, ESIC strengthened its grassroots presence in Kerala with the inauguration of the ESI Dispensary and ESIC Branch Office at Kottarakkara on 28 January 2013, followed by the opening of the new ESIC Office Complex at Ernakulam on 17 February 2013. Administrative and medical governance were further reinforced with the inauguration of the Directorate of Insurance Medical Services (IMS) Kerala and ESIC Branch Office Building at Thiruvananthapuram on 9 April 2013. This period also witnessed the laying of foundation stones for multiple primary healthcare facilities, including ESI Dispensaries at Vilakudy and Kadampanad on 13 April 2013, and at Navaikulam, along with an ESIC Branch Office at Kallambalam on 20 April 2013, signalling a clear intent to deepen healthcare outreach at the local level.

Institutional growth continued with the inauguration of the ESIC Sub-Regional Office and ESI Dispensary at

Kollam, while leadership capacity at the national level was augmented with the joining of three new Commissioners at ESIC Headquarters, New Delhi, on 7 May 2013. Expansion beyond Kerala gathered momentum with the laying of the foundation stone for the ESIC Hospital at Doddaballapur, Bengaluru, on 9 June 2013, and for an ESI Dispensary at Kulasekharapuram, Kerala, on 22 June 2013, reflecting ESIC's balanced focus on both hospital-based and primary care infrastructure.

The organisation's social commitment was also evident when ESIC officers and employees donated one day's salary to the Prime Minister's Relief Fund on 10 July 2013, followed later in the year by a further collective contribution of ₹1.14 crore on 31 October 2013, demonstrating institutional solidarity in times of national need. Major healthcare milestones included the inauguration of the ESIC Hospital and Sub-Regional Office at Tirunelveli, Tamil Nadu, on 10 September 2013, and the inauguration of the ESIC Model Hospital at Jaipur on 16 September 2013, significantly enhancing secondary and tertiary care facilities in their respective regions.

The latter half of 2013 saw continued expansion of administrative and diagnostic capacity. Foundation stones were laid for the ESI Dispensary and Branch Office at Koratty, Kerala, on 23 September 2013, and for an ESI Dispensary-cum-Diagnostic Centre at Nanjangud on 23 October 2013. This was followed by the inauguration of the ESIC Sub-Regional Office at Mangalore on 24 October 2013, and the declaration of conversion of the Divisional Office at Kozhikode into a Sub-Regional Office on 25 October 2013, further decentralising service delivery and administrative oversight.

Healthcare education and traditional systems of medicine also received focused attention with the

inauguration of the ESIC Paramedical Institute and Ayurveda Unit at Ezhukone, Kerala, on 7 November 2013. ESIC's national presence and public outreach were reinforced through its participation in the India International Trade Fair (IITF-2013) on 16 November 2013, highlighting its services and achievements to a wider audience. The year concluded with the inauguration of the ESIC Sub-Regional Office at Thiruvananthapuram on 27 November 2013, consolidating ESIC's administrative footprint in the State.

### 2014: Laying the Enduring Foundations of Social Security through Healthcare

The year 2014 occupies a place of enduring significance in the institutional journey of the Employees' State Insurance Corporation, marking a period when long-term vision was translated into lasting national assets. During this year, ESIC systematically strengthened the foundations of social security by investing in healthcare and medical education infrastructure conceived not only to meet contemporary needs, but to serve generations of insured workers and their families.



*Foundation stone laying of ESIC Hospital, Korba, Chhattisgarh on 22.02.2014*



*Foundation stone laying of ESIC Medical College & Hospital, Bhubaneswar, Odisha on 02.03.2014*

On 1st February 2014, the ESIC Medical Education Complex at Gulbarga, Karnataka was inaugurated. Conceived as an integrated healthcare ecosystem, the campus comprises a Medical College, Hospital, Nursing College and Dental College. Spread over 30 acres and constructed at a cost of ₹893 crore, the complex represents one of the most comprehensive medical education initiatives undertaken



*Foundation stone laying ceremony of ESIC Paramedical Institute at Ezhukone, Kerala on 24.02.2014*



*Foundation Stone Laying of ESI Dispensary at Vadavathoor, Kottayam (Kerala) on 08.02.2014*

by ESIC. With the commencement of MBBS education and reservation of seats for wards of insured persons, the institution reflects ESIC's commitment to inclusive growth, academic excellence and high-quality patient care.

Alongside major tertiary institutions, ESIC continued to strengthen healthcare delivery at the grassroots. On 8th February 2014, the foundation stone for a new ESI Dispensary at Vadavathoor, Kerala was laid, upgrading an existing facility into a modern three-doctor dispensary to meet the growing healthcare requirements of IPs in the region. This was followed on 22nd February 2014 by the laying of the foundation stone of a 100-bedded ESIC Hospital at Korba, Chhattisgarh, a project envisaged to significantly enhance access to secondary healthcare services for insured workers in an important industrial belt.

Further emphasis on capacity building and accessibility was demonstrated on 24th February 2014 at Ezhukone, Kerala, where the foundation stone of an ESIC Paramedical Institute was laid, alongside the inauguration of the approach road to the ESIC Hospital. These initiatives addressed both the availability of trained healthcare manpower and ease

of access for patients, strengthening the overall service delivery framework.

ESIC's national medical education footprint expanded further in early March. On 2nd March 2014, the foundation stone of the ESIC Medical College and Hospital at Bhubaneswar, Odisha was laid, reinforcing ESIC's commitment to developing high-quality medical institutions in eastern India. Shortly thereafter, on 5th March 2014, the ESIC Medical College at Mandi, Himachal Pradesh was inaugurated, bringing advanced medical education and healthcare services to a geographically challenging region and extending ESIC's reach into the hill states.

The year also witnessed strengthening of healthcare infrastructure in industrial regions. On 23rd August 2014, the foundation stone of a 100-bedded ESIC Hospital at Adityapur, Jamshedpur was laid, aimed at supporting the healthcare needs of insured workers in one of the country's major industrial clusters.

In parallel with physical infrastructure development, ESIC took a decisive step towards modern governance and ease of compliance. On 12th December 2014, ESIC became the first organization to enable online registration of employers under the ESI Act through the eBiz Portal, marking a significant reform in service delivery by enhancing transparency, efficiency and ease of doing business.

Taken together, the initiatives undertaken in 2014 reflect a carefully planned and institution-building phase in ESIC's history. The year laid strong foundations in healthcare infrastructure, medical education and digital governance, reinforcing ESIC's evolving role as a key pillar of India's social security architecture and its enduring commitment to the health, dignity and well-being of the nation's workforce.

## 2015: A Defining Year of Reform, Expansion and Measurable Welfare Impact

The year 2015 marked a decisive and transformative phase in the evolution of the Employees' State Insurance Corporation, when long-pending welfare imperatives were converted into concrete reforms with measurable outcomes, reinforcing ESIC's role as a cornerstone of India's social security architecture.

In the 164th Meeting of the ESI Corporation held on 11th June 2015, under the chairmanship of Shri Bandaru Dattatreya, the then Hon'ble Minister of State (Independent Charge) for Labour & Employment, the Corporation approved a series of landmark welfare measures that directly strengthened income security for insured workers and their families. The rate of Permanent Disablement Benefit was enhanced by 10%, while the Dependents' Benefit was increased by 20%, providing substantial relief to families affected by employment injury. To protect the lowest-paid workers, the daily wage ceiling for exemption from employee contribution was raised from ₹100 to ₹137, easing the financial burden on vulnerable sections of the workforce. In keeping with the spirit of balanced regional development, additional Central assistance of ₹100 crore



Shri Narendra Modi, Hon'ble Prime Minister, launching the 2nd Generation Health Reforms Agenda (ESIC 2.0) during the Indian Labour Conference at Vigyan Bhawan, New Delhi, on 20.07.2015



Foundation stone laying of 06 bedded ESI Hospital at Patancheru, Medak Distt. Telangana on 29.12.2015

was approved for the North Eastern States and Sikkim, reinforcing equitable healthcare delivery across regions.

By March 2015, the ESI Scheme had expanded to 1.95 crore insured persons, extending social security coverage to a beneficiary population of over 7.5 crore persons, positioning ESIC among the largest social security systems



Foundation Stone Laying of ESIC Nagar, Andheri (W), Mumbai and Inauguration of 300 bedded ESI Hospital at Kandivali, Mumbai on 17.08.2015



ESIC won "ISSA Good Practice Award for Asia & Pacific 2015" in Muscat, Oman on 02.11.2015

in the world. In a reform of historic significance, construction workers, one of the most vulnerable occupational groups, were formally brought under the ambit of the ESI Act, ensuring access to comprehensive medical care and cash benefits against occupational risks.

The national expansion of the Scheme was further consolidated in the 166th Meeting of the ESI Corporation



Inauguration of Laboratory and ECG Services in ESIC Dispensaries of Delhi-Noida areas under the PPP Model at ESIC Dispensary, Modi Mill, Okhla, New Delhi, on 30.10.2015



Bhoomi Pujan of 03 ESI Hospitals at Haridwar, Dehradun, Rudrapur and ESIC Branch Office & ESI Dispensary at Selaqui, Dehradun on 26.10.2015

held on 2nd December 2015, when coverage was approved for 393 districts and extended to Arunachal Pradesh, Mizoram, Manipur and the Andaman & Nicobar Islands, paving the way for near-universal coverage of the ESI Scheme across the country from 1st April 2016.

A major institutional transformation was initiated with the launch of ESIC 2.0 by Hon'ble Prime Minister Shri Narendra Modi during the 46th Indian Labour Conference in July 2015. This reform agenda marked a decisive shift towards technology-enabled, patient-centric care through the introduction of electronic health records, a 24x7 medical helpline (1800-11-3839), telemedicine services, and expanded access to dialysis, cardiology, oncology, AYUSH and Yoga, alongside upgradation of dispensaries and hospitals.



*Launch of the ESI Scheme in the North-East States/UTs during the Indian Labour Conference on 20.07.2015*

On 26 October 2015, Shri Bandaru Dattatreya, Hon'ble Minister of State (Independent Charge) for Labour & Employment, Government of India, performed the Bhoomi Pujan of three 100-bedded ESIC Hospitals at Haridwar, Dehradun and Rudrapur, along with an ESIC Branch Office and ESI Dispensary at Selaqui, Dehradun, with a combined estimated construction cost of ₹228 crore. The projects include a 100-bedded hospital at TarlaNagal, Sahastradhara Road, Dehradun; a 100-bedded hospital at SIDCUL Haridwar; a 100-bedded hospital at Village Jagatpura, Rudrapur; and a modern ESIC Branch Office and Dispensary at SIDCUL Selaqui. On the occasion, the Hon'ble Minister highlighted key initiatives of the Ministry of Labour & Employment, including online Electronic Health Records for ESI beneficiaries, special OPDs for senior citizens and persons with disabilities, a 24x7 medical helpline, improved hospital hygiene practices, and extension of ESI coverage to construction workers from August 2015. The event was graced by ShriHarish Rawat, Hon'ble Chief Minister of Uttarakhand, who appreciated the expansion of state-of-the-art ESIC infrastructure in the State and sought further hospitals at Kashipur and Bhagwanpur. These earthquake-resistant, centrally air-conditioned facilities, equipped with modern medical amenities, are envisaged to comprehensively meet the present and future



*Inauguration of ESIC Medical College Building, Mandi, Himachal Pradesh on 05.03.2014*

healthcare needs of insured persons and their families in Uttarakhand.

The year also witnessed significant investment in healthcare infrastructure. On 20th October 2015, the 300-bedded ESIC Hospital at Kandivali, Mumbai, constructed at a cost of ₹560 crore, was inaugurated, emerging as one of the most advanced ESIC hospitals in the country. The foundation stone of ESIC Nagar at Andheri (West), Mumbai, was laid, envisaged as an integrated administrative and residential complex. During the year, new ESIC hospitals were approved or announced at Butibori (Nagpur), Asansol (West Bengal), Goshamahal (Hyderabad) and Patancheru (Telangana), significantly strengthening healthcare support in major industrial regions.

In alignment with the national vision of Swachh Bharat Abhiyan, ESIC implemented a comprehensive cleanliness and hospital upgradation drive across all its hospitals, introducing standardised signage, improved illumination, landscaped premises, patient facilitation desks, and daily linen change under the VIBGYOR colour-code system,

thereby enhancing hygiene, dignity and transparency in public healthcare delivery.

ESIC's reform initiatives received international recognition with the conferment of the ISSA Good Practice Award for Asia and the Pacific, 2015, at Muscat, Oman, acknowledging India's leadership in social security administration. The year also demonstrated institutional resilience during the Chennai floods of December 2015, when ESIC Hospital, K.K. Nagar, continued uninterrupted medical services despite severe inundation, reflecting an unwavering commitment to public service in times of adversity.

Collectively, the milestones achieved in 2015 reflect a year of decisive governance, welfare expansion and institutional strengthening, firmly grounded in dated decisions and measurable outcomes, and aligned with the national vision of inclusive growth, dignity of labour and social justice.

### 2016: Building a 'Swasth aur Samridh' Workforce for a 'Samridh Rashtra'

The year 2016 emerged as a landmark in the institutional journey of the Employees' State Insurance Corporation, reflecting a decisive consolidation of healthcare expansion, medical education, social security reform and digital governance, in close alignment with the national vision articulated by Hon'ble Prime Minister Shri Narendra Modi.

A defining moment came on 2nd February 2016, when the Hon'ble Prime Minister inaugurated the newly constructed ESIC Medical College and Hospital at Coimbatore and formally handed it over to the Government of Tamil Nadu. Addressing the gathering, he articulated a guiding national principle "Only a Swasth and Samridh workforce can build a Samridh Rashtra". Reaffirming the spirit of cooperative federalism, he underscored the importance of Centre-State partnership in strengthening public healthcare and



Foundation stone laying ceremony of 300 bedded ESI Hospital at Vishakhapatnam, Andhra Pradesh on 11.04.2016



Shri Narendra Modi, Hon'ble Prime Minister, launching the 2nd Generation Health Reforms Agenda (ESIC 2.0) during the Indian Labour Conference at Vigyan Bhawan, New Delhi, on 20.07.2015



ESIC gets award for best autonomous body (Central Government) under 'India Pride Awards'

commended ESIC for implementing the Second Generation Health Reform Agenda, ESIC 2.0. He highlighted key reforms including the extension of the ESI Scheme to Arunachal Pradesh, Mizoram, Manipur and the Andaman & Nicobar Islands, inclusion of construction workers under ESI, introduction of electronic health records, a 24x7 medical helpline (1800-11-38-39), daily change of bedsheets under the VIBGYOR system, and special OPDs for senior citizens and persons with disabilities. The Prime Minister noted that the ESI Scheme embodies the Gandhian principle of ability-based contribution and need-based benefits, ensuring dignity and uniform entitlements for workers across income levels, while recalling wider labour reforms



*Inauguration of ESI Hospital and Trauma Centre, Sarojini Nagar, Lucknow on 20.04.2016*

such as minimum pension support, digital platforms and rationalisation of labour laws.

To deepen outreach and public awareness, ESIC launched a nationwide television campaign as part of ESIC 2.0, featuring Smt. Hema Malini, Hon'ble Member



*Inauguration of ESI Hospital and Trauma Centre, Sarojini Nagar, Lucknow*

of Parliament, who associated with the initiative pro bono, reflecting the social ethos of the organisation. The campaign was formally launched during the 168th Meeting of the ESIC Corporation held on 12th February 2016 at Hyderabad, strengthening beneficiary awareness of ESIC's healthcare and income-security mandate.

Humanising service delivery and promoting gender empowerment, ESIC inaugurated an all-women-operated ESIC Dispensary at Raghbir Nagar, New Delhi, in March 2016, following its announcement on International Women's Day, 8th March 2016. Fully staffed and managed by women, the dispensary symbolised ESIC's commitment to sensitivity, accessibility and patient-centric care, particularly for beneficiaries from lower wage groups.

The year also witnessed sustained expansion of healthcare infrastructure across the country. On 4th April 2016, foundation stones were laid for 100-bedded ESIC Hospitals at Raipur and Bhilai in Chhattisgarh. This was followed on 11th April 2016 by the laying of the foundation stone for a 300-bedded ESIC Hospital at Visakhapatnam, Andhra Pradesh, built on 6.80 acres, initially with 200 beds



*Launch of Tele-medicine Services of ESIC on 06.09.2016 at Constitution Club of India, New Delhi*



*Only the 'Swasth and Samridh' workforce will make a 'Samridh Rashtra' says - Shri Narendra Modi, Hon'ble Prime Minister while inaugurating the newly constructed Building of ESIC Medical College & Hospital at Coimbatore and handing over it to the Govt. of Tamil Nadu on 02.02.2016*

expandable to 300, catering to 1.91 lakh IPs and 4.49 lakh beneficiaries. On 6th October 2016, the foundation stone of a 300-bedded ESIC Super Speciality Hospital at Pandu Nagar, Kanpur, was laid, with a project cost of ₹361 crore, spread over nearly 8 acres, offering advanced cardiology, neurology, nephrology, oncology and round-the-clock emergency services. The year concluded with another major milestone on 22nd December 2016, when the Hon'ble Prime Minister laid the foundation stone of a 150-bedded ESIC Super Speciality Hospital at Varanasi, including 50 super-speciality beds, with a project cost of ₹150 crore.

Innovation in care delivery remained a central focus. On 10th June 2016, ESIC inaugurated its first 6-bedded Day Care Centre at Sarojini Nagar, New Delhi, benefiting nearly

one lakh beneficiaries. This was followed by the launch of Phase-I Tele-medicine Services on 6th September 2016 under the Digital India initiative, connecting ESIC model hospitals with dispensaries across Uttarakhand, Uttar Pradesh, Bihar, the North-Eastern States and the Andaman & Nicobar Islands. Phase-II Tele-medicine Services for the North-Eastern States were launched on 1st December 2016, significantly improving access to specialist care in remote regions.

Medical education under ESIC reached a new level of maturity during the academic year 2016-17, with seven ESIC Medical Colleges operational across the country, offering 700 MBBS seats. Of these, 267 seats (38.14%) were

reserved under the Insured Persons' Quota, with eligibility extended to wards of IPs earning up to ₹15,000 per month, ensuring affordable access to quality medical education for workers' families.

Parallely, ESIC continued to lead labour-centric digital governance reforms. Online employer and employee registration, online contribution payment through 59 banks, launch of the e-Pehchan system on 1st May 2016, and integration with the e-Biz Portal and Shram Suvidha Portal significantly enhanced transparency, compliance and ease of doing business.

During 2015–16, ESIC covered 2.13 crore insured persons, extending protection to a beneficiary population of 8.40 crore, reflecting both financial strength and expanding social impact. In recognition of its reform momentum and welfare outreach, ESIC was conferred the India Pride Award for Best Autonomous Body (Central Government).

Taken together, the achievements of 2016 reflect a year of enduring institutional consolidation, firmly anchored in the Hon'ble Prime Minister's vision of a Swasth aur Samridh Bharat. Through expansion of healthcare infrastructure, innovation in service delivery, empowerment of workers and their families, and technology-driven governance, ESIC further strengthened India's social security framework with long-term national impact.

### 2017: Expanding Social Security, Deepening Trust

The year 2017 marked a decisive phase in the evolution of the Employees' State Insurance Corporation, as the organisation transitioned from rapid expansion to purposeful consolidation—strengthening healthcare infrastructure, widening social security coverage, and responding directly to the lived realities of India's workforce, particularly migrant and unorganised workers.

On 9th January 2017, Shri Bandaru Dattatreya, the then Hon'ble Minister of State for Labour & Employment, inaugurated the ESIC Model Dispensary-cum-Diagnostic Centre at Jeedimetla, Medchal District, Telangana. Constructed at a cost of ₹28.80 crore over an area of 13,372 square metres, the centrally air-conditioned and earthquake-resistant facility has been designed to serve over two lakh IPs and their families in the Hyderabad industrial region. Equipped with OPD, diagnostic, emergency, ICU, laboratory and radiology services, the Centre reflected ESIC's commitment to quality, accessibility and modern healthcare delivery in major industrial clusters. This momentum continued on 13th February 2017 with the inauguration of a 100-bedded ESIC Hospital at Ankleshwar, Gujarat, strengthening medical support in one of the country's key industrial belts.

A significant national milestone was recorded on 2nd April 2017, when Shri Pranab Mukherjee, Hon'ble President of India, laid the foundation stone of a 100-bedded ESIC Hospital at Karon, Deoghar (Jharkhand). The project, with an outlay of ₹90 crore on 10 acres of land, is designed



Launching of One IP-Two Dispensaries Scheme" of ESIC – Celebration of International Labour Day on 01.05.2017

to serve 23,000 IPs and nearly one lakh beneficiaries. On the same occasion, ESIC announced the upgradation of the Bokaro ESI Hospital from 50 to 100 beds, along with proposals for new hospitals and dispensaries across Dumka, Gumla, Godda, Pakur and Hazaribagh, signalling a focused thrust towards healthcare expansion in tribal and backward regions. During the year, foundation stones were laid and upgradation projects initiated at Phulwarisharif (Patna), Udaipur, Pune (Bibvewadi), Kolkata, Baltikuri, Durgapur and Guwahati, with project costs ranging from ₹26.81 crore to ₹187 crore, reflecting sustained capital investment in healthcare infrastructure across states.

A defining reform of 2017 was ESIC's decisive response to the challenges faced by migrant workers. In the 171st Meeting of the ESI Corporation (Chintan Baithak) held on 18th February 2017 at Kochi, approval was accorded to the path-breaking policy of "One Insured Person – Two Dispensaries", enabling IPs to register one dispensary for self and another for their family. This reform addressed long-standing hardships of migrant workers whose families reside in different locations, while maintaining financial balance through 50:50 inter-state cost sharing, wherever applicable. The policy was formally launched nationwide on 1st May 2017 (International Labour Day), symbolising ESIC's commitment to dignity, mobility and continuity of care.

In another landmark decision, ESIC approved the extension of Super Speciality Treatment to retired IPs and their spouses, with defined eligibility conditions and a lifetime expenditure ceiling of ₹15 lakh, made operational from 1st April 2017, marking a significant shift towards lifelong social security coverage.

With effect from 1st January 2017, the wage ceiling for ESI coverage was enhanced from ₹15,000 to ₹21,000 per month, substantially expanding the social security

net. Parallely, ESIC initiated health protection for select segments of the unorganised sector, including rickshaw pullers, auto drivers, ASHA and Anganwadi workers, on a pilot basis. Under the SPREE Scheme (from 20th December 2016 to 30th June 2017), nearly one lakh employers and 1.18 crore employees were brought into the ESI fold, including five lakh new workers in West Bengal alone, reinforcing a facilitation-driven approach to compliance.

Digital innovation continued to complement physical expansion. In 2017, ESIC launched 'Paramarsh', a mobile video-based medical consultation pilot in Bihar and Himachal Pradesh, enabling real-time specialist consultations and reducing patient travel. This was followed by the launch of the 'AskAnAppointment (AAA+)' Mobile App on 10th April 2017, allowing beneficiaries to book OPD appointments up to seven days in advance, initially across 32 ESIC dispensaries in Delhi, reflecting a growing emphasis on patient-centric, technology-enabled service delivery.

The year also marked an important institutional milestone, with ESIC completing 65 years of service, operating over 1,500 hospitals and dispensaries and extending social security protection to a beneficiary population exceeding 10 crore persons. From 5th to 7th April 2017, ESIC hosted the first ISSA Academy Workshop in New Delhi on Contribution, Collection and Compliance, with participation from seven countries, reaffirming India's leadership in global social security administration. Further, on 11th July 2017, ESIC signed a Memorandum of Understanding with DGFASLI to strengthen occupational health, prevent workplace injuries and establish dedicated Occupational Health Training, Research and Development Centres.

Taken together, the developments of 2017 reflect a year of responsive and people-centric governance, where infrastructure creation progressed alongside policy reform,

digital innovation complemented physical outreach, and social security evolved in step with the realities of a mobile and diverse workforce. Through targeted investments, inclusive reforms and sustained administrative resolve, ESIC in 2017 reinforced its role as a trusted pillar of India's social security framework, firmly aligned with the national vision of "Sabka Saath, Sabka Vikas."

### 2018: Vision, Expansion and Institutional Deepening

The year 2018 marked a phase of strategic clarity and institutional consolidation for the Employees' State Insurance Corporation, as long-term policy vision, healthcare expansion, digital empowerment and governance reforms converged to strengthen India's social security architecture.



Commencement of construction work of additional 50 bedded hospital building at ESI Hospital, Asansol, W.B. on 16.08.2018

At the 173rd Meeting of the ESI Corporation held on 16th February 2018, under the Chairmanship of Shri Santosh Kumar Gangwar, the then Hon'ble Minister of State (Independent Charge) for Labour & Employment, in-



Shri Narendra Modi, Hon'ble Prime Minister during the inauguration of the renovated & upgraded 100-bedded ESI Hospital, Bhubaneswar (Odisha) on 24.12.2018

principle approval was accorded to ESIC Vision 2022. The Vision articulated an ambitious yet structured roadmap for pan-district implementation of the ESI Scheme, with the objective of extending social security coverage to 10 crore workers by 2022. To translate this vision into action, a Sub-Committee with stakeholder participation was approved.



Foundation Stone of 200 Bedded ESIC Hospital, Butibori, Nagpur (Maharashtra) laid on 15.07.2018



*Inauguration of Renovated & Upgraded 100 Bedded ESI Hospital, Bhubaneswar (Odisha) on 24.12.2018*

During the same meeting, several consequential institutional decisions were taken. ESIC approved the takeover of ESI Hospital, Bareilly (Uttar Pradesh) to strengthen healthcare delivery in the State; sanctioned a Super Specialty Hospital at Bhubaneswar; and accorded approval for a 100-bedded ESI Hospital at Raigarh, Chhattisgarh. Continuation and upgradation of the ESIC Model Hospital at Phulwarisharif (Patna) from 50 to 100 beds was approved, complementing the already sanctioned 100-bedded hospital at Bihta, Patna. To enhance stakeholder participation in primary healthcare, a Modified Employer's Utilisation Dispensary (EUD) was introduced on a pilot basis. Governance reforms were strengthened through approval for Vigilance Inspection Units in ESIC hospitals and Aadhaar-based identification of insured persons.

Further momentum was provided at the 174th Meeting of the ESI Corporation on 29th May 2018, where approval was accorded for opening Dispensary-cum-Branch Offices (DCBOs) in all districts in a phased manner, introduction of a Nursing Internship Programme in ESIC hospitals,

and implementation of the Modified Insurance Medical Practitioner (IMP) Scheme, 2018. Construction and upgradation of ESIC hospitals at Ranchi, Pune, Patna and Bahadurgarh were approved, along with the introduction of Super Specialty Treatment facilities at ESIC Hospital, Varanasi.

Healthcare infrastructure expansion continued across regions. On 3rd May 2018, the foundation stone for a 100-bedded ESI Hospital at Raigarh, Chhattisgarh, spread over 11 acres with an estimated cost of ₹80 crore, was laid, providing emergency, OPD, ICU, NICU, maternity and AYUSH facilities. With this, four 100-bedded ESI hospitals—at Raipur, Bhilai, Korba and Raigarh—stood approved in the State. On 7th July 2018, the 100-bedded ESIC Hospital at Bihta, Patna was inaugurated. Built on 25 acres, the hospital is planned for future expansion to 300 beds with a Medical College, catering to insured populations across Patna and adjoining districts.

On 15th July 2018, the foundation stone of a 200-bedded ESIC Hospital at Butibori, Nagpur (Maharashtra) was laid. The project, with an outlay of ₹175 crore over 5 acres and a built-up area of 30,000 square metres, is designed to provide comprehensive secondary and tertiary care facilities, including ICU, modular operation theatres, CT/MRI and dialysis services. On 16th August 2018, construction commenced for an additional 50-bedded block at ESIC Hospital, Asansol (West Bengal) at a cost of ₹30.23 crore, aimed at benefiting nearly three lakh beneficiaries, with completion targeted by March 2020. On 25th October 2018, the foundation stone for upgradation of ESI Hospital, Hubli (Karnataka) was laid. The existing 50-bedded hospital, renovated in 2017, is being upgraded to 100 beds through an additional block costing ₹25 crore, expected to serve around one lakh IPs and their families.



*ESIC won "ISSA Good Practice Awards, Asia & The Pacific 2018" for Administrative Solutions for Coverage Extension held at Kuala Lumpur, Malaysia*

The year also witnessed major hospital inaugurations and national dedications. On 24th December 2018, Hon'ble Prime Minister Shri Narendra Modi dedicated the renovated and upgraded 100-bedded ESI Hospital at Bhubaneswar (Odisha) to the Nation. Upgraded from 50 to 100 beds at a cost of ₹73 crore, the hospital is equipped with modern medical facilities and forms part of a broader national healthcare expansion aligned with Ayushman Bharat.

Digital empowerment and beneficiary outreach received focused attention during the year. On 10th August 2018, ESIC launched an IVR-based Help Desk facility on its toll-free number 1800-11-2526, handling over 1,000 calls daily. To strengthen awareness, seven audio-visual films on ESI benefits were produced and hosted on YouTube, with integration on the UMANG platform. On 17th September 2018, the phased rollout of DCBOs, beginning with 29 districts, and the launch of the 'ESIC Chinta Se Mukti' Mobile App on UMANG were formally announced, enabling IPs to access contribution history, claims, entitlements and grievance redressal services digitally.

Institutional strengthening was further reflected on 27th September 2018, when the renovated ESIC Regional Office-cum-Dispensary-cum-Branch Office at Puducherry was inaugurated at a cost of ₹6.41 crore, integrating medical, administrative and cash benefit services under one roof. The ESI Scheme, operational in Puducherry since 2nd October 1966, now serves over one lakh IPs and nearly four lakh beneficiaries.

At the international level, ESIC received the ISSA Good Practice Award (Certificate of Merit) at the Regional Social Security Forum for Asia and the Pacific, Kuala Lumpur, for administrative innovations including SPREE, contribution rate rationalisation and wage ceiling enhancement. ESIC continues to host the ISSA South Asia Liaison Office in New Delhi, reinforcing India's leadership in social security administration.

By the end of 2018, the ESI Scheme had expanded to 503 districts, covering 8.98 lakh establishments, over 3.19 crore insured family units, and a beneficiary population exceeding 12.40 crore persons. Since its inception in 1952, ESIC has built a nationwide network comprising 154 hospitals, nearly 1,500 dispensaries, 815 branch/payment offices, and 63 regional offices.

The year thus stands as a milestone—defined by Vision 2022, accelerated hospital creation, digital inclusion and international recognition—firmly reinforcing ESIC's role as a cornerstone of India's worker-centric social security system and a key instrument of inclusive national development.

### **2019: Reform with Empathy, Expansion with Inclusion**

If 2018 was devoted to strengthening institutional foundations, 2019 emerged as the year when those foundations began to touch everyday lives with visible

compassion. It was a year in which reform was shaped not merely by administrative efficiency, but by empathy—ensuring that policy decisions translated into tangible financial relief, wider healthcare access, and enhanced dignity for workers and employers alike.

A landmark reform of historic significance reshaped the economic experience of millions of insured persons. With effect from 1 July 2019, the ESI contribution rate was reduced from 6.5% to 4%, the first such reduction in over two decades. This single decision immediately enhanced take-home wages of workers while simultaneously reducing the compliance burden on employers. Carefully calibrated and fiscally responsible, the reform reflected a governance philosophy where economic prudence and social sensitivity advanced together, delivering immediate, widespread and enduring benefits.

Geographical expansion of the ESI Scheme gathered renewed momentum during the year. Coverage steadily extended to new districts across the country, including remote and strategically important regions such as Ladakh, reaffirming the principle that access to social security and healthcare must not be constrained by geography or remoteness. With each newly covered district, the promise of medical care and income protection reached deeper into India's diverse workforce.

Healthcare delivery evolved in response to changing social realities. IVF and fertility services were introduced within the ESIC framework, recognising reproductive health as an integral component of holistic wellbeing. At the same time, tertiary and super-specialty capacities were strengthened, expanding access to advanced treatments that were once beyond the reach of many insured families.

A significant step towards system-wide integration was taken by opening under-utilised ESIC hospitals to beneficiaries of Ayushman Bharat–PMJAY. This created

a functional bridge between national health systems—optimising public infrastructure, improving hospital utilisation and expanding access to quality care. In doing so, ESIC reaffirmed its role not merely as a service provider, but as a collaborative partner in India's broader public healthcare ecosystem.

The year was also marked by extensive healthcare infrastructure development across the country. Foundation stones were laid and facilities inaugurated at multiple locations, including Bikaner, Shivamogga, Tiruppur, Rudrapur, Kala Amb, Bareilly, Davanagere, Indore and Vizianagaram. Major national milestones included the dedication of ESIC Medical Colleges and 500-plus bedded hospitals at Faridabad and Rajajinagar, Bengaluru, the dedication of the renovated 100-bedded ESIC Hospital at Varanasi by the Hon'ble Prime Minister, and the inauguration of OPD blocks, AYUSH facilities and upgraded hospitals across States. The Bhoomi Poojan of ESIC Nagar, Andheri (West), Mumbai, symbolised ESIC's growing institutional footprint in metropolitan regions.



*Foundation stone laying of ESI Hospital at Kala Amb, District Sirmaur, on 20.02.2019*



Shri Narendra Modi, Hon'ble Prime Minister, dedicating the renovated 100-bedded ESIC Hospital, Varanasi (Uttar Pradesh), to the Nation on 19.02.2019



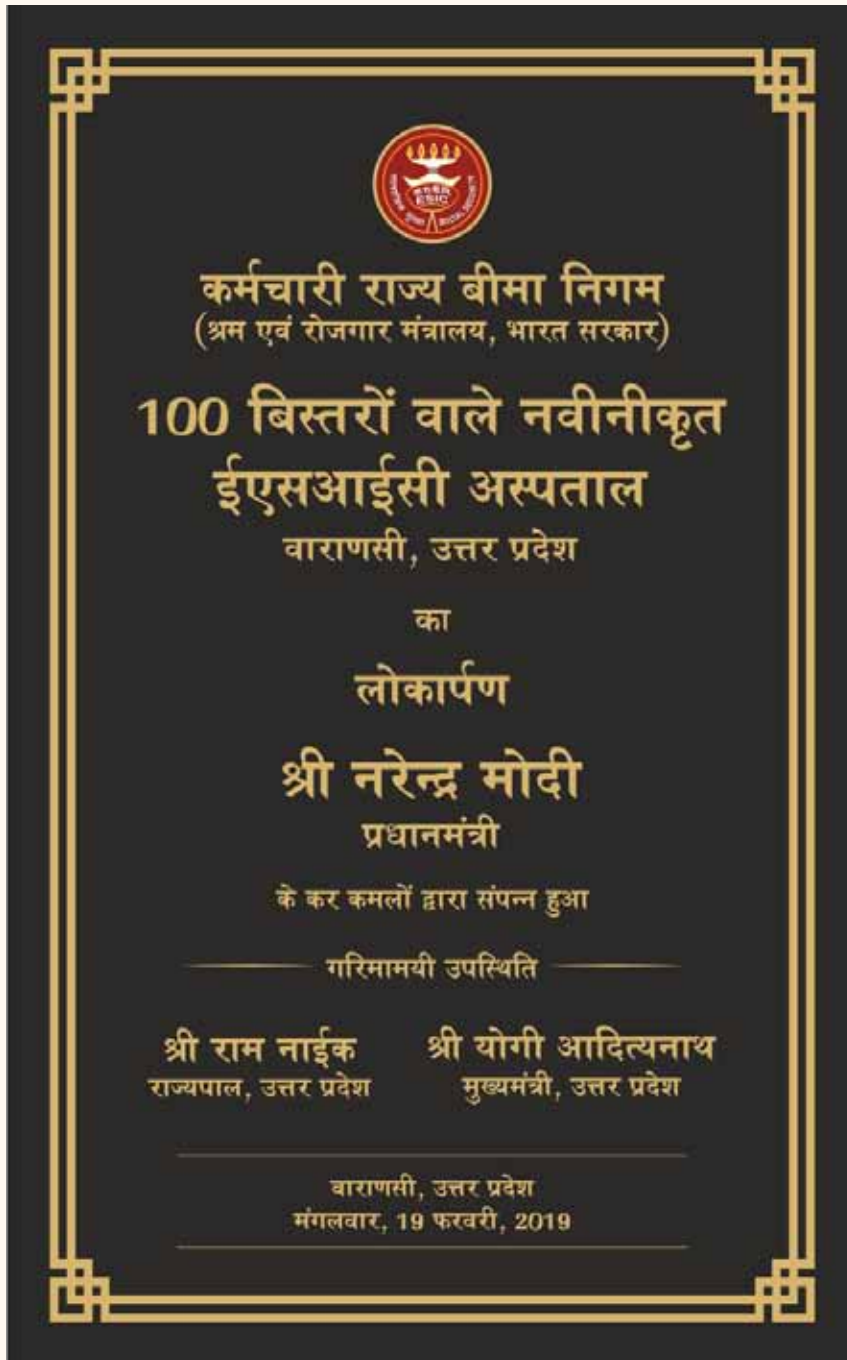
Foundation Stone laying Ceremony of ESICH Bikaner on 28.01.2019

Institutional excellence extended beyond infrastructure. ESIC strengthened financial systems through a real-time payment agreement with State Bank of India, expanded academic achievements with the 3rd Graduation Ceremony

of ESIC Dental College, Rohini, and enhanced specialised care through the inauguration of the IVF & Fertility Centre at ESIC PGIMSR, Basaidarapur. The year also reflected ESIC's



Shri Narendra Modi, Hon'ble Prime Minister, laying the foundation stone of the 100-bedded ESIC Hospital, Tiruppur and dedicating ESIC Medical College & 470-bedded ESIC Hospital, K. K. Nagar, Chennai, to the Nation on 10.02.2019



*Shri Narendra Modi, Hon'ble Prime Minister of India, dedicating the renovated 100-bedded ESIC Hospital, Varanasi (Uttar Pradesh), to the Nation on 19.02.2019*



*Foundation stone laying of 100 bedded ESIC Hospital, Shivamogga (Karnataka) on 03.02.2019*

human face, as the organisation publicly celebrated national sporting excellence by congratulating Shri Pramod Bhagat, ace para-shuttler, on being selected for the Arjuna Award.

Through these carefully sequenced initiatives, 2019 demonstrated a quiet but powerful truth: reform need not be abrupt to be transformative. When guided by compassion and informed by evidence, reform can be deliberate, humane and deeply inclusive.



*Shri Raj Kumar, IAS, Director General, ESIC, inaugurating the IVF & Fertility Centre at ESIC PGIMSR & Hospital, Basaidarapur, New Delhi, on 29.11.2019*

By easing financial burdens, expanding coverage, integrating healthcare systems and widening treatment choices, ESIC in 2019 reaffirmed its enduring commitment—to ensure that growth, protection and dignity advance together in service of India’s workforce.

### 2020: Service Before Self – ESIC at the Forefront of the COVID-19 Response

The year 2020 stands etched in the institutional memory of the Employees’ State Insurance Corporation as a period of unprecedented challenge matched by equally unprecedented resolve. Amid the global COVID-19 pandemic, ESIC emerged not merely as a social security organisation but as a frontline national healthcare and welfare institution, extending protection, care and financial security to millions of workers and citizens across the country.

On 26th February 2020, the foundation stone of a 100-bedded ESIC Hospital at Kakinada, Andhra Pradesh, was laid. Built over 7 acres at a cost of ₹101.54 crore, the hospital is designed to cater to over 65,000 IPs and more than 2 lakh beneficiaries in Kakinada and Yanam, significantly augmenting regional medical capacity.

With the onset of COVID-19, ESIC rapidly repurposed its nationwide healthcare network to support both IPs and the general public. Twenty-one ESIC hospitals were converted into Dedicated COVID-19 Hospitals. A total of 1,042 isolation beds were earmarked in eight major ESIC hospitals, including Joka, Ankleshwar, Vapi, Udaipur, Gurugram, Jammu, Baddi and Adityapur. In addition, 1,112 isolation beds, 555 ICU/HDU beds and nearly 200 ventilators were made operational across the country. Dedicated quarantine facilities comprising over 1,180 beds were established at

Alwar, Bihta (Patna), Gulbarga and Korba. COVID-19 testing facilities were operationalised at ESIC Hospitals, Faridabad, Basaidarapur (Delhi) and Sanathnagar (Hyderabad).

A notable milestone was achieved on 23rd April 2020, when India’s first Mobile BSL-3 VRDL COVID-19 Testing Laboratory was dedicated to the nation. Developed jointly by DRDO and ESIC Medical College & Hospital, Sanathnagar, the laboratory—set up in a record 15 days—has the capacity to process over 1,000 samples per day, significantly strengthening national testing capability and exemplifying inter-institutional collaboration during crisis.

ESIC also advanced into specialised COVID care. On 7th August 2020, a Plasma Bank was inaugurated at ESIC Medical College & Hospital, Faridabad. Plasma therapy under the ICMR-approved PLACID Trial had commenced earlier on 8th June 2020, benefitting critically ill patients. The facility, capable of conducting 30 plasmapheresis procedures per day, reflected ESIC’s rapid transition into advanced tertiary care during the pandemic.

To mitigate hardship faced by workers and employers



*Inauguration of the Plasma Bank at ESIC Medical College & Hospital, Faridabad (Haryana), on 07.08.2020*



*Dedication of new services at ESIC Medical College, Sanathnagar, Hyderabad*

during lockdown, ESIC implemented wide-ranging relief measures. Beneficiaries were permitted to purchase medicines from private chemists with subsequent reimbursement by ESIC. Medical benefits under Rules 60–61 were extended till 30th June 2020 for retired and permanently disabled IPs despite non-payment of advance contribution due to lockdown. Timelines for payment of ESI contributions for February and March 2020 were extended without levy of interest, penalty or damages.

Recognising widespread job losses, ESIC extended the Atal Beemit Vyakti Kalyan Yojana from 1st July 2020 to 30th June 2021, enhancing unemployment relief from 25% to 50% of wages and enabling direct submission of claims by workers. The relief covered unemployment during the period 24 March to 31 December 2020, with payments credited directly to beneficiaries' bank accounts, providing critical income support during economic disruption.

Institutional reforms continued even during crisis. At the 183rd Meeting of the ESI Corporation held on 7th December 2020, ESIC decided to directly run all new hospitals unless States opted otherwise. Provision was made for treatment



*Foundation stone laying of 100 bedded ESIC Hospital at Srinagar on 21.12.2020*

through ESIC-empanelled hospitals and Ayushman Bharat facilities where ESIC infrastructure was unavailable. Super-specialty services in Delhi-NCR hospitals were strengthened, and the engagement of Hospital Managers and Project Management Consultants was approved to improve operational efficiency.

By the end of 2020, ESIC services extended to 566 districts, covering over 13 crore beneficiaries, supported by 1,520 dispensaries, 159 hospitals, 793 branch offices and 64 regional offices. The enactment of the Social Security Code, 2020 laid the legislative foundation for pan-India implementation of the ESI Scheme, including future coverage of gig, platform and unorganised workers.

In 2020, ESIC transformed adversity into service—deploying hospitals as COVID care fortresses, safeguarding incomes during unemployment, advancing medical innovation, and ensuring uninterrupted social security when it mattered most. The year stands as a testament to ESIC's enduring commitment to protect the worker, serve society, and stand firm in the nation's hour of need.

## 2021: Resilience in Action – ESIC Strengthening Health Security Amid the Pandemic

The year 2021 emerged as a period of sustained resilience for the Employees' State Insurance Corporation (ESIC) as the nation confronted successive waves of the COVID-19 pandemic. Amid unprecedented disruption, ESIC reinforced its frontline healthcare response while undertaking timely policy interventions to ensure uninterrupted access to medical care and social security benefits for insured workers and their families across the country.

With the expansion of the ESI Scheme into newer geographical areas and temporary constraints on physical infrastructure, ESIC introduced enabling policy reforms to bridge service gaps. Insured Persons residing in areas without an ESIC hospital, dispensary or Insurance Medical Practitioner within a 10-kilometre radius were permitted to directly avail cashless OPD services from ESIC-empanelled hospitals anywhere in India, without the requirement of referral. Access to treatment was facilitated through e-Pehchan Cards and Health Passbooks, while reimbursement of prescribed medicines was enabled through DCBOs and Regional Offices. Approvals for investigations and indoor treatment were streamlined through an online system with a turnaround time of 24 hours, ensuring continuity of care during peak pandemic pressure. At the 184th Meeting of the ESI Corporation, held on 22 February 2021 under the chairmanship of Shri Santosh Kumar Gangwar, Hon'ble Minister of State for Labour & Employment, far-reaching relief measures were approved to mitigate hardships arising from prolonged lockdowns. Contributory conditions for availing Sickness Benefit and Maternity Benefit were relaxed, with retrospective effect from 20 January 2017 for insured women and for the January–June 2021 benefit period for all insured

persons, ensuring that statutory entitlements were not denied due to pandemic-related employment disruptions.

To meet the growing demand for healthcare services, ESIC accorded approval to major greenfield hospital projects during the year. A 300-bedded ESIC Hospital with a 50-bed Super Speciality Wing at Haridwar and a 350-bedded ESIC Hospital with a 50-bed Super Speciality Wing at Visakhapatnam were approved to serve lakhs of insured beneficiaries. In addition, Negative Pressure ICU facilities were approved at the ESIC Super Speciality Hospital & Medical College, Hyderabad, strengthening infection control and safeguarding healthcare workers during COVID care.

Further strengthening healthcare delivery at the grassroots level, new ESI Dispensary and Branch Office facilities were inaugurated during the year. On 24 December 2021, Shri Rameswar Teli, Hon'ble Minister of State for Labour & Employment and Petroleum & Natural Gas, inaugurated the ESI Dispensary & Branch Office at Panki, Kanpur. Earlier, on 27 November 2021, Smt. Smriti Zubin Irani, Hon'ble Union Minister for Women and Child Development, inaugurated the ESI Dispensary & Branch Office at



Bhumi Pujan of ESIC Hospital, Shahjahanpur, Uttar Pradesh on 24.12.2021



*Inauguration of ESIC Dispensary Branch Office Panki, Kanpur on 24.12.2021*

Pragati Puram, Rae Bareli, marking the transition from a rented facility to a permanent, purpose-built complex. During the resurgence of COVID-19, ESIC hospitals functioned as a vital component of the national healthcare response. Dedicated COVID facilities were established across ESIC and State-run ESIS hospitals, providing isolation beds, ICU beds and ventilator support. Plasma therapy services were continued at ESIC Medical Colleges, and COVID Nodal Officers were appointed in all institutions. To enhance transparency and public access to information, ESIC launched a real-time COVID-19 Facility Dashboard displaying bed availability across its hospitals. On 10 September 2021, Shri Bhupender Yadav, Hon'ble Union Minister for Labour & Employment, reviewed the site of the upcoming ESIC Hospital at Haridwar and reiterated the Government's commitment to time-bound



*Inauguration of ESI DCBO, Rae Bareli, Uttar Pradesh on 27.11.2021*

completion. He also highlighted the ESIC COVID-19 Relief Scheme, under which 90 per cent of wages are paid as monthly support to the families of insured workers who succumbed to COVID-19. Subsequently, at the 185th Meeting of the ESI Corporation, unemployment relief under the Atal Beemit Vyakti Kalyan Yojana was extended up to 30 June 2022, along with approvals for additional ESIC hospitals and upgradation projects across several States.

By the end of 2021, ESIC had firmly reaffirmed its role as more than a statutory insurer. Through swift policy reforms, expansion of healthcare infrastructure, digital transparency and sustained pandemic response, ESIC ensured continuity of social security and healthcare services even during one of the most challenging periods in recent history

## Glimpse of IVF Facility in ESIC Hospitals



## Little miracles, nurtured with ESIC's IVF excellence





માનનીય વડાપ્રધાન

શ્રી નરેન્દ્રભાઈ મોદીના

વરદ્હસ્તે

એઈમ્સ, રાજકોટ સહિત

₹૪૮,૦૦૦ કરોડથી વધુના

વિવિધ વિકાસ પ્રકલ્પોનાં

ખાતમુહૂર્ત તથા લોકાર્પણ કાર્યક્રમ



Shri Narendra Modi, Hon'ble Prime Minister, dedicates to nation and lays foundation stone for multiple development projects worth more than Rs. 48,100 crores in Rajkot, Gujarat on 25.02.2024



## *Chapter 10*

# **Shram Shakti in Amrit Kaal Consolidating Reforms, Expanding Care, Securing the Future (2022–2025)**

## Chapter 10

### Shram Shakti in Amrit Kaal

# Consolidating Reforms, Expanding Care, Securing the Future (2022–2025)

#### 2022: Consolidating Reform, Expanding Care

The year 2022 marked a phase of consolidation and forward momentum for the Employees' State Insurance Corporation (ESIC), as it advanced the twin objectives of strengthened social security and accessible, technology-enabled healthcare, in alignment with the Hon'ble Prime Minister Narendra Modi's vision of "Swasthya se Samridhi" and last-mile service delivery for India's workforce. On 12 February 2022, Shri Bhupender Yadav, the then Hon'ble Union Minister for Labour & Employment, inaugurated a state-of-the-art Cath Lab at ESIC Hospital, Faridabad, significantly enhancing access to advanced cardiac care for insured workers. On the same occasion, a 24x7 free ambulance service with a

dedicated toll-free number (1800 1800-200) was launched for the region. Two major digital governance initiatives—the ESIC Property Management Dashboard and the ESIC Medical Dashboard—were also unveiled, enabling real-time monitoring of construction projects, costs, milestones, hospital performance, OPD footfall, bed occupancy and medical manpower, thereby institutionalising data-driven decision-making.

During the year, ESIC accorded in-principle approval for new healthcare infrastructure including a 100-bedded ESIC Hospital at Bokaro, 30-bedded hospitals at Paradeep



Foundation Stone Laying of 350 Bedded ESIC Hospital (Upgradable to 500 Beds), Sanand, Gujarat on 26.09.2022



Shri Bhupender Yadav, Hon'ble Union Minister for Labour & Employment interacting with female brick-kiln workers at ESIC Medical College, Faridabad on 01.05.2022

and Rangpo, and a two-doctor ESIC Dispensary at Jhadli, Haryana, expanding medical access in emerging industrial and workforce clusters. A major milestone was achieved with the foundation stone laying of a 500-bedded ESIC Hospital at Manesar, Haryana, to be constructed over 8 acres at an estimated cost of ₹500 crore. The hospital will serve nearly 6 lakh workers from Gurugram and adjoining districts and will also provide treatment under Ayushman Bharat–PMJAY. On this occasion, key policy decisions were announced to rationalise distance norms for opening ESIC institutions, introduce uniform pay scales for doctors across Central and State ESIC facilities, establish a Nursing College at Manesar, and progressively introduce annual health check-ups for insured persons above 40 years of age. An open national architectural design competition was also announced to create a future-ready ESIC hospital campus.

Further strengthening the social security net, ESIC continued implementation of the Atal Bimit Vyakti Kalyan



*Shri Amit Shah, Hon'ble Union Minister for Home and Cooperation, laying the foundation stone of the 150-bedded ESIC Hospital, Kalol, Gandhinagar, on 27.09.2022*

Yojana, under which an insured person who loses employment is provided relief equal to 50% of the average daily earnings during the last four contribution periods, payable as a one-time, once-in-a-lifetime benefit for a maximum period of 90 days of unemployment, with the relief amount directly credited to the insured person's bank



*Two Days Chintan Shivir at Surajkund, Haryana on 17-18.08.2022*

account through the ESIC Branch Office upon submission of the claim. On this occasion, the Hon'ble Minister highlighted that medical benefits under the ESI Act are being extended to 3.41 crore workers and their dependents, covering a total of 13.24 crore beneficiaries across the country. He further noted that in Tamil Nadu, the ESI Scheme has been implemented in 38 districts, with 20 districts fully covered and 16 partially covered, catering to 38.26 lakh insured persons and about 1.48 crore beneficiaries, including more than 8 lakh beneficiaries in Sriperumbudur and its surrounding industrial areas alone.

Under the visionary leadership of the Hon'ble Prime Minister, the Government of India has also strengthened ESIC's presence in eastern India with the inauguration of the ESIC Hospital at Angul, Odisha, a significant step towards enhancing social security and healthcare for industrial workers. Inaugurating the hospital, Union Minister

for Education and Skill Development & Entrepreneurship DharmendraPradhan described it as a Sanjeevani for the people of Odisha, particularly during the second wave of the COVID-19 pandemic, benefiting over three lakh people in Angul and adjoining districts. On the same occasion, the ESIC Sub-Regional Office at Jharsuguda was inaugurated to serve nearly two lakh workers across 13 districts. Emphasising labour-centric reforms, the Minister referred to initiatives such as the District Mineral Fund, enhancement in minimum wages, and the e-Shram portal, which has registered around 27 crore workers nationwide to enable targeted welfare delivery and skill development. Minister of State for Labour and Employment RameswarTeli reiterated the Government's commitment to workers' welfare, announcing new ESIC hospitals across Odisha and highlighting social security initiatives such as the PM Shram Yogi MaandhanYojana.



*Shri Narendra Modi, Hon'ble Prime Minister lays foundation stone and dedicates to nation development projects worth over Rs 24,300 crore in Bikaner, Rajasthan on 08.07.2023*

ESIC continued its proactive pandemic response through the COVID-19 Relief Scheme, under which 90% of average wages are paid as monthly pension to dependents of insured persons who succumbed to COVID-19. As on March 2022, 5,141 claims had been settled, benefitting 12,309 dependents, with total relief amounting to ₹34.15 crore. During the second wave, 33 ESIC hospitals with about 4,500 dedicated COVID beds and 400 ventilators were operationalised, with 20% bed capacity earmarked for COVID care in every ESIC hospital. ICMR-approved RT-PCR laboratories were functional in seven ESIC institutions, ensuring timely diagnostics.

On the occasion of International Labour Day, the Hon'ble Minister visited ESIC Hospital, Faridabad, where a Health and Nutrition Check-up Camp for women workers from brick kilns and unorganised sectors was organised under AzadikaAmritMahotsav. A pilot project launched on 8 March 2022 focused on combating anaemia through screening, nutrition counselling and medicine distribution, benefitting women workers over a six-month evaluation period.

At the 188th Meeting of the ESI Corporation, a landmark decision was taken to implement the ESI Scheme across the entire country by the end of 2022, covering remaining districts through new DCBOs, Insurance Medical Practitioners and tie-ups with Ayushman Bharat-PMJAY hospitals. Approval was accorded for 23 new 100-bedded hospitals and 62 new doctors' dispensaries. To address manpower gaps, 6,400 vacancies, including over 2,000 doctors and teaching faculty, were advertised within eight months. Major medical infrastructure decisions included establishment of Radiation Oncology and Nuclear Medicine departments at ESIC Medical Colleges in Faridabad, Sanathnagar and Chennai, setting up of Cath Labs at Sanathnagar and Alwar, and upgradation of ESIC Hospital, Pune from 200 to 500 beds, benefitting nearly 7 lakh workers and dependents.



*Shri Bhupender Yadav, Hon'ble Union Minister of Labour and Employment, distributing the ESIC Dependents' benefit to an ESIC beneficiary during laying the foundation stone of the 100-bedded ESIC Hospital at Sriperumbudur, Tamil Nadu, on 22.05.2022*

On 26 September 2022, Shri Amit Shah, Hon'ble Union Home Minister, laid the foundation stone of a 350-bedded (upgradable to 500 beds) ESIC Hospital at Sanand, Gujarat, to be constructed over 9.5 acres at a cost of ₹500 crore, serving nearly 12 lakh employees and their families, along with local villagers. Further strengthening digital service delivery, the online maternity benefit claim facility was launched, enabling insured women to seamlessly claim 26 weeks' maternity benefit at 100% of wages. During 2021-22, 18.69 lakh women beneficiaries received maternity benefits amounting to ₹37.37 crore, marking a significant stride towards women empowerment and ease of access.

Through these sustained initiatives, 2022 decisively reinforced ESIC's role as a modern social security institution—expanding quality healthcare infrastructure, deepening digital governance, strengthening income security during contingencies, and ensuring dignity, security and well-being for the nation's workforce, in full alignment with the Hon'ble Prime Minister's vision of inclusive and resilient growth.



Shri Dharmendra Pradhan, Hon'ble Union Minister, inaugurating the ESIC Hospital at Angul and SRO Jharsuguda on 15.06.2022

### 2023: Advancing Care, Capacity and Confidence in Amrit Kaal

The year 2023 represented a decisive step forward in the expansion and consolidation of the Employees' State Insurance Corporation, reinforcing the Government of India's unwavering commitment to inclusive social security, modern healthcare infrastructure and worker-centric welfare, in harmony with the Hon'ble Prime Minister's vision for Amrit Kaal.

On 15 January 2023, Shri Bhupender Yadav, the then Hon'ble Union Minister for Labour & Employment laid the foundation stone of a 100-bedded ESIC Hospital at Agartala, Tripura, through a virtual event from New Delhi. To be constructed over 5 acres at an estimated cost of ₹100 crore and completed within three years, the hospital will directly serve over 60,000 beneficiaries in Agartala and surrounding areas. The Government of Tripura provided land free of cost, exemplifying Centre-State cooperation in strengthening healthcare infrastructure in the North-Eastern region.



ESIC bags ISSA Vision Zero 2023 Award at the 23rd World Congress on Safety and Health at Work in Sydney, Australia on 05.12.2023

In Haryana, the Hon'ble Minister inaugurated the new Directorate of Insurance Medical Services (DIMS) building at Panchkula, built at a cost of ₹8.38 crore, enhancing administrative efficiency of the ESI Scheme. Simultaneously, foundation stones were laid for three-doctor ESI dispensaries at Rai and Barhi (Sonipat). The Rai dispensary will cater to 1,06,440 beneficiaries, while the Barhi dispensary will serve 32,000 beneficiaries, addressing the growing healthcare needs along the NH-44 industrial corridor.

A significant boost to tertiary healthcare was announced on 26 March 2023, with the expansion of ESIC Medical College & Hospital, Faridabad, adding 500 beds to the existing 650-bed facility. New services inaugurated included an advanced Bone Marrow Transplant (BMT) Centre, a state-of-the-art Skill Lab established at a cost of ₹5 crore, and enhanced student facilities. The upgraded BMT Centre enables high-end transplants—costing nearly ₹18 lakh per case in other government hospitals—free of cost for ESIC beneficiaries.



On the infrastructure front, the Hon'ble Prime Minister Shri Narendra Modi, during his visit to Bikaner, Rajasthan, dedicated and laid foundation stones for development projects worth over ₹24,300 crore, including a 30-bedded ESIC Hospital at Bikaner, strengthening healthcare access for insured workers in the region.

In Mumbai, new OPD services were inaugurated at ESIC Hospital, Andheri, benefitting nearly 25 lakh ESI beneficiaries. The hospital's upgradation, with a project cost of ₹260 crore, marked a significant step towards restoring full-scale services.

A landmark policy initiative was undertaken at the 191st Meeting of the ESI Corporation on 31 August 2023, with the launch of Chemotherapy Services in 30 ESIC hospitals across the country, enabling cancer treatment within the ESIC network. During the meeting, approvals were accorded for 15 new ESI hospitals, 78 ESI dispensaries, enhancement of bed capacity in key hospitals, and further expansion of ESIC's medical education ecosystem, which now comprises 8 medical colleges, 2 dental colleges, 2 nursing colleges and one para-medical college.

International recognition followed when ESIC received the "ISSA Vision Zero Award 2023" at the 23rd World Congress on Safety and Health at Work, Sydney, acknowledging its integrated and IT-enabled approach to workplace safety, occupational health and social security delivery.

Further milestones were achieved at the 192nd Meeting of the ESI Corporation, where the rates of Permanent Disablement Benefit and Dependents' Benefit were enhanced to 90% of wages, providing inflation-adjusted protection to beneficiaries. Approvals were also accorded for new hospitals and dispensaries, increase in bed strength at existing facilities, upgradation of ESIC Hospital, Andheri

into a 500-bed Multi-Super Specialty Hospital, and adoption of the Annual Accounts and Annual Report (2022-23) for placement before Parliament.

Through these focused and measurable initiatives, 2023 significantly strengthened India's social security and healthcare framework, reaffirming the Government's steadfast commitment to the dignity, health and welfare of the nation's workforce in the unfolding journey of Amrit Kaal.

### **2024: Deepening Social Security through Reform, Reach and Responsibility**

The year 2024 stands as a reaffirmation of the Employees' State Insurance Corporation's central role in strengthening India's social security and healthcare architecture under the visionary and people-centric leadership of the Hon'ble Prime Minister Shri Narendra Modi, whose emphasis on Antyodaya, Ease of Living and inclusive development continues to guide every major reform in the sector.

The deliberations made during the 193rd Meeting of the Employees' State Insurance Corporation under the chairmanship of Shri Bhupender Yadav, the then Hon'ble Union Minister for Labour & Employment, ESIC, marked an important milestone in this journey. Shri Rameswar Teli, the then Hon'ble Minister of State for Labour & Employment, attended the meeting as Vice-Chairman. The deliberations resulted in far-reaching decisions aimed at expanding medical care and cash benefits for insured workers and their families, firmly aligned with the Hon'ble Prime Minister's vision of lifelong and comprehensive social security.

In a landmark and compassionate reform, the Corporation approved the extension of medical benefits to superannuated IPs who exited ESI coverage due to crossing



*Shri Rameswar Teli, Hon'ble Minister for State, laying the foundation stone of the 100-bedded ESIC Hospital at Tinsukia on 07.03.2024*

the wage ceiling. Insured workers who had rendered at least five years of insurable service after 01.04.2012 and who superannuated or took voluntary retirement on or after 01.04.2017, with wages up to ₹30,000 per month, were brought within the ambit of continued medical entitlement. This decision marked a decisive shift towards dignity, health security and continuity of care for workers beyond active employment.

Advancing the Hon'ble Prime Minister's Act East Policy, the Corporation relaxed norms for establishing dispensaries, medical infrastructure and Regional/Sub-Regional Offices in the North-Eastern States and Sikkim, enabling faster and need-based expansion of healthcare services in these strategically vital regions. In parallel, reflecting the Prime Minister's emphasis on holistic wellness and India's traditional knowledge systems, AYUSH Policy-2023 was adopted, providing for establishment of AYUSH units, Panchkarma and Kshar Sutra facilities across ESIC hospitals nationwide.



*Shri Bhupender Yadav, Hon'ble Union Minister for Labour & Employment launches Chemotherapy Services in 30 ESIC Hospitals across the country*

Strengthening medical infrastructure remained a sustained priority. Approval was accorded for acquisition of land for construction of 100-bedded ESIC hospitals at Udipi (Karnataka) and Idukki (Kerala) and a 150-bedded hospital at Malerkotla (Punjab). Further, the facility allowing non-IPs to avail ESIC healthcare services at nil user charges at ESIC Medical Colleges and Hospitals at Alwar (Rajasthan) and Bihta (Bihar) was extended till 31.03.2025, reinforcing ESIC's role as an integral partner in public healthcare delivery.

On the same occasion, over 200 healthcare projects worth more than ₹11,500 crore across 23 States and UTs were dedicated or had foundation stones laid, including medical colleges, critical care blocks, research centres and ESIC institutions. Notably, 21 ESIC projects worth approximately ₹2,280 crore, comprising two medical colleges, eight hospitals and multiple dispensaries, were dedicated to the nation, substantially enhancing healthcare access for insured workers and their dependants.

On 07.03.2024, Shri Rameswar Teli, the then Hon'ble Minister of State, inaugurated the 20-bedded ESIC Hospital at Tinsukia, Assam, and laid the foundation stone for its upgradation to a 100-bedded hospital at a cost of ₹136 crore. The upgraded facility will serve over 3 lakh ESI beneficiaries across multiple districts.

On 09.03.2024, Shri Bhupender Yadav, the then Hon'ble Union Minister for Labour & Employment, inaugurated the ESIC Sub-Regional Office at Alwar, Rajasthan, which will cater to around 24,500 employers and nearly 12 lakh beneficiaries across five districts. Rajasthan, where the ESI Scheme was first implemented on 02.12.1956, now enjoys full coverage across all 50 districts, serving close to 58 lakh beneficiaries.

Demonstrating rising clinical excellence, ESIC Super Specialty Hospital, Sanathnagar, Hyderabad, achieved a landmark on 06.08.2024 by successfully conducting its first in-house cadaver organ retrieval and transplant, saving three lives and opening a new chapter in advanced tertiary care within ESIC institutions.

Parallely, ESIC made significant strides in digital transformation. The Dhanwantari Hospital Information System recorded a 50% increase in transactions, marked reduction in system incidents and enhanced concurrent user capacity. The AAA+ Mobile App witnessed exponential growth in online appointments and received multiple international recognitions from ISSA at Riyadh in December 2024, further strengthening ESIC's global standing.

While strengthening services for existing beneficiaries, ESIC simultaneously invested in the future of healthcare by expanding medical education in alignment with the Hon'ble Prime Minister's pledge to add 75,000 new medical seats over the next five years. The Employees' State Insurance Corporation approved the establishment of ten new

medical colleges across the country to augment healthcare infrastructure and medical manpower, and by 15 October 2025 had made significant progress, with nine of these institutions securing Letters of Permission (LoP). Further, in its 196th meeting, the Corporation approved the setting up of ten additional new medical colleges at Margao (Goa), Surat (Gujarat), Manesar (Haryana), Andhura (Odisha), Asansol (West Bengal), Kollam (Kerala), Bibvewadi (Pune), Pandu Nagar (Uttar Pradesh), Nagpur (Maharashtra) and Visakhapatnam (Andhra Pradesh). The approval of ten ESIC medical colleges in a single year marked the largest expansion of medical education in the Corporation's history, advancing self-sufficiency in medical manpower for ESIC hospitals, strengthening tertiary care capacity, aligning with national objectives of increasing medical seats, and creating structured educational pathways for the wards of insured persons, thereby reinforcing intergenerational social mobility.

In a major structural reform, the convergence of ESIC with Ayushman Bharat-PMJAY, reviewed on 26.11.2024, enabled ESIC beneficiaries to access over 30,000 empanelled hospitals nationwide without financial ceiling, while ESIC's own infrastructure continues to function in parallel. As a cumulative outcome of sustained reforms over the past decade, ESIC coverage has expanded from 393 districts in 2014 to 687 districts, now benefitting over 13.30 crore people across the country.

Through these decisive initiatives—policy reform, infrastructure expansion, digital modernisation and compassionate healthcare delivery—2024 reaffirmed ESIC's role as a cornerstone of India's social security system, translating the Hon'ble Prime Minister's vision into tangible outcomes and contributing meaningfully towards the national goal of a Viksit Bharat.



*Dr. Mansukh Mandaviya, Hon'ble Union Minister for Labour & Employment and Youth Affairs & Sports, inaugurating the newly developed 220-bedded ESIC Hospital at Ranchi, Jharkhand, on 17.04.2025*

### **2025: Empowering Shram Shakti through Reform, Reach and Resilience**

In 2025, the Employees' State Insurance Corporation continued to translate the Hon'ble Prime Minister Shri Narendra Modi's vision of Shram Shakti, Sabka Saath–Sabka Vikas and Viksit Bharat into concrete outcomes through sustained expansion of healthcare infrastructure, progressive reforms, and people-centric initiatives.

In a significant step towards strengthening healthcare facilities for workers, Dr. Mansukh Mandaviya, Hon'ble Union Minister for Labour & Employment and Youth Affairs & Sports, inaugurated the 30-bedded ESIC Hospital at Kala Amb, Himachal Pradesh, designed to be upgradable to 100 beds. Built at a cost of around ₹100 crore, the hospital is expected to benefit over one lakh beneficiaries from Sirmour district and adjoining areas. It is equipped with modern departments such as General Medicine, Surgery, Gynaecology, Orthopaedics, Ophthalmology and Dental services, supported by a modular Operation Theatre, CSSD



and Medical Gas Pipeline System, and provides both OPD and IPD care.

On 17 April 2025, Dr. Mansukh Mandaviya, Hon'ble Union Minister for Labour & Employment and Youth Affairs & Sports, inaugurated the newly developed 220-bedded ESIC Hospital at Namkum, Ranchi, marking a major milestone in strengthening healthcare delivery under the ESI Scheme in Jharkhand. The state-of-the-art hospital, upgraded from the earlier facility established in 1987, has been constructed at a cost of ₹99.06 crore over a 7.9-acre campus and is equipped with modern OPD, IPD, speciality and super-speciality services. During the programme, the Hon'ble Minister also felicitated ESI beneficiaries and construction workers, acknowledging both service and labour. The upgraded facility, approved in 2018 and now expanded to 220 beds, is expected to benefit over five lakh IPs and their families, with further strengthening planned through the establishment of an ESIC Medical College with 50 MBBS seats approved in October 2024.



*ISSA - ESIC International Seminar held on 20 -21 January, 2025 at Yashobhoomi, Dwarka, Delhi*

### **Advancing Reproductive Care at ESIC**

India faces a significant infertility burden, with nearly 30 million couples affected during their reproductive years. The nation's Total Fertility Rate has declined from 3.9 in 1990 to 2.0 in 2020 (NFHS-5), reflecting major demographic changes. Female factors account for 40–50% of infertility cases, while male factors contribute 30–40%, highlighting the need for comprehensive reproductive care. Recognizing reproductive health as integral to holistic wellbeing, the Employees' State Insurance Corporation established advanced fertility services within its framework. A major milestone was the inauguration of the IVF & Fertility Centre at ESIC PGIMSR, Basaidarapur on 29 November 2019.

The centre caters to approximately 7,000 infertility OPD registrations annually, with 20–25% requiring IVF. Increasing referrals from peripheral ESIC centres further reflect growing trust in its services. To date, over 500 IVF-OPU cycles have been performed, achieving a conception rate of more than 40%, comparable with international standards. Comprehensive services include IUI, IVF, ICSI, laser-assisted hatching, blastocyst culture, sperm retrieval techniques (TESA/PESA), daily ultrasonography, endoscopic surgeries, and inpatient care. The clinic was successfully registered under the Assisted Reproductive Technology Act on 14 July 2025, ensuring adherence to national regulatory standards.

Future plans include launching fertility preservation services for young cancer patients and initiating FNB/ MCh training programs in Reproductive Medicine & Surgery, strengthening ESIC's role as a centre of excellence in reproductive healthcare. Through compassionate, accessible, and high-quality fertility services, ESIC continues to bring hope and the promise of parenthood to thousands of families.

In a gesture reflecting the Government's respect for Hon'ble Minister for Labour & Employment, Dr. Mansukh Mandaviya felicitated the construction workers who built the hospital, reinforcing the Prime Minister's consistent emphasis on the dignity of labour. Addressing the gathering, the Union Minister observed that the hospital is not merely a physical structure but a symbol of respect for Shram Shakti, which forms the backbone of the nation. He announced that medical colleges will be established in all ESIC hospitals with 200 or more beds, with 40% of seats reserved for wards of insured persons, opening new avenues of professional education for workers' families.

He reiterated that under the leadership of Prime Minister Narendra Modi, healthcare at ESIC is assured without discrimination—whether the cost of treatment is ₹1 or ₹1 crore, no life will be compromised due to poverty.

In another major reform aimed at universalising social security, ESIC launched SPREE-2025 (Scheme for Promotion of Registration of Employers and Employees) during its 196th meeting held in Shimla under the chairmanship of Dr. Mansukh Mandaviya. The scheme, operational from 1 July to 31 December 2025, provided a one-time opportunity for unregistered employers and employees, including contractual and temporary workers, to enroll under the ESI Act without inspections or demands for past dues. Registration through the ESIC portal, Shram Suvidha and MCA portals were deemed valid from the declared date, with no retrospective contribution liability or inspection, thereby removing fear of penal action and encouraging voluntary compliance—a reflection of the Prime Minister's emphasis on Ease of Doing Business and inclusive social protection. The scheme was further extended till 31.01.2026.



*Dr. Mansukh Mandaviya, Hon'ble Union Minister for Labour & Employment and Youth Affairs & Sports, inaugurating the newly constructed 30-bedded ESIC Hospital at Kala Amb, Himachal Pradesh, on 31.05.2025*

Aligning with the Hon'ble Prime Minister's focus on preventive healthcare, women's empowerment and nutrition, ESIC actively participated in the nationwide "Swasth Nari, Sashakt Parivar Abhiyaan", launched by Prime Minister Narendra Modi on 17 September 2025, alongside the 8th Rashtriya Poshan Maah. ESIC organised comprehensive health camps across 160 ESI hospitals, 1,603 dispensaries and 107 Dispensary-cum-Branch Offices (DCBOs), along with around 100 tie-up hospitals, reaching women, adolescents and children across age groups. Over the fortnight, 50 blood donation camps were organised, with emphasis on ANC check-ups, immunisation, nutrition awareness, TB eradication through Nikshay Mitra pledges, and specialist referrals. This large-scale participation reinforced the Prime Minister's conviction that healthy women and strong families are the foundation of a Viksit Bharat.

To further reduce litigation and enhance compliance, ESIC issued detailed guidelines for the Amnesty Scheme-2025, approved in the 196th ESIC meeting. Operational from 1 October 2025 to 30 September 2026, the scheme provided a structured, transparent mechanism for settlement of coverage, contribution, damages and prosecution cases. Long-pending disputes—including cases over five to fifteen years old, closed units, missing records, and obsolete procedural defaults were resolved with payment of contributions and interest, minimal damages or complete waiver, subject to conditions. Field officers were fully empowered to process settlements, ensuring faster disposal and reduced burden on courts. The scheme reflected the Government's resolve to simplify compliance,

build trust with employers, and strengthen ESIC as a facilitative institution rather than a punitive one.

A transformative development during the year was the implementation of the Four Labour Codes, which came into force on 21 November 2025 following Government notification. These codes—comprising the Code on Wages, 2019, the Industrial Relations Code, 2020, the Code on Social Security, 2020, and the Occupational Safety, Health and Working Conditions Code, 2020—rationalise and consolidate 29 existing central labour laws into a unified framework, simplifying compliance and expanding worker protections across the country. The Code on Social Security, 2020 will strengthen ESIC's foundational mandate by expanding social security coverage, including for gig and platform workers and broadening eligibility for benefits such as health, maternity and provident funds under a modernised legal regime. These reforms were usher in a more inclusive and future-ready labour ecosystem, aligned with global standards and the Prime Minister's goal of universal worker protection.

Through these initiatives in 2025, ESIC has reinforced its role as a cornerstone of India's social security system—expanding healthcare access, easing compliance, strengthening preventive care and upholding the dignity of labour. Each step mirrors the Hon'ble Prime Minister's vision of governance that is compassionate, decisive and outcome-oriented, ensuring that India's workforce and their families move forward with security, confidence and dignity on the path towards a Viksit Bharat.



*Dr. Mansukh Mandaviya, Hon'ble Union Minister for Labour & Employment and Youth Affairs & Sports, holding a bilateral meeting with Mr. Gilbert F. Hougbo, Director General, International Labour Organization, in New Delhi on 24.02.2025*



कर्जवारी राज्य बीमा निगम  
(एन एच सीएलएन अस्पताल, अस्पताल निगम)

ईएसआईसी मेडिकल कॉलेज  
एवं  
510 बिस्तरों के अस्पताल  
फरीदाबाद (हरियाणा)

श्री नरेन्द्र मोदी  
प्रधानमंत्री

के हर कदमों पर

लोकार्पण



Shri Narendra Modi, Hon'ble Prime Minister, dedicates 510 Bedded ESIC Medical College & Hospital, Faridabad (Haryana) to the nation in 12.09.2019



## *Chapter 11*

# **Training Minds, Saving Lives**

## **The ESIC Integrated Healthcare Framework**

## Chapter 11

# Training Minds, Saving Lives The ESIC Integrated Healthcare Framework

**T**he story of transformation within the Employees' State Insurance Corporation (ESIC) is not merely about hospitals or classrooms. It is about how education and healthcare came together to redefine social security in India.

When Section 59-B of the ESI Act, 1948 empowered ESIC to establish medical, nursing and para-medical institutions, it laid the legal foundation for something far greater than academic expansion. It created the possibility of a self-reliant healthcare ecosystem—one that could train its own doctors, nurture specialists, and deliver advanced treatment within its own network.

Over the last decade, that possibility has matured into a powerful reality.

### From Four Colleges to a National Academic Network

In 2014, ESIC's academic presence was modest—four Medical Colleges serving as teaching anchors within its hospital system. The mission was clear, but the scale was limited.

By 2025, that footprint expanded to seventeen Medical Colleges, and a further ten to be established across key regions of the country. Dental colleges strengthened by introducing MDS courses. Establishing of Nursing and Allied Health Science courses using the existing Medical College infrastructure also established. Postgraduate education

expanded dramatically providing quality tertiary care within ESIC hospital ecosystem.

### Institutional Growth: A Decade of Transformation

ESIC Educational Institutions	2014	2025
Medical Colleges	04	17 (10 more to be established)
Dental Colleges	01	02



A view of ESIC Hospital & Medical College, K. K. Nagar, Chennai



A glimpse of the Graduation Day Ceremony of ESIC Dental College & Hospital, Rohini, nurturing the next generation of dental professionals

Nursing Colleges	01	02 (Additional four proposed)
Paramedical Institutes	00	03
Paramedical Institutes	00	01

This growth aligned seamlessly with the national vision of expanding medical education capacity. When the Hon'ble Prime Minister announced the goal of adding 75,000 new medical seats across India, ESIC emerged as a committed contributor—strengthening both education and healthcare access simultaneously.

Institutions across the country—from North to South (Basaidarapur, Delhi to K K Nagar, Tamilnadu) and East to West (Joka, West Bengal to Andheri, Maharashtra) became engines of transformation through teaching.

#### Existing ESIC Medical Colleges

- ESIC MCH, Rajajinagar, Bangalore, Karnataka
- ESIC MCH, KK Nagar, Chennai, Tamil Nadu
- ESIC MCH, Joka, West Bengal
- ESIC MCH, Gulbarga, Karnataka

- ESIC MCH, Faridabad, Haryana
- ESIC MCH, Sanathnagar, Hyderabad, Telangana
- ESIC MCH, Alwar, Rajasthan
- ESIC MCH, Bihta, Bihar

#### Newly Sanctioned Medical Colleges (AY 2025–26)

- ESIC MCH, Andheri, Mumbai, Maharashtra
- ESIC MCH, Basaidarapur, New Delhi
- ESIC MCH, Beltola, Guwahati, Assam
- ESIC MCH, Indore, Madhya Pradesh
- ESIC MCH, Jaipur, Rajasthan
- ESIC MCH, Ludhiana, Punjab
- ESIC MCH, Naroda-Bapunagar, Gujarat
- ESIC MCH, Noida, Uttar Pradesh
- ESIC MCH, Varanasi, Uttar Pradesh

#### A Quantum Leap in Academic Capacity by Institutional expansion was matched by a remarkable rise in seat capacity

Academic Seats	2014	2025
MBBS	400	1,550
BDS	50	124
MD/MS	60	559
DNB	00	182
DM /MCh	00	31
DrNB	00	17
BSc Nursing	40	120
Paramedical	00	292

Every additional seat represented a future doctor, surgeon, nurse or allied health professional serving India's healthcare system. The surge in postgraduate seats was

particularly transformative—creating a strong pool of super specialists within ESIC hospitals themselves.

Medical education was no longer peripheral to ESIC's mission. It had become central to strengthening tertiary and super specialty services.

### **The Ward of IP: Social Security Beyond Treatment**

One of the most distinctive chapters in the educational journey of the Employees' State Insurance Corporation is written not in statistics, but in the lives of its beneficiaries.

In 2014, 162 students entered ESIC Medical Colleges under the Ward of Insured Person (IP) initiative. By 2025, that number had grown to 702—an expansion that reflects far more than increased seats; it reflects opportunity fulfilled.

In an industrial town, a factory worker completes his shift, hands marked by years of labour. For decades, social security meant medical care in times of need. For his daughter, it meant something more. Through the IP quota, she gains admission to an ESIC Medical College—the first in her family to enter higher education. Her white coat becomes a symbol not only of professional identity, but of intergenerational transformation.

Across the country, similar stories unfold. Children of workers—many first-generation learners—step into lecture halls and hospital wards. The IP initiative quietly turns social security into social mobility.

These students excel academically, securing distinctions in MBBS and earning postgraduate seats in leading institutions. Some clear international licensing



*A view of ESIC Medical College & Hospital, Faridabad, Haryana*



Shri M. Venkaiah Naidu, Hon'ble Vice President of India awarding medals to students at the 1st Graduation Day Ceremony of ESIC Medical College & Hospital, Faridabad, in New Delhi on 07.03.2021

examinations such as PLAB and USMLE, pursuing careers in the United Kingdom and the United States. Beyond academics, they lead in sports, cultural activities, and community outreach, embodying empathy, resilience, and service.

What began as a reservation policy has evolved into a movement of empowerment. Between 2014 and 2025, the growth from 162 to 702 in MBBS seats signifies more than expansion—it signifies hope multiplied and families uplifted. Since 2014, not only have MBBS seats been increased under the Ward of IP Quota, but seats in BDS, B.Sc. Nursing, and Allied Health Science courses have also been expanded. Today, the total number of seats under the Ward of IP Quota across all these courses stands at 894.

In every graduation ceremony where an IP quota student walks across the stage, ESIC's vision stands affirmed—not only as a provider of healthcare, but as a catalyst of change.

Academic Seats	2014	2025
IP Quota Seats (MBBS)	162	702
IP Quota Seats (BDS)	00	28



A view of ESIC Medical College & Hospital, Bihta, Patna, Bihar

IP Quota Seats (B. Sc Nursing)	00	60
IP Quota Seats (Allied Health Sciences)	00	104

### Research that Heals

Faculty members published significant number of peer-reviewed research papers. Students contributed significantly to academic literature. Research in occupational health, community medicine and super specialties strengthened evidence-based treatment protocols within ESIC hospitals.

This integrated model created a virtuous cycle—where knowledge directly translated into better patient outcomes.

### Education as the Foundation of Specialty and Super Specialty Services

Postgraduate programs in Medicine, Surgery, Orthopedics, Anesthesia, Radiology and other specialties created the academic backbone for advanced tertiary care. Faculty expertise deepened. Research strengthened clinical protocols. Teaching hospitals evolved into centres capable

of delivering complex interventions in-house.

As postgraduate departments expanded, super specialty services evolved in parallel at ESIC Medical College & Hospital, Faridabad, Rajaji Nagar and Sanath Nagar.

The goal is to define a shift, from a referral-based model to self-sufficient Super Specialty Treatment (SST) by establishing Cardiology, CTVS, Nephrology, Urology, Neurology, Neurosurgery, Gastroenterology, GI Surgery, Plastic & Reconstructive Surgery, Endocrinology, Specialized Orthopedics, Oncology (Surgical / Medical/ Radiation)

As postgraduate departments expanded, super specialty services evolved in parallel.

At leading institutions such as:

- ESIC Medical College & Hospital, Faridabad

- ESIC Medical College & Hospital, Hyderabad
- ESIC Medical College & Hospital, Bangalore
- ESIC Super Specialty Hospital, Sanath Nagar
- ESIC Hospital, Joka
- ESIC Medical College & Hospital, Alwar
- ESIC Medical College & Hospital, Gulbarga
- ESIC Medical College & Hospital, Bihta

education and service began reinforcing each other.

Postgraduate programs in medicine, surgery, orthopedics, anesthesia, radiology and other specialties created the academic backbone for advanced tertiary care. Faculty expertise deepened. Research strengthened clinical protocols. Teaching hospitals evolved into centres capable of delivering complex interventions in-house.

Thus emerged a defining shift: from a referral-based model to self-sufficient Super Specialty Treatment (SST).



*A view of ESIC Medical College & Hospital, Gulbarga, Karnataka*

### The Spectrum of Advanced Care

Today, ESIC Medical College Hospitals provide a comprehensive range of super specialty services:

- Cardiology & CTVS – Interventional cardiology, angioplasty, stenting, and open-heart surgeries.
- Nephrology & Urology – Dialysis, renal transplantation support, lithotripsy and complex procedures.
- Neurology & Neurosurgery – Brain tumour surgeries, spine interventions and neuro-critical care.
- Oncology – Integrated cancer care through medical, surgical and radiation oncology.
- Gastroenterology & GI Surgery – Advanced endoscopy, ERCP and complex GI surgeries.
- Pediatric Surgery – Specialized surgical care for children.
- Plastic & Reconstructive Surgery – Burn management and restorative procedures.
- Endocrinology and Specialized Orthopedics – Complex hormonal management and joint replacement surgeries.

Modern ICUs, modular OTs, CT and MRI facilities, telemedicine platforms and 24/7 emergency super specialty services now form part of the ESIC healthcare landscape.

This capability is not accidental. It is the direct outcome of sustained investment in medical education.

### A Self-Reliant Healthcare Ecosystem

Today, the Employees' State Insurance Corporation (ESIC) stands at a defining moment in its history—where vision has translated into capacity and commitment into capability. Through sustained investment in Medical Education, it has built a strong pool of skilled doctors, nurses and allied health professionals who form the backbone of its healthcare system, while the expansion of postgraduate

programs has added specialist depth, strengthening tertiary and critical care services across its hospitals. With fully developed super specialty wings integrated into its Medical College network. For beneficiaries, this translates into freedom from out-of-pocket expenditure for costly procedures, access to modern technology and expert specialists, comprehensive care from diagnosis to rehabilitation, and continued support for dependents through long-term follow-up. A complex treatment or prolonged cancer therapy—within ESIC, is no longer financial catastrophes, but assured services delivered with dignity and security.

### From Foundation to Future

The decade from 2014 to 2025 marks a historic consolidation of ESIC's identity.

What began as a statutory healthcare provider has evolved into an integrated academic and super specialty healthcare network. Medical education did not merely expand alongside healthcare—it strengthened it, empowered it, and made it self-reliant.

Through institutional growth, seat expansion, postgraduate strengthening, super specialty development and the Ward of IP initiative, ESIC has demonstrated a profound truth:

Social security is not limited to treatment.

It is an investment in knowledge.

It is an investment in capacity.

It is an investment in the nation's future.

Today, ESIC stands not only as a guardian of workers' health—but as a builder of India's healthcare capability, where education and healing move forward together, shaping a healthier and more secure tomorrow



issa



Ministry of Labour & Employment  
Government of India



ESIC

# ISSA-ESIC INTERNATIONAL SEMINAR

"Strengthening social security for the future" — Dr. Mansukh Mandaviya, Hon'ble Union Minister for Labour & Employment and Youth Affairs & Sports at the ISSA-ESIC International Seminar in New Delhi on 19-20.01.2025



## *Chapter 12*

# **Strengthening Social Security**

## **ESIC's International**

## **Engagements**

## Chapter – 12

# Strengthening Social Security

## ESIC's International Engagements

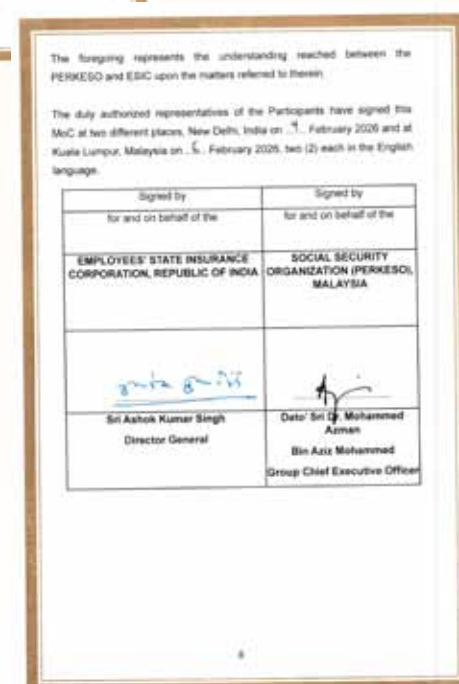
### With PERKESO, Malaysia:

*Pertubuhan Keselamatan Sosial* (PERKESO) is Malaysia's social security organization—Statutory Body administering, implementing and enforcing the Employees' Social Security Act 1969 and the Employees' Social Security (General) Regulations 1971 of Malaysia.

ESIC and PERKESO signed a Memorandum of Collaboration (MoC) In February 2026 to enhance the ties of mutual understanding and cooperation and to establish collaboration in the field of Social Security. Via this MoC, the two organizations aim to improve the health, occupational safety and welfare of Indian Foreign Workers in Malaysia, and to exchange ideas for policies and practices with a focus on enforcement and benefit delivery. ESIC and PERKESO will organize events and workshops and undertake education and training of officials of both organizations as part of the MoC.



*Exchange of the Memorandum of Collaboration (MoC) between ESIC and PERKESO during the visit of Shri Narendra Modi, Hon'ble Prime Minister of India, to Kuala Lumpur, Malaysia, on 07 - 08.02.2026*



**With ISSA:**

ESIC is an active member of the International Social Security Association (ISSA), the world’s leading international organization for social security institutions, government departments and agencies founded and working under the auspices of the International Labour Organization. ESIC is an Affiliate member of ISSA and hosts its South Asia Liaison office. Being an Affiliate member, ESIC benefits from all services offered by ISSA, and has full voting rights as Council Member, and can contribute to all ISSA bodies (Board, Program Committee, Election Committee, and Audit Committee) and support candidates for ISSA leadership positions.

Along with the Ministry of Labour and Employment,

Government of India, ESIC hosted ISSA Technical Seminar at New Delhi India on 20-21 January 2025.

ESIC was awarded the prestigious ISSA Good Practice Award for Asia & Pacific 2024 at the Regional Social Security Forum in Riyadh, Saudi Arabia, on December 3, 2024. ESIC received 4 Certificates of Merit, including a special mention for its Mobile Health Services App, recognizing its initiatives in innovation, efficiency, and improved service delivery.

DG ESIC has been elected as President, ISSA Section on Information for Prevention. He is also the Vice Chairperson, Technical Commission on Medical Care and Sickness Insurance (TC Health) as well as Member of ISSA Working Group Meeting on Constitutional Amendments.



*Dr. Mansukh Mandaviya, Hon’ble Minister for Labour & Employment and Youth Affairs & Sports, Govt of India, receiving the ISSA Award 2025 for ‘Outstanding Achievement in Social Security’ at the World Social Security Forum (WSSF) 2025, Kuala Lumpur, Malaysia, on 03.10.2025*

### With DGUV, Germany:

ESIC signed a Memorandum of Understanding (MoU) with DGUV (Deutsche Gesetzliche Unfallversicherung—German Social Accident Insurance in English), Germany in November 2019 with the objective of strengthening ties of mutual understanding and of collaborating in the exchange of information and expertise concerning prevention, detection and treatment of Occupational Disease within the system of social insurance and promotion of rehabilitation and training of people with disabilities to return to work.



*Shri Ashok Kumar Singh, Director General, ESIC, receiving the ISSA Good Practice Award for Asia and the Pacific 2024 at the Regional Social Security Forum in Riyadh, Saudi Arabia, on 05.12.2024*

### With ILO:

ESIC maintains a long-standing strategic partnership with the International Labour Organization (ILO) focused on technical assistance, capacity building, and the expansion of social security in India.

The collaboration is primarily executed through the ILO-ESIS project, which aims to align the Employees' State Insurance Scheme (ESIS) with international social security standards and to strengthen ESIC's health services while increasing coverage and financial protection of working people in India.

ILO Director General Gilbert F. Hougbo graced the 74<sup>th</sup> Foundation Day of ESIC celebration combined with Regional Dialogue on Social Justice under the Global Coalition for Social Justice in New Delhi on 24 February 2025 and praised India's efforts—through ESIC and related institutions—for tremendous surge in India's Social Protection Coverage.



*Dr. Mansukh Mandaviya, Hon'ble Minister for Labour & Employment and Youth Affairs & Sports, Govt. of India holding a bilateral meeting with Mr. Gilbert F. Hougbo, Director General, International Labour Organization, in New Delhi on 24.02.2025*



**Under the Social Security Code, 2020, Plantations Workers will now also receive security benefits**



# *Chapter 13*

## **The Way Forward**

### **A Vision Anchored in Reform**

## Chapter 13

# THE WAY FORWARD

## A Vision Anchored in Reform

“Guided by the mantra of Reform, Perform, Transform, India today is in a position to help lift the world out of slow growth.”

– Shri Narendra Modi, Hon'ble Prime Minister of India

“Today, around 95 crore people of the country are getting the benefit of some or the other social security scheme; whereas, till 2015, the government schemes were reaching less than 25 crore people.”

– Shri Narendra Modi, Hon'ble Prime Minister of India

The seventh decade of the Employees' State Insurance Corporation (ESIC) stands apart in its history—not merely for the scale of its expansion, but for the depth of its transformation. Between 2012 and 2025, ESIC evolved from a well-intentioned social insurance mechanism into a comprehensive social assurance institution, aligned with the aspirations of a fast-growing, formalising and confident India.

This transformation unfolded alongside a historic shift in governance philosophy after 2014, when labour welfare moved to the heart of nation-building. Social security came to be recognised not as a residual obligation, but as a foundational pillar of economic growth, productivity and dignity of labour.

### ESIC at Scale: A National Social Security Ecosystem

Today, ESIC represents one of the largest and most integrated social security and healthcare ecosystems in India.

- 166 ESI Hospitals
- Over 1,603 ESI Dispensaries
- More than 28,900 Hospital Beds
- 17 Operational ESIC Medical Colleges
- 10 ESIC Medical Colleges in the Pipeline
- Over 3.84 Crore Insured Persons Covered
- Over 14.91 Crore ESI beneficiaries

This vast institutional network delivers accessible and assured medical care across industrial centres, emerging economic corridors and newly covered districts. Simultaneously, ESIC has emerged as a vital pillar of medical education, strengthening India's healthcare human resources for the future.

Anchored in this expanding framework, the ESI Scheme safeguards millions of working families across the length and breadth of the nation.

### A Defining Institutional Moment

The Employees' State Insurance Corporation now stands at a defining moment in its institutional journey—poised to evolve from a provider of statutory social security into a future-ready ecosystem of healthcare, income protection and human development.

Guided by the vision of **Antyodaya, Ease of doing business and Viksit Bharat**, ESIC's roadmap rests on four pillars:

- Expansion • Integration
- Quality • Compassion



*A glimpse of dedicated ESIC medical staff at work with advanced medical equipment*

At the heart of this vision lies universal and seamless healthcare access for every insured person and their family, irrespective of geography.

### **The Code on Social Security, 2020 : A Transformative Reform**

The Code on Social Security, 2020 marks a historic restructuring of India's labour welfare framework. By consolidating nine central social security laws into a single, comprehensive legislation, the Code aims to deliver universal and inclusive protection for all workers. For ESIC, the Code represents a transformative expansion of mandate—broadening reach, modernising structures and aligning the Corporation with the evolving world.

**Pan-India Coverage and Portability** : One of the most significant reforms under the Code is the extension of ESIC coverage across India.

- ESIC can now operate on a **pan-India basis**, moving beyond notified areas.
- Migrant workers benefit from **portability of medical and cash benefits**.
- Establishments with fewer than ten employees may **voluntarily opt in**.

- In hazardous occupations, coverage becomes **mandatory even for a single worker**.
- Gig & Platforms, Mine and Plantation sector workers can now be integrated into the ESIC social security net.

This expansion marks a decisive move towards universalisation.

### **Structural Reforms Strengthening Benefit Delivery**

The Code introduces structural clarity and transparency.

**Uniform Definition of Wages** : A standardised definition of “wages” now applies uniformly across labour laws, encompassing Basic Pay, Dearness Allowance and Retaining Allowance, while capping allowances at 50% of total remuneration. This rationalised framework brings greater clarity and consistency to wage calculations, expands the contribution base for social security schemes, enhances the accuracy and adequacy of benefit computations, and significantly reduces scope for disputes and litigation. By harmonising definitions across statutes, the reform strengthens transparency, predictability and fairness within the labour ecosystem.

**Expanded Definition of Family** : The definition of “family” has been broadened under the reform framework to include, in certain cases, parents-in-law and dependent siblings. This progressive expansion acknowledges evolving social and familial structures in contemporary India and significantly widens the protective umbrella of ESIC, ensuring that benefits extend to a more inclusive and realistic understanding of family support systems.

**Inclusion of Gig and Unorganised Workers** : For the first time, unorganised workers, gig workers and platform workers are formally recognised within a structured social security framework, marking a historic shift in India's labour policy. This recognition acknowledges the rapidly changing



*ESIC Doctors performing a major surgical procedure at an ESIC Hospital*

nature of work in the digital and platform economy, where millions contribute to growth without traditional employer-employee arrangements. By bringing these emerging and previously excluded workforce segments into the ambit of social security, the framework lays the foundation for extending benefits such as health protection, maternity support, disability cover and old-age security to them. It reflects a forward-looking approach that aligns social protection systems with contemporary employment realities, ensuring that innovation and flexibility in the labour market are matched by inclusion and security.

#### **Institutional Architecture for Universal Social Security:**

The Code provides for the establishment of National and State Social Security Boards, the creation of a dedicated Social Security Fund, and the development of a national digital database with unique identification for beneficiaries. Together, these institutional and technological measures enable portability of benefits, ensure targeted and efficient delivery, and facilitate the inclusion of emerging workforce categories within India's evolving social protection architecture.

**Gender Justice and Progressive Safeguards :** The Code strengthens gender justice while simultaneously

incorporating gender-neutral principles to reflect the realities of a modern workforce. It upholds the provision of 26 weeks of paid maternity leave, along with medical bonus and nursing breaks, ensuring adequate health, income security and dignity for working mothers. The requirement of crèche facilities in establishments employing 50 or more employees is framed in a gender-neutral manner, acknowledging shared parental responsibilities and promoting balanced caregiving roles. Further, the recognition of commuting accidents as employment-related injuries extends crucial protection to workers injured while travelling to or from their workplace. Collectively, these provisions embody a progressive and inclusive vision of labour welfare that safeguards rights while adapting to evolving social norms.

#### **Ease of Compliance and Transparent Governance :**

The reform framework promotes a model of trust-based governance that balances facilitation with accountability. By enabling digital maintenance of records and introducing web-based inspections, it enhances transparency while reducing procedural burdens. The shift to an Inspector-cum-Facilitator mechanism reflects a move from punitive enforcement to guided compliance. Measures such as reduced deposits for appeals, time-bound inquiries, compounding of offences, and the decriminalisation of minor violations further streamline regulatory processes. Together, these reforms create an enabling compliance environment that encourages voluntary adherence to the law while firmly safeguarding the rights and welfare of workers.

**Preparing for the Next Phase of Expansion :** The expansion of coverage under the Code on Social Security is expected to significantly increase the number of insured persons, leading to higher utilisation of services and a corresponding increase in OPD and IPD requirements. As coverage widens and awareness deepens, the demand for secondary and tertiary care is also set to rise substantially.

Anticipating this shift, ESIC is undertaking a calibrated yet ambitious expansion of its healthcare infrastructure through the establishment of new hospitals and dispensaries, augmentation of bed capacity, operationalisation of additional DCBOs, and improved access in remote and underserved regions. This forward-looking approach reflects the Corporation's commitment not merely to quantitative growth, but to sustainable, accessible and quality-driven expansion that keeps pace with the evolving needs of India's workforce.

### **From Employment Protection to Life-Cycle Security**

As India entered Amrit Kaal, ESIC's vision evolved beyond employment-linked protection toward a comprehensive model of life-cycle social security. The extension of medical benefits to retirees ensured continuity of care even after active service, reinforcing the principle that social protection does not end with employment. Convergence with national health missions strengthened coordination and optimised healthcare delivery, while the expansion of medical education enhanced long-term institutional capacity. Simultaneously, focused investment in tertiary care elevated the quality and scope of specialised treatment available within the ESIC network. Through these initiatives, ESIC increasingly reflects the vision of a State that stands as a lifelong partner to workers—supporting them not only during their years of contribution, but across every stage of their lives.

### **The Seventh Decade: A Coming of Age**

From the Diamond Jubilee to the Platinum Jubilee, the seventh decade marked a period of profound institutional transformation for ESIC. The Corporation moved from partial coverage to near universality, significantly expanding its social security net across the country. It transitioned from manual, paper-driven systems to real-time digital processes that enhanced transparency, efficiency and portability of benefits. Its infrastructure evolved from a limited regional



*A glimpse of eye care services being provided at ESIC Medical College & Hospital, Faridabad, Haryana*

footprint to a robust nationwide presence, supported by expanded healthcare facilities and institutional capacity. This is the decade in which ESIC truly comes of age, emerging as a confident, compassionate, and future-ready institution aligned with the aspirations of a New India.

### **Strengthening ESIC Outreach Through Social Media**

The Employees' State Insurance Corporation is continuously strengthening its communication and outreach mechanisms to enhance awareness about the ESI Scheme, benefits, services, and initiatives among Insured Persons, employers, and the general public. Social media platforms are being leveraged as effective tools for timely dissemination of information and public engagement.

All ESIC formations, including Headquarters Office, Regional Offices (ROs), Sub-Regional Offices (SROs), ESI Hospitals, Dispensaries, and Medical Colleges, are being encouraged to establish and operationalize official social media handles on platforms such as X (Twitter), Instagram, LinkedIn and Facebook for regular dissemination of information regarding their activities, achievements, and citizen-centric initiatives.

All ESIC units are directed to post authentic, accurate, and timely content on their official social media handles and to share, repost, and amplify official posts issued by



the Ministry of Labour & Employment and the Hon'ble Minister of Labour & Employment (HLEM), so as to ensure uniformity in messaging and strengthen the digital outreach of Government initiatives.

Each ESIC unit shall designate a dedicated Social Media Nodal Officer responsible for managing the official social media handles, ensuring regular activity, safeguarding account credentials, and complying with prescribed

communication guidelines. The nodal officer shall also ensure timely updation of account details, status, and engagement metrics in the prescribed monitoring format.

A centralized monitoring mechanism shall be followed to review the operational status of social media handles, frequency of posts, follower growth, and engagement levels. Inactive or suspended accounts, if any, shall be revived and made functional at the earliest to ensure uninterrupted digital presence.

Through structured and coordinated use of social media platforms, ESIC aims to enhance public connect, improve transparency, promote awareness of social security benefits, and project the organization as a responsive, citizen-friendly, and digitally empowered institution.

### From Insurance to Assurance

Today, ESIC stands not merely as a statutory organisation, but as a living testament to a transformative era—an era where:

- Labour laws were simplified
- Social security was strengthened
- Institutions were empowered
- Dignity of labour was reaffirmed

From two cities in 1952 to a nation in 2025, ESIC's journey is one of quiet resilience and enduring relevance.

### The Continuing Promise

The journey from insurance to assurance is no longer a vision—it is a lived reality.

It stands today not merely as a statutory body, but as a living embodiment of New India's commitment to its workforce.

That no worker shall face illness alone.

That no family shall be left unprotected.

That dignity of labour shall always be matched by dignity of care.

As this chronicle closes,

*Built on compassion, guided by service and inspired by future - ESIC Journey Continues.....*

# IP



# VIP

# Appendix

## List of Chairmen of the ESI Corporation (From 1948 - till date)

Name of the Chairman	Tenure
Shri Jagjivan Ram	1948 to 1952
Shri V. V. Giri	1952 to 1953
Shri Khandubhai K. Desai	1954 to 1956
Shri Gulzarilal Nanda	1957 to 1963
Shri D. Sanjivayya	1963 to 1965
Shri Jagjivan Ram	1966
Shri Jaisukhlal Hathi	1966 to 1970
Shri D. Sanjivayya	1970 to 1971
Shri R. K. Khadilkar	1971 to 1972
Shri K. V. Raghunatha Reddy	1973 to 1977
Shri Ravindra Verma	1977 to 1979
Shri Fazlur Rehman	1979
Shri J. B. Patnaik	1980
Shri Narayan Datt Tiwari	1980 to 1981
Shri Bhagwat Jha Azad	1982
Shri Veerendra Patil	1982
Shri B. G. Deshmukh	1983 to 1985
Shri T. Anjaiah	1985
Shri P. A. Sangma	1986 to 1988
Shri Bindeshwari Dubey	1988 to 1989

Name of the Chairman	Tenure
Shri Ram Vilas Paswan	1989 to 1990
Shri Ramji Lal Suman	1990 to 1991
Shri Paban Singh Ghatowar	1991 to 1992
Shri S. Gopalan (Vice-Chairman)	1992
Shri P. A. Sangma	1994 to 1995
Shri G. Venkataswamy	1995 to 1996
Shri M. Arunachalam	1996 to 1997
Shri M. P. Veeraendra Kumar	1997
Dr. Satya Narayan Jatia	1998 to 2001
Shri Muni Lall (Vice Chairman)	2001 to 2002
Shri Sharad Yadav	2002
Shri Sahib Singh Verma	2002 to 2004
Shri K. Chandrasekhar Rao	2004 to 2006
Shri Oscar Fernandes	2006 to 2009
Shri Mallikarjun Kharge	2009 to 2013
Shri Sis Ram Ola	2013
Shri Oscar Fernandes	2013 to 2014
Shri Bandaru Dattatreya	2014 to 2017
Shri Santosh Kumar Gangwar	2017 to 2021
Shri. Bhupender Yadav	2021 to 2024
Dr. Mansukh Mandaviya	2024 to till date

## List of Director Generals of the ESI Corporation (From 1948 - till date)

Name of the Director General	Tenue
Dr. C. L. Katial	1948 to 1951
Shri K. K. Bhargava	1953
Lt. Col. V. M. Albuquerque	1954 to 1955
Col. V. M. Albuquerque	1955 to 1960
Shri S. K. Chhibber (Officiating DG)	1960
Shri V. N. Rajan	1960 to 1966
Shri T. C. Puri	1967 to 1973
Shri T. N. Lakshmi Narayanan	1973 to 1978
Shri K. D. Madan	1978 to 1979
Shri V. M. Charnalia	1980
Shri Har Mander Singh	1980 to 1984
Shri B. S. Ramaswamy	1984 to 1985
Shri K. C. Sharma	1986 to 1987
Smt. Kusum Prasad	1987 to 1992
Shri Lalit Pariyar	1992 to 1995
Shri B. R. Basu	1995 to 1996
Shri S. K. Sharma	1996 to 1997
Shri D. C. Gupta	1997 to 1999
Smt. Jyotsana Khanna	1999
Shri L. M. Mehta	1999 to 2000
Smt. Suman Swaroop	30.10.2000 to 23.11.2002
Dr. Ajay Dua	06.01.2003 to 01.07.2005
Shri R. I. Singh	01.08.2005 to 06.03.2007
Shri Prabhat C. Chaturvedi	20.04.2007 to 06.08.2009
Dr. C. S. Kedar	18.11.2009 to 26.07.2012
Shri Anil Kumar Agarwal	26.07.2012 to 08.06.2015
Shri Deepak Kumar	16.06.2015 to 27.06.2017
Shri Raj Kumar	24.07.2017 to 14.02.2020
Ms. Anuradha Prasad	14.02.2020 to 31.03.2021
Shri. Mukhmeet Singh Bhatia	01.04.2021 to 19.09.2022
Shri. Rajendra Kumar	04.10.2022 to 28.05.2024
Shri. Kamal Kishore Soan	31.05.2024 to 19.08.2024
Shri. Ashok Kumar Singh	19.08.2024 (A/N) to till date



The publication of this Coffee Table Book is intended solely to create awareness about the historical journey of ESIC over its 75 years. It is being released on the occasion of ESIC's 75<sup>th</sup> Foundation Day on 24<sup>th</sup> February, 2026 and should not be quoted as a legal document.

– ESIC

© **Director General**  
**Employees' State Insurance Corporation**

**Inspiration & Guidance**

Ashok Kumar Singh, IAS  
Director General, ESIC

**Supervision & Guidance**

Deepak Joshi, Insurance Commissioner (Revenue, Benefit, P&D, Recruitment & CAIU)  
Ratnesh Kumar Gautam, Insurance Commissioner (P&A, PR, MSU & Rajbhasha)  
Dr. R. Srinivasan, Medical Commissioner (Medical Services)  
Dr. Sapna Mittal, Medical Commissioner (Medical Education)  
Dr. Suparna Popli, Dy. Medical Commissioner, (Medical Service-I)  
Dr. Teresa E. Bilung, Dy. Medical Commissioner (Medical Education)

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ESIC

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Employees' State Insurance Corporation

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