

ESIC

BRANCH OFFICE MANUAL

FOURTH EDITION

(UPDATED TILL JULY, 2010)

FOR OFFICIAL USE ONLY



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EMPLOYEES' STATE INSURANCE CORPORATION

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PREFACE TO THE FOURTH EDITION

Employees' State Insurance Corporation is implementing country's Social Security Scheme. It has now more than 4 crore workers and their family members under its umbrella. In order to render the best possible services to its beneficiaries, the Corporation believes in creating an atmosphere of co-operation and mutual trust amongst the stakeholders i.e. the Employers, the Beneficiaries and the ESI Corporation.

The Branch Office Manual, a corporate publication of the ESIC, is an essential reference and guide book for effective delivery of social security services, to the vast clientele of ESI beneficiaries. The fact, that the Corporation on average, makes 30 lakh cash benefit payments annually, through its broad base network of over 611 Branch Offices and 197 Pay Offices, underlines the importance of publication, for day to day operations.

The last edition of the Branch Office manual was brought out in 2000, almost a decade back, and hence the need for a revised edition. This edition of the Manual, has been updated carefully and incorporates all important amendments made in Act, Rules and Regulations relating to provisions on Benefits. A new Chapter has been added in the revised edition- Chapter XIV on Finance & Accounts of Branch Office. Further, Chapter IV on Temporary Disablement Law has been bifurcated and provisions relating to Occupational Diseases have been incorporated in Chapter IV-A. Similarly, provisions relating to Unemployment Allowance under RGSKY have been incorporated in chapter - XII and Super Speciality Treatment in Chapter XIII. These additions will make understanding of issues on important subjects easier for all concerned.

I am hopeful, that, this updated edition of the Manual shall prove very useful at the operative level in ESIC Establishments and thereby, help in increasing the overall efficiency towards speedy and smooth flow of benefits to the insured population.

Here, I find it opportune, to express my deep gratitude and thanks to Officers & Staff of the Benefit Division and Shri H.K.Ahuja (Retd. Jt.I.C.) whose relentless efforts have enabled the ESIC Headquarters to come out with this revised edition.

Each section of the book has been compiled with utmost care. Constructive suggestions for improvement of the book will be highly appreciated.

(B.K.SAHU)
INSURANCE COMMISSIONER, ESIC

New Delhi
Dated 02.03.2010

FOREWORD TO FOURTH EDITION

From humble beginning in 1952 at Delhi and Kanpur ESI Corporation has acquired a Pan-India presence and it now serves its beneficiaries in all corners of the country. Today, we provide insurance and health care to more than 40 million population. This not only makes us one of the largest health service providers in the world but also a unique one as we are insurer as well as service provider.

As a result of improved educational and living standards, the expectations of our beneficiaries have also risen. To meet the aspirations of our stakeholders, a large number of new initiatives have been taken by the Corporation including up gradation of our existing Hospitals, Dispensaries, Branch Offices, construction of new corporate standard Hospitals, IT Roll Out, payment of PDB/DB through ECS and streamlining procedure involving delivery of medical & cash benefits for ultimate goal of '**Kahin bhi, Kabhi bhi**' services.

In order to provide quality service with speed it is essential that every stake holder should be fully conversant with the latest rules and regulations of the ESI Scheme. In this backdrop, it is gratifying to dedicate this revised, knowledge-based and updated version of the Branch Office Manual to ESIC establishments across the country. I am sure that availability of this exhaustive compilation of laws and procedures, concerning delivery of benefits and other related areas of activity, shall further enhance the efficacy of our field offices. I look forward to its extensive use by our officers and staff.

(Dr. C.S.KEDAR, I.A.S.)
DIRECTOR GENERAL, ESIC

New Delhi
Dated 02.03.2010

**EMPLOYEES' STATE INSURANCE CORPORATION
BRANCH OFFICE MANUAL (Fourth Edition)**

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