



कर्मचारी राज्य बीमा निगम  
(प्रम आर्. नियोग मन्त्रालय, भारत सरकार)  
कर्मचारी राज्य बीमा निगम  
(श्रम एवं रोजगार मन्त्रालय, भारत सरकार)  
EMPLOYEES' STATE INSURANCE CORPORATION  
(Ministry of Labour & Employment, Govt. of India)



आदर्श चिकित्सालय / आदर्श अस्पताल / MODEL HOSPITAL  
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## CIRCULAR

It has been reported that some officials are instructing patients to buy some medicines/items from outside. This brings a bad name to this organization. So, such practice should be stopped immediately.

If such a scenario arises due to non-availability of such items/medicines, proper procedure needs to be followed as per ESIC Hqrs. guidelines.

All the protocols of cashless treatment should be followed.

### *Grievance mechanism for such cases:*

- |                           |                            |                 |
|---------------------------|----------------------------|-----------------|
| 1 <sup>st</sup> grievance | Store I/C                  |                 |
|                           | ↓                          | If not resolved |
| 2 <sup>nd</sup> grievance | Dy. Medical Superintendent |                 |
|                           | ↓                          | If not resolved |
| 3 <sup>rd</sup> grievance | Medical Superintendent     |                 |

(DR. B. C. DEKA)

MEDICAL SUPERINTENDENT  
ESICMH, BELTOLA

### Copy to:

- i) All HODs/ICs, ESICMH, Beltola for wide circulation among the stakeholders.
- ii) DMS, ESICMH, Beltola for information.
- iii) SST In-Charge, ESICMH, Beltola.
- iv) Store In-Charge, ESICMH, Beltola.
- v) Sister-in-charge, ESICMH, Beltola.
- vi) IPD I/C, ESICMH, Beltola.
- vii) Dy. Director (F), ESICMH, Beltola.
- viii) AD (Admn.), ESICMH, Beltola.
- ix) IT Cell, with the instruction to upload in the Website.
- x) Hindi Cell, ESICMH, Beltola for translation.
- xi) Notice Board.