



ESIC Puts Patients at the Centre with Nationwide Digital Feedback System

New Online Platform Enables Real-Time Feedback on Cleanliness, Staff Behaviour and Medicine Availability Across ESIC Hospitals and Dispensaries

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In a major step towards strengthening patient-centric healthcare services, the Employees' State Insurance Corporation (ESIC), under the Ministry of Labour & Employment, has launched a Centralized Online Patient Feedback System across all ESIC Hospitals and Dispensaries in the country.

The innovative digital platform empowers Insured Persons (IPs) and beneficiaries to directly share their healthcare experiences, report concerns, and provide suggestions for service improvement. The initiative aims to enhance transparency, accountability and quality of healthcare delivery by capturing patient feedback on key service parameters such as cleanliness, staff behaviour and availability of medicines.

To ensure easy access and wider participation, ESIC has introduced multiple digital channels for submitting feedback. Beneficiaries will receive automated SMS links immediately after availing services through the ESIC Hospital Information System (HIS). In addition, multilingual QR-code posters have been installed at OPDs and prominent locations within hospitals and dispensaries, allowing patients to submit feedback quickly using their smartphones. Feedback can also be submitted through the official ESIC website.

The system has been designed with robust technological safeguards, including OTP-based verification of Insured Persons and mechanisms to prevent duplicate submissions. Multilingual support further ensures that beneficiaries from diverse linguistic backgrounds can participate seamlessly.

A key feature of the platform is its real-time monitoring and grievance redressal mechanism. Dedicated dashboards have been created at the Headquarters, Regional Office and Health Facility levels, enabling continuous monitoring of patient feedback. Service ratings below three stars are automatically flagged, ensuring prompt corrective action by the concerned authorities.

The platform also facilitates performance ranking of healthcare facilities, encouraging continuous improvement, healthy competition and greater institutional accountability across the ESIC healthcare network.

With the launch of this centralized feedback system, ESIC has reinforced its commitment to delivering responsive, transparent and high-quality healthcare services to India's workforce, reflecting its enduring mission: **"ESIC – Committed to Better Healthcare."**



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