



Headquarters Office
Employees' State Insurance Corporation
(ISO 9001-2008 certified)
Panchdeep Bhawan, CIG Road, New Delhi-110002

No.E-13/12/09/2015-PR

Dated: 16th March, 2016

Press Release

All Women operated ESIC Dispensary at Raghubir Nagar, New Delhi

As you enter the premises of ESIC Dispensary at Raghubir Nagar, New Delhi, you will note that the Security Guards are women. As you move in, you will see that all staff including the duty clerk, the pharmacist, the nursing staff, the doctors and of course, the Dispensary Incharge (a senior level Medical Officer) are all women. All the rooms like the registration room, the pharmacy, the dressing room, doctors' chambers etc. have all been named after famous women personalities like Rani Lakshmi Bai, Indira Nooui, Saina Nehwal, Sanya Mirza, Mother Teresa, Sister Nightingale, Lata Mangeshkar, et al.

This is the All Women operated ESIC Dispensary which was inaugurated by Shri Deepak Kumar, IAS, Director General, ESIC in the august presence of Dr. R.K. Kataria, Medical Commissioner, Dr. P.L. Chaudhary, Director (Medical) Delhi, Dr. Reshma Verma, the Dispensary Incharge, Dr. S.K. Raju, Medical Superintendent, Basaidarapur, Shri M.K. Arya, Director (Admn.), D(M)D. The Director General, ESIC had announced on 8th March, 2016 that an All Women ESIC Dispensary and an All Women ESIC Branch Office will be made operational; to commemorate the International Women's Day.

Shri Deepak Kumar while delivering his inaugural address said that the innovation in public service delivery must be a continuous process for the better behavioural management of ESIC's human resources related to service delivery. Our doctors, Nursing staff and other staff members must have a better behavioural management so that they have a better connect with the patients who come from the lower wage bracket of the society. The DG, ESIC suggested all the Medical Superintendents, Dispensary Incharges and other

senior doctors to take feedback over Mobile etc. from certain fraction of OPD patients after 15 days or a month to seek the feedback for a better and humane connect with ESIC's Insured Persons and beneficiaries. It was also suggested that the business process re-engineering should be done at all the ESIC Hospitals and Dispensaries for lessening the processes faced by the patients.

Dr. P.L. Chaudhary presented a detailed power point presentation of the working of Directorate of ESI Scheme (Medical) in Delhi State. This Directorate has 04 Hospitals and 32 Dispensaries in Delhi. Shri M.K. Arya, Director (Admn.), D(M)D, informed that out of 32 Dispensaries, 20 Dispensaries of ESIC Delhi are being headed by the lady Medical Officers.

-----XXXX-----