



GOVERNMENT OF KERALA
INSURANCE MEDICAL SERVICES

CITIZENS CHARTER

About Us
Mission
Services
FAQ
Grievances Redresser

I. ABOUT US

- Headquarters of Insurance Medical Services is at Thycaud, Thiruvananthapuram under the administrative control of Labour and Rehabilitation Department of Government of Kerala.
- The Headquarters houses the offices of the Director of Insurance Medical Services and the Director of Insurance Medical Services (Vigilance). The Joint Director functions in the office of the Director of Insurance Medical Services.
- There are 3 Regional offices headed by Regional Deputy Directors at Kollam (South Zone), Ernakulam (Central Zone) and Kozhikode (North Zone).
- Medical facilities are provided through 12 ESI Hospitals, one ESI Annexe in Government Chest Disease Sanatorium, Pulayanarkottah and 136 full time dispensaries.
- Treatment under allopathic, ayurvedic and homoeopathic systems of medicine is provided to ESI beneficiaries.

II. MISSION

To provide comprehensive medical care to the employees covered by ESI scheme and their dependants of Kerala State in order to protect them in contingencies such as sickness, maternity and death or disablement due to employment injury or occupational disease.

III. SERVICES

1. ESI Dispensaries

Out patient care including dispensing of medicines, injections, certification of sickness and settling of medical reimbursement claims.

Timing

Single doctor type	:	8 a.m. to 1 p.m.
Multiple doctor type	:	8 a.m. to 6 p.m.

2. ESI Hospitals

- (1) Outpatient consultation
- (2) Emergency management
- (3) Inpatient treatment

There are 1153 beds altogether in all the ESI Hospitals, the details of which are given below:

Sl.No.	Name of Hospital	General	Maternal	T.B.	Total
1	ESIH, Alappuzha	60	60
2	ESIH, Ernakulam	55	10	..	65
3	ESIH, Ezhukone	120	18	..	138
4	ESIH, Feroke	92	8	..	100
5	ESIH, Mulamkunnathukavu	110	110
6	ESIH, Olarikkara	98	4	..	102
7	ESIH, Palakkad	50	50
8	ESIH, Parippally	82	18	..	100
9	ESIH, Peroorkada	114	10	4	128
10	ESIH, Thottada	40	10	..	50
11	ESIH, Udyogamandal	130	25	..	155
12	ESIH, Vadavathur	59	6	..	65
13	Govt. T. B. Hospital, Pariyaram	6	6
14	S. C. D, Pulayanarkotta	24	24
Total		900	109	144	1153

(4) Specialist Services

There are 94 Specialist posts in the 12 ESI Hospitals and 11 Specialists are working in ESI Hospital, Asramam on deputation. The details are given below:

Name of ESI Hospital	Medicine	Surgery	Gynaecology	Paediatrics	Anesthesiology	Radiology	Orthopaedics	Ophthalmology	Respiratory Medicine	Physical Medicine	Pathology	E.N.T.	Radio Therapy	Dental	Total
Alappuzha	1	1	1	1	1	..	1	1	7
Ernakulam	1	1	1	1	1	..	1	1	7
Ezhukone	1	1	1	1	1	..	1	1	7
Feroke	1	1	1	1	1	1	1	..	1	1	9
Mulamkunnathukavu	1	1	1	1	4
Olarikkara	1	1	1	1	1	..	1	1	..	1	8
Palakkad	1	1	1	1	1	..	1	1	7
Parippally	1	1	1	1	1	1	1	7
Peroorkada	1	1	1	1	1	1	1	1	..	1	..	1	..	1	11
Thottada	1	1	1	1	1	..	1	1	7
Udyogamandal	1	1	1	1	1	1	1	1	1	..	1	..	1	1	12
Vadavathoor	1	1	1	1	1	..	1	1	7
S.C.D Pulayanarkotta	1	1
Total	11	10	10	10	10	5	10	2	4	1	1	2	1	12	94

(5) Rehabilitation unit, cancer detection unit, allergy immunotherapy unit.

The ESI Hospital, Peroorkada is having a Medical Rehabilitation unit. A cancer detection unit is functioning in ESI Hospital, Udyogamandal and Allergy Immunotherapy Unit in ESI Hospital, Mulamkunnathukavu.

(6) Other Services

Sl.No.	Name of ESI Hospital	Services Available				
		Laboratory	X-ray	ECG	US. Scan	Ambulance
1	Alappuzha	x	x	x	x	x
2	Ernakulam	x	x	x		
3	Ezhukone	x	x	x		x
4	Feroke	x	x	x	x	x
5	Mulamkunnathukavu	x	x	x		
6	Olarikkara	x	x	x		
7	Palakkad	x	x	x		
8	Parippally	x	x	x	x	
9	Peroorkada	x	x	x	x	x
10	Thottada	x	x	x		x
11	Udyogamandal	x	x	x	x	x
12	Vadavathoor	x	x	x		

Timing

Out patient consultation : 8 a.m to 1 p.m
Casualty : 24 Hours.

3. Super Speciality care

Super Speciality Treatment is given by tie up arrangements with the following Medical Institutions:

- * Government Medical Colleges of this State
- * Regional Cancer Centre, Thiruvananthapuram
- * Sree Chithira Thirunal Institute of Medical Sciences and Technology, Thiruvananthapuram
- * Amritha Institute of Medical Sciences, Kochi
- * Fathima Hospital, Kozhikode

4. Ayurveda Units

There are 10 Ayurveda units functioning in the following ESI Dispensaries:

1. Peroorkada, Thiruvananthapuram
2. Pattathanam, Kollam
3. Kottarakkara, Kollam
4. Factory Ward, Alappuzha
5. Kottayam
6. Ernakulam
7. Punkunnam, Thrissur
8. Eranjipalam, Kozhikode
9. Palakkad
10. Kannur

5. Homoeo Units

There are 13 Homoeo units functioning in the following ESI Dispensaries:

1. Karamana, Thiruvananthapuram
2. Kottiyam, Kollam
3. Mulavana, Kollam
4. Velloor, Kottayam
5. Pathirappally, Alappuzha
6. Ernakulam
7. Aluva, Ernakulam
8. Kalamasseri, Ernakulam
9. Chalappuram, Kozhikode
10. Pappinissery, Kannur
11. Alagappanagar, Thrissur
12. Vadavathur, Thrissur
13. Kadampanad, Pathanamthitta

IV. FREQUENTLY ASKED QUESTIONS

- (1) Where should an ESI beneficiary report for benefits?

Medical record envelopes of all ESI beneficiaries are kept in the respective ESI dispensaries. *All ESI beneficiaries should first approach the Medical Officer of the ESI dispensary for availing any benefits under the ESI Scheme except in case of emergencies when they can go directly to the ESI Hospitals.*

- (2) What is the procedure to be followed by the ESI beneficiaries to avail Super Speciality Treatment?

The ESI beneficiary should first approach the Medical Officer of the ESI dispensary to which he/she is attached with all his medical records including the concerned specialist's advice that treatment at Super Speciality Hospital is essential.

He/she will then be referred to the Superintendent of ESI Hospital, who refers him to the Super Speciality Hospital. The following papers have to be presented to the DIMS:

1. The insured person's request.
2. Forwarding letter of the ESI Hospital Superintendent.
3. Reference form filled by the Superintendent.
4. Entitlement certificate.
5. Identification certificate (with photo and two identification marks).
6. Medical records.
7. Medical report and estimate from the Super Speciality Hospital.
8. Certificate of non-availability of treatment from Medical College in the case of Private Hospitals.

The DIMS will forward the papers to the Government and after obtaining sanction, the sanction order will be forwarded to the Regional Director, ESI Corporation. Thrissur for the issue of advance to the concerned institution.

- (3) What is the procedure for availing treatment from Regional Cancer Centre (Treatment on credit)?

The reference letter is obtained from the Superintendent, ESI Hospital as above and the patient can start treatment at the RCC. Copies of the reference letter and other documents are forwarded to the Director of Insurance Medical Services by the Superintendent. The Director of Insurance Medical Services has to settle the bills with RCC after treatment.

- (4) What is the procedure for getting re-imbusement of medical expenses?

Re-imbusement is given for purchasing medicines which are not available in ESI institutions. First the details of all the drugs purchased should be entered in an essentiality form. The bill and the essentiality form should then be countersigned by the doctor who prescribed it, affixing seal. The bill, essentiality form, doctor's prescription and an application in white paper should then be submitted to the Insurance Medical Officer of the dispensary.

(5) Grievance Redressal

Complaint boxes are kept in all the hospitals for receiving written complaints.

Persons having complaints about the functioning of the various institutions can lodge written or oral complaints with the officer designated for the purpose in each institution.

The designated officers are:—

ESI Hospitals	:	Resident Medical Officer
ESI Dispensaries	:	Insurance Medical Officer
Office of Regional Deputy Director	:	Senior Superintendent
Directorate of Insurance Medical Services	:	Joint Director

Joint Director, Directorate of Insurance Medical Services is the State level officer for redressal of grievances.

The success of this Scheme depends on the support we receive from its beneficiaries. Please try to appreciate the various constraints under which we are functioning. Please help us to serve you.

*More information about the department is available in the official website of Government of Kerala at:

[www.kerala.gov.in/departments/insurance medical services](http://www.kerala.gov.in/departments/insurance%20medical%20services).