

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 2803
TO BE ANSWERED ON 19.12.2024**

PROCESSING OF CLAIMS IN ESIC SCHEME

**2803. SHRI M. SHANMUGAM:
SHRI VAIKO:**

Will the Minister of Labour and Employment be pleased to state:

- (a) the details of the current statistics on the number of workers enrolled under the Employees' State Insurance (ESI) Scheme across the country including Tamil Nadu, State/sector-wise;**
- (b) the measures being taken to increase awareness and enrollment among eligible workers in informal sectors, particularly in rural and semi-urban areas;**
- (c) whether there are specific initiatives to enhance the quality of healthcare services provided, particularly in terms of accessibility and response times and if so, the details thereof; and**
- (d) the steps being taken by Government to address issues related to delays in claims processing and service delivery for insured persons?**

ANSWER

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT
(SUSHRI SHOBHA KARANDLAJE)**

(a): The details of employees enrolled under Employees' State Insurance (ESI) Scheme as on 31.3.2024 in the country including Tamil Nadu is annexed.

(b): ESI Act is applicable to factories and establishments employing 10 or more persons (including factories belonging to the Government) other than seasonal factories and drawing wages up to Rs 21,000/- per month (Rs. 25,000/- per month in case of persons with disability) in the notified area. As such, the Act does not apply to the Informal Sectors (unorganized sector). ESIC carries out public awareness about ESI Scheme benefits through its website and various social media handles.

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(c) to (d): ESIC has formulated Common Support Mission to review the ESIS medical infrastructure and identify the gap areas for improvement and upgradation of ESIS medical infrastructure. The Medical Commissioners, Zonal Officers visit regularly to the ESI Health facilities to assess effectiveness and suggest remedial measures. Besides, effectiveness is also assessed through regular meetings in the headquarter. Further, ESIC has designed the Service Level to ensure high standards of patient care, safety and service delivery.

ESIC has been regularly monitoring timely settlement of medical reimbursement claim bills of Insured Persons. Field offices have been instructed to settle the medical re-imbursement claim within 30 days from the receipt of the bill.

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF RAJYA SABHA UNSTARRED QUESTION NO. 2803 FOR 19.12.2024 BY SHRI M. SHANMUGAM & SHRI VAIKO REGARDING PROCESSING OF CLAIMS IN ESIC SCHEME.

S.No.	State	Employees
	ANDHRA PRADESH	
1	I)VIJAYAWADA	594990
2	II)TIRUPATHI	270400
3	iii)VISAKHAPATNAM	341380
	NORTH-EAST REGION	
4	ASSAM	292640
5	ARUNACHAL PRADESH	1700
6	MEGHALAYA	14360
7	NAGALAND	4500
8	TRIPURA	18380
9	MANIPUR	4300
10	MIZORAM	2550
11	BIHAR	418110
12	CHANDIGARH(UT)	124700
13	CHATTISGARH	525460
	DELHI	
14	I) RAJENDER PLACE	294560
15	ii)NAND NAGARI	157820
16	iii) ROHINI	219520
17	iv) OKHLA	511700
18	GOA	174170
	GUJARAT	
19	i) AHMEDABAD	750680
20	ii) VADODRA	423870
21	iii) SURAT	451780
	HARYANA	
22	I) FARIDABAD	888450
23	II)GURGOAN	1067750
24	iii) KARNAL	288850
25	HIMACHAL PRADESH	345100
26	JAMMU & KASHMIR	126580
27	JHARKHAND	487560
	KARNATAKA	
28	i) BANGALORE	867770
29	ii) HUBLI	355490
30	III)PEENYA	452430
31	IV)BOMASUNDRA	594510
32	V) GULBARGA	183620
33	VI) MYSORE	245880
34	vii) MANGALORE	185780
	KERALA	

35	I)THRISSUR	146310
36	II)ERNAKULAM	359010
37	III)KOLLAM	124400
38	IV) KOZHIKODE	157170
39	v) THIRUNANTHANPURAM	118750
	MADHYA PRADESH	
40	i) INDORE	639480
41	ii)BHOPAL	441570
	MAHARASHTRA	
42	i) LOWER PAREL	427840
43	ii) MAROL	659790
44	iii) THANE	676540
45	iv) NAGPUR	361730
46	V) AURANGABAD	284160
47	v) PUNE	1327730
48	VI) NASIK	247920
	ODISHA	
49	i) BHUBANESHWAR	695000
50	ii) JHARSUGUDA	217020
51	PUDUCHERRY & MAHE & YENAM	101180
	PUNJAB	
52	I)CHANDIGARH (PUNJAB)	474100
53	II)JALANDHAR	305400
54	III)LUDHIANA	393020
	RAJASTHAN	
55	I)JAIPUR	686090
56	ii)UDAIPUR	223500
57	III)JODHPUR	196150
58	iv) ALWAR	282690
59	SIKKIM	25970
	TAMIL NADU	
60	i) CHENNAI	1709800
61	ii) ANDAMAN & NICOBAR ISLANDS	5010
62	iii) TRIRUNELVELLI	196440
63	iv) SALEM	525830
64	v) COIMBATORE	781290
65	vi) MADURAI	437820
66	TELANGANA	1553610
	UTTAR PRADESH	
67	I)KANPUR	507350
68	ii) VARANASI	145960
69	III) NOIDA	1257530
70	IV) LUCKNOW	602550
71	UTTRAKHAND	583850
	WEST BENGAL	
72	i) KOLKATA	1320800
73	ii) BARRACKPORE	304290
74	III) DURGAPUR	295130

Source: Employees' State Insurance Corporation (ESIC)
