

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 1064
TO BE ANSWERED ON 13.02.2025**

MEASURES TO MONITOR THE QUALITY OF HEALTHCARE

1064. SMT. JEBI MATHER HISHAM:

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

- (a) total amount reimbursed to private empanelled hospitals for treating ESI subscribers referred from ESI hospitals over the last five years, State/UT-wise;**
- (b) whether Government will step in to take measures to redirect the funds allocated for reimbursement to empanelled private hospitals to upgrade ESI hospitals and make it self- reliant;**
- (c) the steps taken to monitor the quality of care provided by private empanelled hospitals and ensure accountability for the funds reimbursed; and**
- (d) whether any instance of overcharging in terms of treating the referred patients by empanelled hospitals has been noticed, if so, details of the last five years, State/UT-wise?**

ANSWER

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

(a) to (d): In order to provide good quality medical services to its beneficiaries, Employees' State Insurance Corporation (ESIC) is continuously making efforts to develop in-house specialty and super-specialty services by incorporating modern technologies in ESI hospitals itself. Some of the measures taken are: enhancement of bed strength, procurement of advanced medical equipment, establishing the intensive care unit (ICU) / high dependency unit (HDU) facilities as per ESIC guidelines, establishing new hospitals, upgradation of user-friendly app for OPD appointments in order to streamline registration, reduce waiting time and enhance patient convenience etc.

Further, ESIC also empanels private hospitals in terms of ESIC Referral Policy 2023 to ensure Quality care in the ESIC empaneled Hospitals. Referring units monitor the services and complaints, if any in case of empaneled hospitals. The bills of empaneled hospitals are scrutinized at multiple levels. Even after payment of bills, 10% bills are scrutinized by Medical Vigilance Officer. In case of overcharging, the amount is deducted as per circulars / instructions issued by ESIC / Central Government Health Scheme (CGHS). The details of amount approved for reimbursement to empaneled hospitals are maintained hospital wise.
