



INSURED PERSONS' SATISFACTION ON ESI CORPORATION – A STUDY OF UNITED ANDHRA PRADESH

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ABSTRACT

Social Security is mainly a 20th century concept. The State gives security to its citizens as a condition of human existence. Security to man against ravages of social conflicts and inadequacies is an important aspect of Social justice. Social Justice leads to social security. In a way both are the two sides of the same coin, because where there is Social Justice there is a Social Security. Unemployment benefits, maternity benefits Family allowances, old age grants, death grants, industrial injury, benefits, nationalized health services, adventitious aids to weaker sections of the society are social measures which every welfare State should endeavor to provide for its citizens. At all times and in every society, at every stage of development, there have been sick people requiring medical aid and care, handicapped and old people unable to work for a living. Quite apart from this, there are people who are unemployed and are unable to make both ends meet. According to Sir William Beveridge. "There are five giants on the road of reconstruction. These are want, disease, ignorance, squalor and idleness. The fears created by these giants have crossed the limit where individuals could not have controlled them individually or in small groups. Social Security is the security that society furnishes through appropriate organizations against certain risks to which its members are exposed. These risks are essentially contingencies against which the

individual of small means cannot effectively provide by his own ability or foresight or even in private combination with his colleagues.

Key Words: Benefits, Employment, Insurance, Justice, Social, Security

Introduction

The promulgation of the ESI Act, by the Parliament was the major legislation on social security for workers in independent India. The ESI Act encompasses certain health related eventualities that the workers are generally exposed to, such as sickness, maternity, temporary or permanent disablement, occupational disease or death due to employment injury, resulting in loss of wages or earning capacity - total or partial. Social security provisions made in the Act to counterbalance or negate the resulting physical or financial distress in such contingencies are, thus, aimed at upholding human dignity in times of crisis through protection from deprivation, destitution and social degradation while enabling the society the retention and continuity of a socially useful and productive manpower.

Thus, the ESI Scheme of India is an integrated social security scheme engineered to provide social protection to employees in the organized sector and their dependents in contingencies, such as, sickness, maternity or death and disablement due to an employment injury or occupational disease. The beneficiaries of the ESI Scheme include both the insured persons and their dependents. While the insured persons are eligible for all the social security benefits under the Scheme, their dependents are eligible only for the medical benefit.

Employees' State Insurance (ESI) Corporation

The ESI Corporation is a body corporate having perpetual succession and a common seal, set up by the Government of India on 24th February 1952, under the provisions of the ESI Act, 1948 to administer and execute the Scheme of Employees' State Insurance. The main source of fund of the Corporation is the contributions raised from employees covered under the ESI Scheme and their employers, as a fixed percentage of wages.

The monthly wage limit for coverage under the ESI act would be such as prescribed by the central government in the ESI [central] rules, 1950. The existing wage ceiling for coverage [excluding remuneration for over-time work] is Rs.10000 per month [rule 50 of ESI central rules, 1950]. An employee who is covered at the beginning of a contribution period

shall continue to remain covered till the end of that contribution period notwithstanding the fact that his wages may exceed the prescribed wage ceiling at any time after the commencement of that contribution period.

The ESI Act envisages the setting up of various kinds of machinery for the effective functioning of the ESI Scheme in the country. Accordingly Inspectorates, Revenue Recovery Machinery, Employees' Insurance Court and Grievances Redress Cell have been set up and working in the Corporation.

Profile of Andhra Pradesh

Andhra Pradesh is one of the 29 states of India, situated on the southeastern coast of the country. The state is the eighth largest state in India covering an area of 160,205 km² (61,855 sq mi). As per 2011 census of India, the state is tenth largest by population with 49,386,799 inhabitants. On 2 June 2014, the north-western portion of the state was bifurcated to form a new state of Telangana. In accordance with the Andhra Pradesh Reorganisation Act, 2014, Hyderabad will remain the *de jure* capital of both Andhra Pradesh and Telangana states for a period of time not exceeding 10 years.^[6] The new river-front proposed capital in Guntur district is Amaravati, which is under the jurisdiction of APCRDA. The Gross State Domestic Product (GSDP) of the state in the 2014–15 financial year at current prices stood at 5200.3 billion (US\$77 billion) and 4641.84 billion (US\$69 billion) in the 2013–14 financial year.

Andhra Pradesh is situated in a tropical between 1214⁰ north to 1915⁰ north and 7610⁰ east to 8445⁰ East. It is bounded on the east by the Bay of Bengal, on the North-east by Orissa and Madhya Pradesh, on the North by Maharashtra, on the West by Karnataka and in the south by Tamilnadu; thus, it is bounded by land on three sides and covered by the water of Bay of Bengal on the eastern side.

There are two regions in the state namely Coastal Andhra and Rayalaseema. These two regions comprise 13 districts, with 9 in Coastal Andhra and 4 in Rayalaseema. Visakhapatnam is the largest city and a commercial hub of the state with a GDP of \$26 billion followed by Vijayawada with a GDP of \$3 billion as of 2010, and is expected to increase to \$17 billion by 2025. There are a total of 28 cities with a population of 100,000 and above in the state at the 2011 Census, while Visakhapatnam and Vijayawada are the two million-plus cities.

Major rivers providing water source are Godavari, Krishna, Thungabhadra, Penna and their tributaries. Some of the important irrigation projects are Nagarjunasagar, Sriramsagar, Srishailam. Govt. of Andhra Pradesh is marching ahead with 'Jalayangam' to complete number of major medium and minor irrigation projects with a proposed expenditure of Rs. 1 lakh crores for development. Lift irrigation schemes drip irrigation; sprinkle irrigation works are being given top priority with subsidized schemes. Telangana region consists of ten districts and its geographical area is 114.71 lakh hectares and cultivated net area is 42.57 lakh hectares.

Presently the total population of the Andhra Pradesh (Andhra Pradesh and Telangana) State according 2011 census 8,6,65,553 and district wise population has mentioned below table - 4.1.

Table 1
Andhra Pradesh District wise Population Census 2011

Sl. No.	STATE/DISTRICT	TOTAL POPULATION	TOTAL MALE	TOTAL FEMALE
1	Adilabad	2737738	1366964	1370774
2	Anantapur	4083315	2064928	2018387
3	Chittoor	4170468	2083505	2086963
4	East Godavari	5151549	2569419	2582130
5	Guntur	4889230	2441128	2448102
6	Hyderabad	4010238	2064359	1945879
7	Karimnagar	3811738	1897068	1914670
8	Khammam	2798214	1391936	1406278
9	Krishna	4529009	2268312	2260697
10	Kurnool	4046601	2040101	2006500
11	Mahbubnagar	4042191	2046247	1995944
12	Medak	3031877	1524187	1507690
13	Nalgonda	3483648	1758061	1725587
14	Nizamabad	2552073	1252191	1299882
15	Prakasam	3392764	1712735	1680029
16	Rangareddy	5296396	2708694	2587702
17	Sri PottiSriramulu Nellore	2966082	1493254	1472828
18	Srikakulam	2699471	1340430	1359041
19	Visakhapatnam	4288113	2140872	2147241
20	Vizianagaram	2342868	1161913	1180955
21	Warangal	3522644	1766257	1756387
22	West Godavari	3934782	1963184	1971598
23	Y.S.R.	2884524	1454136	1430388
	Total ::	8,46,65,553	4,25,09,881	4,21,55,672

Source: Director of Economic and Statistics

Table - 2**Major Achievement under Family Welfare Programme for the years 2009-10, 2010-11, 2011-12**

Year	Vasectomy	Tubectomy	Actual sterilization	IUD	MTP	Nirodh	Oral pills	Equal sterilization	Total sterilizations
2009-10	185	5377	5377	600	994	228	14755	344	5906
2010-11	21	1015	1036	148	50	2988	1645	65	1101
2011-12	NR	NR	NR	NR	NR	NR	NR	NR	NR

The promulgation of Employees' State Insurance Act by the Parliament in 1948 was the first major legislation on comprehensive Social Security for workers in independent India. The Act envisages social protection of workers in the organised sector in contingencies, such as sickness, maternity and death or disablement due to employment injury and occupational diseases. Based on the principle of "pooling of risks and resources", the unique, multidimensional health insurance scheme guarantees a fair deal to the covered members by providing full medical facilities to the beneficiaries, besides, adequate cash compensation to insured persons for loss of wages or earning capacity in times of physical distress arising out of sickness or employment injury or unemployment.

Table – 3**Statistical Data Regarding Employees State Insurance Scheme**

All India data as on 01.01.2015

Total No. of ESI Hospitals	151
Hospitals run by ESI Corporation	36
Hospitals run by State Government	115
Total number of Dispensaries	1418
Total number of ISM unit Total number of hospital beds	140
(Including annexes/revised beds)	23188
Total number of Doctors	7763
Total number of IMP clinics	1017

Table – 4

Region Wise Coverage as on 31-03-2014

		Implemented Areas				Non-Implemented Areas*		
		No. of Centres	No. of Employers	No. of Employees	No. of IPs/ Family (IP) units	Total No. of Beneficiaries	No. of Employers	No. of Employees
1		2	3	4	5	6	7	8
ANDHRA PRADESH								
I)	Hyderabad+ Telangana	120	36846	1015440	1131220	4389134	206	15723
II)	Vijayawada	52	11846	238890	258230	1001932	381	16062
III)	Vishakhapatnam	17	6626	174500	191920	744650	37	11535

The above statement reveals total No. of employees covered under the Act 1948 for the year 2014 in regional wise Telangana including Hyderabad, Andhra Region they are Vijayawada, Vishakhapatnam. No. of centres coverage upto the year 2014 are compiled above. Region wise Telangana No. of centres coverage in Hyderabad are 120, and No. of employers were 36846, No. of employees were 1015440, No. insured persons of family units are coverage 1131220. Total No. of beneficiaries were 4389134 and non-implemented areas coverage the No. of employers were 206 and employees coverage 15723 and Andhra region Vijayawada coverage 52 centres, No. of employers were 11846 during the year 2014 and the employees were 238890, No. of Insured persons of family units 258230. Total No. of beneficiaries were 1001932 during the year 2014. Non implemented areas of employers were 381, employees were 16062. Vishakhapatnam area coverage of Centres were 17 during the year. No. of employers were 6626, No. of employees were coverage 174500, and insured persons family unites were coverage 191920, Total no. of beneficiaries were 744650 during the year 2014 and non-implemented areas No. of employers were 37 during the year 2014, no. of employees were 11535 during the year 2014.

The particular of arrangement made for provision of Medical Benefit under the Scheme in Andhra Pradesh

Table – 5

Territories, number of Dispensaries, IMO/IMPs, Specialist beds and Ambulance as on 31.03.2014

Sl. No.	Name of the State/ UT	Total No of bed commissioned/ reserved under the ESI scheme				No of Specialists			No. of Dispensary/ ISM units		No of doctors including MS/ SR/JR specialist (F/T & P/T) in dispensaries & hospitals		No. of IMPs	No of Drs. In EUD	No. of Ambulances
		Gen.	Mat .	T. B	Total	Sanctio ned	In- Position (F/T)	P/T	Dispen sary	ISM	S	P			
1	Andhra Pradesh	1036	194	59	1289	196	117	7	144	16	971	744	62		14

The above compiled statement shows number of medical benefit under Employees State Insurance Act 1948 of the particular of arrangement made for provision of medical benefit under the scheme in Andhra Pradesh state which reveal the number of Insurance Medical Practioners Specialists beds and ambulance during the year 2014. In Andhra Pradesh state the total number of bed commissioned, reserved under the Employees State Insurance scheme general 1036, maternity 194, temporary benefit 59. Total 1289 beds were available by 2014 in all Employees State Insurance Hospitals. Number of Specialists sanctioned were 196 and number of Specialists holding such positions were 117 and another 7 Specialists are working on part time basis during year 2014. By the year 2014, the total number of dispensaries available in the State were 144. In addition to this Indian system of medicine units numbering 16 were also functioning. Depending upon exigency, during 2014, number of Doctors including Medical Officers, Surgeons, Senior Surgeons and Junior Surgeons including specialist full time, part time basis were engaged in all the dispensaries and against total sanctioned strength of 971 positioned 744 were actually engaged by the Corporation. During 2014 total number of Insurance Medical Practioners working were 62. During 2014, to coup the needs of the patients, the Corporation has procured additional 14 number of ambulances for the purpose of Insured Persons requirements.

Table – 6

Attendances, Medical Certificates issued, Admission to Hospitals and References to Specialists during the year 2012-14 State-wise

State/ Area	Period	No. of Insured persons deemed exposed to risk of Medical	Attendances			No. of attendances per 1000 Insured		No. of Medical certificates issued	No. of cases Admitted in Hospitals	No of cases Referred to Hospitals
			New cases	Old cases	Total	New cases	Old cases			
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]	[11]
Andhra Pradesh	2012-13	1464325	2874216	1821236	4695452	1963	1244	306215	95715	384729
	2013-14	1542885	2874216	1821236	4695452	1863	1180	306215	26759	384729

Data relating to attendances of Medical Practitioners per 1000 insured persons admitted into the Insurance hospitals, Medical Certificates issued to the insured persons for cash benefits, admission to Hospitals and References of insured persons to various Specialists has been collected and compiled for the years 2012-13 and 2013-14 in respect of Andhra Pradesh.

The detailed statement above reveals the position of implementation of the ESI Act 1948 in Andhra Pradesh relating to attendance, medical certificates issued. Admission to hospitals and reference to specialists during the years 2012-13 and 2013-14 were compiled in Andhra Pradesh. The number of insured persons deemed exposed to risk were 1464325 during the year 2012-13. And the number rose to 1542885 during 2013-14. Increasing number of insured persons were 78560 during the year 2013-14. Attendances new cases were 2874216, old case were 1821236. Total 4695452 during the year 2012-13. There is no difference in the year 2012-13, 2013-14 no. of attendances per 1000 insured persons per new were 1963, old were 1244 during the year 2012-13. No. of attendances per 1000 insured persons per new were 1863, old were 1180 during year 2013-14.

Table – 7

Attendances, References to Specialists during 2012-14 State-wise

(in respect of family members of Insured Persons)

State/ Area	Period	No. of family (I.P.) units deemed exposed to risk	Attendances			No. of attendances per 1000 family (I.P.) units per annum		No. of cases referred to specialists for investigation	No. of cases admitt ed in Hospit als
			New cases	Old cases	Total	New cases	Old cases		
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]
Andhra Pradesh	2012-13	1464325	2760825	1745805	4506631	1885	1192	365129	27939
	2013-14	1542885	2760825	1745805	4506631	1789	1132	365129	27939

Statement above in respect of family member beneficiaries of insured persons under the Employees State Insurance Act 1948 in respect of Andhra Pradesh for the years 2012-13 and 2013-14. The data reveals the attendances, references to specialists during 2012-13 and 2013-14 in respect of family member of insured persons, number of family Insured persons units deemed exposed to risk were 1464325 during the year 2012-13 and 1542885, during 2013-14. After done new cases were 2760825 old cases were 1745805, total 4506631, during 2012-13 and attendance new case 22760825, old cases 1745805, total 4506631 during year 2013-14. Number of attendances per 1000 family (I.P) units per annum new cases were 1885. Old cases were 1192, during the year 2012-13. New cases were 1789 old case were 1132 during the year 2013-14. No. of cases referred to specialists for investing were 365129 during 2012-13 and 36512 during year 2013-14. NO. of cases admitted in hospitals were 27939 during year 2012-13 and were 27939 during the year 2013-14.

Table – 8

Major Achievement under family welfare programme

For the year 2011-14

Sl. No.	Andhra Prades	Year	Vasectomy	Tubectomy	Actual Steriliz	I.U.D	M.T.P	Nirodh	Oral pills	Equal steriliz	Total steriliz
1	Year	2011-12	NR	NR	NR	NR	NR	NR	NR	NR	1101
2	Year	2012-13	NR	NR	NR	NR	NR	NR	NR	NR	0
3	Year	2013-14	NR	NR	NR	NR	NR	NR	NR	NR	0

Statement above major achievement under family welfare programme under the Employees State Insurance act 1948 state of Andhra Pradesh for the year 2011-12, 2012-13 and 2013-14 state wise vasectomy not received. Tubectomy not received. Actual sterilization not received intrauterine device is not received, medical termination of pregnancy is not received . Nirodh not received, oral pills not received, Equal sterilization not received. Total sterilization were 1101 during the year 2011-12. Vasectomy, Tubectomy, actual sterilization, intrauterine device, medical termination of pregnancy, Nirodh, Oral pills, Equal sterilization, all are not received Total sterilization zero, during the year 2012-13 and also during year 2013-14 all not receive. Total zero.

Table – 9

Immunization for the year 2011-2014 – Andhra Pradesh

Sl. No.	Name of States	Years	B.C.G.	Measles	D.P.T	Polio	Total
1	Andhra Pradesh	2011-12	NR	NR	NR	NR	0
		2012-13	NR	NR	NR	NR	0
		2013-14	NR	NR	NR	NR	

Statement above immunization of insured persons under the Employees State Insurance Act 1948 year wise 2011-12, 2012-13 and 2013-14, the insured persons are Bacillus calmette Guerin (BCG) measles. Diphtheria, pertussis and Tetanus (DPT), polio are diseases not received and total zero in the year 2011-12, 2012-13 and 2013-14 year.

Table – 10

Statement Showing Facilities Provided under AYUSH Ayurvedic, Yoga, Unani, Siddha & Homeopathy in the various States of the Country as on 31.03.2014 – Andhra Pradesh

Sl. No.	No. of units in Disp./ Hospitals	No. of Ayurvedic Physicians	No. of Yoga Centre	No. of Homeopathic
1	13	12	01	11

Statement showing above providing the Insure persons under the Employees State Insurance Act 1948 State of Andhra Pradesh Providing under AYUSH, Ayurvedic, Yoga, Unani, Siddha and Homeopathy in the various states of country in Andhra Pradesh. No. of Units such as Dispensaries/Hospitals were 13, and No. of Ayurvedic Physicians were 12 by

the year 2014, number of Unani dispensaries/hospitals run by the Employees State Insurance was 13 and 1 Yoga centre and 11 Homeopathic dispensaries are being in operation under the Corporation.

Table – 11

Percentage bed occupancy and average recurring cost per bed per day in Employees State Insurance Hospitals during year 2013-14

Sl. No.	Name of Hospital	Medical Officers		Number of beds				% of occupancy during the year	Cost per bed per day during the year (in `)
		Sanctioned	In-position	General	Maternity	T.B.	Total		
1	Andhra Pradesh								
1.	Visakhapatnam	23	21	92	18	15	125	78%	1672
2.	Vijayawada	25	20	85	15	10	110	61%	2428
3.	Rajamundry	19	17	45	5		50	57%	4692
4.	Ramachandrapuram	57	44	80	20		100	87%	2379
5.	Sanathnagar	191	170	260	50		310	120%	3071
6.	Sirpurkagazanagar	20	3	46	14	2	62	95%	1090
7.	Adoni	10	9	10			10	*	*
8.	Warangal	17	14	38	10	2	50	64%	2995
9.	Nacharam	129	76	200	50		250	77%	5991
10.	Tripupathy	31	21	38	10	2	50	62%	3487
11.	Nizamabad	15	7	20			20	*	*
12.	S.S. Sanathnagar	90	93	100			100	72%	7299
	Total	627	495	1014	192	31	1237		

* Converted to Diagnostic Centre

Table – 12

Expenditure Incurred on Provision of Medical Care during 2013-14

Sl. No.	Andhra Pradesh	Approved No. of IPs as on			Expndt. incurred by the State/ U.Ts (In lakh)	Per Capita incurred by the State/ U.T. (In `)	Expn. on Model and ESIC Hospitals (In lakh)	Expn. on Super Speciality (In lakh)	Total Expn. (In lakh)	Total per Capita expense (In 000 `)
		31-03-2013	31-03-2014	Mean						
1		1504400	1581370	1542885	38146.45	2472.41	33055	13673	84874.45	5501.02

The above table reveals various expenditure incurred on provision of medical care during the year 2013-14 in Andhra Pradesh approved No. of insured persons as on 31-03-2013 were 1504400. 31.03.2014 were 1581370 mean were 1542885. Rs. 38146.45 in lakh. Expenditure incurred by the state / UTs. Rs. 2472.41. In lakh per capita incurred by the state / U.T. Rs. 33055 in lakh expenditure on model and ESI hospitals Rs. 13673 in lakh. Super speciality expenditure Rs. 84874.45 in lakh total expenditure Rs. 5501.02 in lakh total per capita expenditure.

Table – 13

No. of Hospitals and Beds constructed upto 31.03.2014

SI. No.	Name of Hospital	Beds Constructed		Total
		Genl.	T.B.	
	ANDHRA PRADESH			
1.	ESI Hospital, Vishakhapatnam	110	15	125
2.	ESI Hospital, Vijayawada	125	10	135
3.	ESI Hospital, Rajahmundry	50	-	50
4.	ESI Hospital, Ramachandrapuram	68	-	68
5.	ESI Hospital, Sanathnagar	150	-	150
6.	ESI Hospital, Sirpurkagaznagar	110	-	110
7.	ESI Hospital, Adoni	50	-	50
8.	ESI Hospital, Warangal	50	-	50
9.	ESIC Model Hospital, Nacharam	200	-	200
10.	ESI Hospital, Tirupati	50	-	50
11.	ESI Hospital, Nizamabad	50	-	50
12.	ESIC Super Speciality Hospital, Sanathnagar	150	-	150

Statement above shows by the year 2014-03-13 up to no. of hospitals and beds constructed in Andhra Pradesh. Andhra region Employees State Insurance hospital Visakhapatnam, Vijayawada, Rajamandry and in Rayalaseema region Adoni, Kurnool district. Tirupathi, Chittor district in Telangana region ESI hospitals Ramachandrapuram, Medak district. Sanathnagar Hyderabad, Sirpurkagaznagar Adilabad District. Warangal, Warangal District. ESI model hospital Nacharam Nizamabad, District Nizamabad. ESI super speciality hospital Sanathnagar, Hyderabad.

Employees State Insurance hospital Visakhapatnam beds constructed general were 110, Tuberculosis (T.B) were 15/ Tpta; 125 in the year 2014. Vijayawada beds constructed 135 by the year in Rajamandry beds constructed general were 50. T.B. Total 50,

Ramachandrapuram beds constructed general were 68, T.B. total 68. ESI hospital Sanathnagar beds constructed were 150 T.B. total 150. Sirpurkagaznagar beds constructed general were 110. T.B. total 110, Adoni beds constructed general 50, T.B. total 50. Warangal beds constructed General 50. T.B. Total 50.

Employees State Insurance model hospital Nacharam beds constructed general were 200 T.B. total 200. Tirupathi bed constructed beds general were 50, T.B. total 50. Nizamabad beds constructed general were 50, T.B. total 50, ESIC Super Specialty Hospital, Sanathnagar beds constructed general were 150, T.B. Total 150 during the year up to 31-03-2014. Further, an annexure was constructed for Tuberculosis treatment in Irrumnumma Centre with 24 beds.

Table – 14

Incidence of Disablement and Dependants' Benefit Claims admitted during the year 2012-13 & 2013-14 (Region Wise)

State/ Area	Period	No. of employee s deemed exposed to risk to E.I.	Temporary Disablement Benefit			Permanent Disablement Benefit				Dependants' Benefit	
			Rate of fresh spells per employee per annum	No. of Days per employee per annum	Average daily rate of T.D.B.	No. of fresh cases admitted	Rate of fresh case per 1000 employee per annum	No. of cases commu- ted for Lump- sum	No. of Beneficia- ries at the end of the year	No. of death cases admitted	No. of Benefic- iaries at the end of the year
1	2	3	4	5	6	7	8	9	10	11	12
Andhra Pradesh											
Hyderabad	2012-13	975591	0.00	0.10	211.47	198	0.20	32	6669	73	5206
	2013-14	990320	0.00	0.10	233.57	246	0.25	124	6771	124	5507
Vijaywada	2012-13	213639	0.00	0.16	201.14	351	1.64	171	1694	19	876
	2013-14	228095	0.00	0.11	239.92	289	1.27	195	1807	33	965
Vishakha- patnam	2012-13	166177	0.01	0.55	200.80	257	1.55	143	1613	70	238
	2013-14	170600	0.01	0.50	218.04	172	1.01	250	1538	43	346

Activities

1. Modernisation of ESI Hospitals and Dispensaries by procuring sophisticated and latest equipment for accurate and speedy reporting of Medical tests.
2. Prevention and control of HIV/AIDS by creating awareness through counseling and by conducting AIDS awareness Camps and by providing anti-retroviral treatment.

3. Implementation of Modern methods in Waste Management for the disposal of Hospital Wastes to prevent spread of diseases.
4. State wide Health Camps, Immunization camps and CME Programmes.
5. Extension of ESI Scheme to New Areas,
6. Re-Organization of Revolving Fund Section & Speedy clearance of pending claims and bills within the budget available.
7. Introducing Yoga therapy Indian System of Medicine in ESI Institutions and Starting Meditation centers at some of the ESI Institutions.
8. Starting Dental OP at Jeedimetla Diagnostic Centre and ESI Hospital, Nacharam for the first time.
9. Started Out-Patient Services in Eye. ENT and Homeopathy at ESI hospital. Ramachandrapuram recently.
10. Distribution of Medicines in Children OP itself, at ESI Hospital, Nacharam instead of sending patients to dispensaries again after getting prescription from the Specialists to collect medicines.
11. Conducting EYE OP at various ESI Dispensaries on rotation basis by a team of Eye Specialists.
12. Arrangements are being made to establish Microscope centres to detect and treat T.B. patients 12 ESI Dispensaries in Twin Cities with the co-operation of District Collector. Regular In-Patient services are being provided to T.B. Patients covered under ESI Scheme.
13. Started 11 more Panel Clinics by Extending the ESI Scheme to new areas in the state during the year 2005.
14. State wide Plantation Programmes are being conducted continually.

Achievements

1. Recruitment of 120 Medical Officers on regular basis by APPSC to fill up vacant posts.
2. Recruitment of 193 Para-Medical Staff, on contract basis, has been taken up and is under process.
 - ESI Scheme has been implemented in 14 New areas covering 17,000 Employees

with approximately 1,10,000 Beneficiaries.

- Super Specialty Treatment referrals have been provided to 9,417 ESI Beneficiaries to a tune of Rs.11.16 crores. Hon'ble Chief Minister assured that permission will be given to directly refer the patient to Super Speciality referral tie-up Hospitals without referring to Government Hospitals except for the following.

- ✓ -Angiogram
- ✓ -Angioplasty
- ✓ -Angioplasty with Stent.
- ✓ -CT scan

3. Medical Reimbursement claims to a tune of Rs 70,69,780 were settled in connection with 306 Insured Persons, H.on'ble Chief Minister assured to increase ceiling limit from Rs.75,000 to Rs.1 Lakh for the following Super Speciality Treatment.

- ✓ -Bypass Surgery. -Kidney Transplant.
- ✓ -Cancer. -Neuro Surgery.

1. Mega Health Camps, 88 Health Awareness Camps and 37 HIV/AIDS awareness Programmes have been conducted.
2. 111 CME Programmes(Continuous Medical Education) have been conducted including training to para-medical staff in latest modern Medical Techniques.
3. The speed and efficiency of Administration has been improved by provision of Fax Machines and cell phones to all Regional Offices and ESI Hospitals
4. Provision of medical facilities for Pushkaralu at Vijaywada.
5. Relief measures were taken up for Tsunami victims in. the Districts of Nellore, Guntur, Krishna, East Godavari and other affected areas.
6. Several Interactive Programs were arranged through "Dial the Director" Programmes on various TV Channels.
7. Grievance Redressal System is strengthened by appointing a Grievance Redressal Officer at each ESI Medical Institution and a central cell at DIMS.
8. Implementation of Citizen's Charter with appointment of Nodal Officers at grass root level.

The data collected reveals the fact that the Employees State Insurance Corporation is performing to the best of its abilities in providing social security and labour welfare from various aspects to the insured workers/employees. Depending upon availability of funds, the Corporation is extending quality medical and other benefits to the insured persons. So far as the cash benefit is concerned, it is the Corporation which takes decision for enhancement of cash benefits to the insured persons. Also in respect of maternity benefits, the Corporation is proactive in providing sufficient healthcare and other financial benefits to the insured women employees. A general interaction and observations with the insured persons both men and women, sick and other infirm persons, the level of satisfaction is optimum and the respondents registered their contentment with the benefits which are percolating out of the Act. So far as implementation and cooperation of administrative instrumentalities are concerned, to some extent the respondents registered that the employees of the Corporation at times are indifferent and even rarely lethargic in nature in discharge of their duties.

CONCLUSION

The study stresses that the insured persons have to be provided with as many facilities as are necessary for their betterment and satisfaction. To create a cordial atmosphere and smooth relationship between enterprises, Employees State Insurance Corporation and insured persons, it is essential to satisfy the need of the later. It will definitely improve the efficiency of the ESI and will in turn; ESI becomes a machinery to protect insured persons in the organized sector and their dependents.

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