



कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



मुख्यालय
Headquarters
पंचदीप भवन सी०आई०जी रोड, नई दिल्ली-110002
PANCHDEEP BHAWAN, C.I.G. MARG, NEW DELHI-110 002
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यू-25/12/Misc./2024-MedV(E-771310)/452

To

Dean/Medical Superintendents ESIC PGIMSR's MC/ESIC Hospital

Director (Medical) Delhi/Director (Medical) Noida

Sub: Issuance of all prescribed medicine to OPD/IPD patients visiting ESIC Hospitals from ESIC Hospitals Pharmacy-reg.

Ref: ESIC Hqrs earlier instruction vide No. V-15/15/U2019-Med.I(MS) dated 22.09.2021.

Sir/Madam,

As you are aware that ESI Corporation is constantly taking various steps to improve the quality of medical care services provided to the ESI beneficiaries through its Hospital and dispensaries.

As per existing practice on drug dispensing, OPD patient's visiting ESIC Hospital should be provided medicines from Hospital OPD pharmacy.

In this regard, ESIC Hqrs is in receipt of number of grievances regularly regarding non- issuance of all prescribed medicines from OPD Pharmacy despite the availability of same in Medical Store of ESIC Hospital adding to patient agony.

All Deans/MSs of respective ESIC Hospitals are therefore directed to **ensure Indenting of all available Medicine from Hospital Store to OPD Pharmacy** for smooth and efficient delivery of medical care to ESI Beneficiary.

In view of above, you are requested to take necessary action for smooth dispensing of all prescribed medicines to ESI beneficiary from OPD Pharmacy.

This issues with the approval of Competent Authority.

Digitally signed by

Sanjiv Kochhar

Date: 04-09-2025

उप चिकित्सा अधिकारी (सर्वोपचार/प्रापण)
15:59:32

Copy for information to:

1. PPS to DG/FC/CVO/MC/IC.
2. The Regional Director, Regional Offices, ESI Corporation
3. All Branches at Hqrs Office.
4. Web site Content Manager with request to upload the same



मुख्यालय/HEADQUARTER
कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय) भारत सरकार)
EMPLOYEES' STATE INSURANCE
CORPORATION
(Ministry of Labour & Employment, Govt. of
India)



पंचदीप भवन सीआईजी मार्ग] नई दिल्ली-110002 Panchdeep
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Website: www.esic.nic.in / www.esic.in

No. V-15/15/2019-Med.I(MS)

Dated: 22.09.2021

To,

1. All Medical Superintendents,
ESIC Hospitals/Medical College Hospitals.
2. DEAN of Medical Colleges.
3. Director (Medical) Delhi/Noida

**Subject: Issue of prescribed medicine from ESIC Hospitals
pharmacy for OPD/IPD patients visiting ESIC hospitals.**

Madam/Sir,

I am directed to invite your attention to this office letter of even no. dated 22.11.2019 (**copy enclosed**) wherein instructions for smooth dispensing of medicines to ESI beneficiaries were issued. However, grievances are still being received regarding non-compliance of these instructions.

In this regard, it is reiterated that the direction issued vide letter dated 22.11.2019 are to be followed in all ESIC Hospitals.

This issues with the approval of competent authority.

Yours Sincerely

**Dr Naveen Saxena
OSD (Medical)**

Copy to:

1. WCM with request to upload the same on ESIC website.

मुख्यालय
कर्मचारी राज्य बीमा निगम
पंचदीप भवन, सी.आइ.जी.मार्ग
नई दिल्ली-110002



Headquarters
Employees' State Insurance Corporation
Panchdeep Bhawan, C.I.G. Road
New Delhi-110002

NO V-15/15/1/2019 Med I (MS)

Date: 22.11.2019

To,

1. All Medical Superintendents,
ESIC Hospitals/Medical College Hospitals.
2. Dean of Medical Colleges.
3. Director (Medical) Delhi/Noida.

Subject: Issue of all prescribed medicine to OPD/IPD patients visiting ESIC Hospitals from ESIC Hospitals Pharmacy.

Madam/Sir,

ESI Corporation is constantly taking various steps so as to improve the quality of medical care services provided to the ESI beneficiaries through its Hospital and dispensaries.

As per existing practice on drug dispensing to OPD/IPD patients visiting ESIC Hospital, patient are being sent to ESI Dispensary for collecting their medicine, which adds to the suffering of an already ill patient. In this regard, number of grievances are regularly received asking for drug dispensation from hospital itself.

In order to make provisions for smooth dispensing of medicines to IPs, the following has been approved in the 216th Standing Committee meeting held on 04th October 2019:

1. Medicines as prescribed by doctor(s) of the ESIC hospital to be issued to the patient by the hospital pharmacy itself for a period of prescribed duration, upto a maximum of 30days.
2. In case patient has been advised medicine for more than 30 days, he/she has the option to visit the dispensary for collecting prescribed medicines beyond 30 days.
3. However, if patients visits the ESIC Hospital again, he may be issued medicine again for a maximum period of 30 days.
4. The medicines should be dispensed through online Dhanwantari module of HIMS (Project Panchdeep) in the hospital and also to be recorded offline on the OPD prescription/Health Pass book of the patients.

In view of above, you are requested to take necessary action.

This issues with the approval of Competent Authority.

Yours Sincerely

आदेश
(A K Gautam) 22/11/19

Assistant Director (Med I)

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