



**HEADQUARTERS,  
EMPLOYEES' STATE INSURANCE CORPORATION  
(Ministry of Labour & Employment, Govt. of India)  
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No. N-21011/4/2022-BFT-II

Dated 22.07.2022

To,

All Regional Directors/ Sub-Regional Office in-charges

Regional Office/ Sub-Regional Office

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Subject: - Online issuing of the Regulation Certificates for cash benefits to Insured Persons.

Sir/Madam,

In the recent meeting of Regional Directors called by the Secretary (L&E) it was observed that a number of cash benefit claims were pending in Regions/Sub-Regions. It was also observed that the process of payment of the cash benefit to the Insured Person could not be made end-to-end online because the regulation certificates for cash benefits are not being issued online in ESIS dispensaries and are transferred manually to the Branch office. The Insured person is still required to submit the claim for the benefit in paper form in the branch office. It was observed that wherever the "Dhanwantari" module is being used for issuing regulation certificates for cash benefits, these certificates are being transferred to all concerned Branch Office electronically, implying that the system is in place but the implementation issues are there. The Secretary (L&E) took a very serious view of it and ordered that the process of payment of all cash benefits should be end-to-end online so that the IP can avail cash benefits without any delay.

In view of the above, it is directed that w.e.f. 01.08.2022 no regulation certificate for any cash benefit will be issued by the ESIC/ESIS dispensaries in physical form. All ESIC/ESIS dispensaries will use "Dhanwantari" module of project Panchdeep to issue the regulation certificates. If due to any reason the regulation certificate cannot be issued online then the scanned copy of the same will be forwarded to the Branch Office through e-mail by Dispensary and a physical copy will be issued to the

IP immediately. The IP will also have a choice to receive the medical/fitness certificate either in physical form or in soft copy in his/her e-mail, if he/she has one. The ESIC Branch offices will also have option to obtain the physical copy of regulation certificates from ESIC/ESIS Dispensary through branch office special messenger but the cash benefit payment will not be delayed for want of physical copy of the medical/fitness certificate.

All regional Directors/ Sub-Regional Office In-charges are requested to suitably advise the IMO in-charge of the ESIC/ESIS dispensaries falling under their respective jurisdiction for compliance of the above instructions. Any technical issues related "Dhanwantari" module or Insurance module may be informed to IT helpdesk immediately.

Work is underway for putting a mechanism in place to obtain claim request for cash benefits from Insured Persons online so that they don't have to visit ESIC Branch Office for availing cash benefit. Once this mechanism is put in place the cash benefit payment process will become end-to-end online. Separate communication will be issued for it.

This issues with approval of Director General.

Yours Faithfully

(R Gunasekaran)

Insurance Commissioner (Rev./Bft.)

Copy To: -

1. PPS to Director General/ Financial Commissioner / Chief Vigilance Officer for information.
2. Medical Commissioner (MA) with request to issue necessary instructions to all Directors, ESI Medical Services in States for directing the ESIS Dispensaries/ ESIS Hospitals to use "Dhanwantari" module for issuing regulation certificates for all benefits. Necessary communication may also be issued to ESIC Dispensaries/Hospitals for using "Dhanwantari" module for issuing Regulation certificates for benefits online.
3. Insurance Commissioner(P&A)/(PMD)/(ICT)/(NTA), Medical Commissioner (SST)/(ME)/Ayush for information.
4. Website content manager for uploading it on ESIC website.