

Ministry of Labour & Employment



ESIC Launches Centralized Online Patient Feedback System Across Hospitals and Dispensaries to Ensure Patient-Centric Healthcare

Beneficiaries can now submit direct feedback on cleanliness, staff behaviour, and medicine availability through multiple digital channels

System equipped with OTP validation, multilingual support, and real-time monitoring dashboards to instantly flag service ratings below 3 for immediate corrective action

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In a significant move to enhance service quality and ensure patient-centric healthcare delivery, the Employees' State Insurance Corporation (ESIC), under the Ministry of Labour & Employment, has successfully rolled out a comprehensive Centralized Online Patient Feedback System across all its Hospitals and Dispensaries nationwide.

This digital initiative empowers Insured Persons (IPs) and beneficiaries to seamlessly share their healthcare experiences, raise specific concerns, and provide actionable suggestions for institutional improvement. The platform is designed to capture direct citizen feedback on critical service parameters, notably the cleanliness of the facility, the behaviour of the medical staff, and the availability of requisite medicines.

Seamless Accessibility and Multilingual Support

To ensure wider participation and absolute ease of access, the system offers multiple feedback channels for the beneficiaries:

- **Automated SMS Links:** A direct feedback link is sent via SMS to the Insured Person immediately after they avail services through the ESIC HIS (Dhanwantri) Module.
- **On-Site QR Codes:** Beneficiaries can quickly share their feedback by scanning QR codes displayed on customized, multilingual posters prominently placed at all OPDs and hospital locations.
- **Web Portal:** Feedback can also be submitted directly through the official ESIC website.

The user-friendly interface requires patients to simply scan the QR code using their mobile devices, enter their IP Number, rate their experience, and submit their feedback in a matter of seconds.

Robust Technology for Transparency and Accountability

Ensuring the authenticity of the feedback mechanism, the system features real-time validation of IP details through an OTP verification process and strict mechanisms for duplicate feedback prevention. Furthermore, the feedback platform itself provides comprehensive multilingual support to effectively cater to India's diverse workforce.

Tiered Monitoring and Rapid Grievance Redressal

To translate patient feedback into immediate administrative action, the system integrates robust, role-based digital dashboards. This enables continuous, real-time performance monitoring across three distinct administrative tiers:

- Headquarters Level
- Regional Offices Level
- Local ESI Health Facilities Level

Crucially, the system is programmed to identify critical issues by automatically flagging any service ratings below 3. This automated alert mechanism ensures that relevant authorities can facilitate timely and targeted corrective actions. Additionally, the platform supports the performance ranking of all healthcare facilities, thereby promoting a culture of continuous improvement, healthy competition, and strict institutional accountability.

Reaffirming its core mission to the nation's workforce, this initiative stands as a testament to ESIC's dedication, echoing the mandate: "ESIC – Committed to Better Healthcare."

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