

Employees' State Insurance Corporation (ESIC) Upgrades IT Systems in Pursuit of Improving its Service Delivery Mechanism

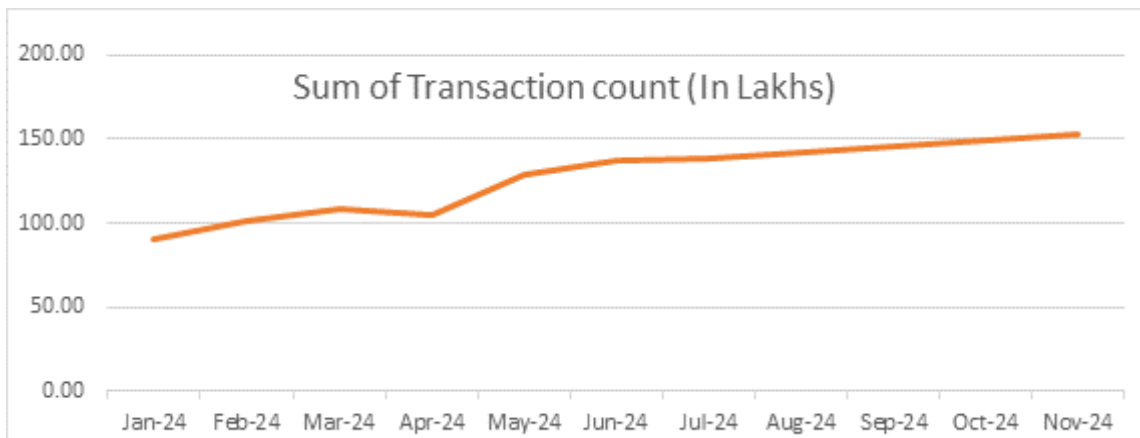
Posted On: 24 DEC 2024 12:05PM by PIB Delhi

Under the chairmanship of Dr. Mansukh Mandaviya, Union Minister for Labour & Employment and Youth Affairs & Sports, ESIC is constantly working to improve its medical services, other delivery mechanism and upgradation of IT Systems. Union Minister has been constantly monitoring the progress of the ICT delivering mechanism.

Increased Use of the Dhanwantari Application

The Dhanwantari Hospital Information System (HIS) is now being used more widely in ESIC hospitals and dispensaries, with a 40% growth in adoption, enabling healthcare providers to better manage patient care and hospital operations. The connection pool for the concurrent users of the Dhanwantari Module as well as the Insurance Module has been increased very significantly.

The ESIC's Dhanwantari Module enables the hospitals and dispensaries, with better availability of patient records, previous case history, etc. thus ensures better patient care. Total number of transactions has increased by 50% since the beginning of the current financial year and is on a linear rise. After enhancing the concurrent users 10 times in the month of September, 2024, the number of incidents reported has decreased to one third. The total number of such incidents raised is only 93 for 1.5 crore transactions.



Upgraded IT Infrastructure

ESIC has also upgraded its IT systems, including hardware, middleware, software and network systems; enabling the system to be faster, more secure and easier to use for stakeholders across all ESIC facilities. It ensures hassle free registration and deposit of contribution, thus promoting ease of doing business, as well. ESIC is moving to new environment with enhanced connectivity, security database and servers. This transition has been successfully completed on 22/12/2024. The transition is integral part of ongoing Operations and Maintenance contract with current System Integrator at total cost of Rs. 312 crores for 3 years.

Enhanced Mobile App and Appointment System

The ESIC mobile app has been improved to provide a more user-friendly experience and additional features. Online appointment bookings have seen remarkable growth, with a 200% increase from 2022 to 2023 and another 177% increase from 2023 to 2024. With these upgradations, the Employers and Insured Workers & beneficiaries will be able to experience faster system response times, enjoy seamless interactions with ESIC

services and book appointments online more easily, both in hospitals and through digital platforms.

The significant steps to modernize its IT systems reaffirms ESIC's commitment to improving healthcare services, operational efficiency and the overall experience of its beneficiaries and stakeholders.

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(Release ID: 2087517)