



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
Phone: 011-23604700 Email : dir-gen@esic.nic.in
Website : www.esic.nic.in / www.esic.in

File No. N-11012/5/2023-BFT-II-Part(1)

Date: 05.11.2024

To

All Regional Directors / Directors / SRO (I/Cs)

All Regional / Sub-Regional Offices

Employees' State Insurance Corporation

Subject: Online submission of cash benefit claims (SB and Others & Maternity Benefit Claims) by the Insured Persons through IP Portal

Sir/Madam,

Reference is invited to this office instruction dated-22.09.2022 & 02.05.2023 (copies attached) through which it was intimated that online modules for submission of maternity benefit claims and SB and other benefits claims through IP Portal have been deployed and it was requested to direct Branch Office Managers to facilitate the IPs visiting their respective Branch Offices in filing online claims so that offline/ physical claim submission can be eliminated . This directive has been reiterated by the then DGs during several zonal meetings.

Upon review of the progress of online submission of cash benefit claims during the period from Apr-24 to Aug-24(Summary sheet is attached), it has been observed that a large number of claims are still being created by Branch Offices rather than by IPs through the IP Portal, as evident by the attached Excel sheets.

Additionally, it has also come into the notice of this office that Branch Managers are seeking physical copy of Regulations Certificates and other related documents from the Insured Persons, even when claims have been submitted through online IP Portal. This undermines the purpose of providing an online claims submission facility and diminishes the effectiveness of our efforts for e-Governance.

In exceptional cases where any doubt exists, the Branch Office can always cross check with the certificates issued by the respective Dispensary/DCBO. However, the due payments should not be kept pending in all cases for seeking hard copy of certificates.

The Director General has viewed it very seriously and directed all Regional Directors/Directors/SRO (I/Cs) to take immediate action to facilitate IPs in filing their claims online to eliminate offline/physical claim submission.

Further, it is also requested to direct the Branch Office Managers under your jurisdiction not to seek physical copies of Regulations Certificates and other related documents from Insured Persons if these documents have already been submitted through the online IP Portal at the time of claim creation. If verification of any online documents is necessary, Branch Managers may contact the relevant dispensaries or hospitals directly through emails or any other modes.

Any non compliance of the above instructions will be viewed seriously.

This issues with the approval of Director General.

Yours sincerely

(Ravi Prakash, IOFS)
Additional Commissioner

Copy to:

All Zonal Insurance Commissioners - For kind information please