

MINUTES OF THE ANNUAL MEETING WITH PENSIONER'S AND FAMILY PENSIONER'S
HELD ON 30.12.2024 AT 11.00 am 3rd FLOOR, REGIONAL OFFICE, ESIC,
BANGALORE.

The Pensioners' meeting was held on 30.12.2024 at the 3rd Floor, Regional Office, ESI Corporation, Bangalore, at 11:00 AM to resolve the grievances of the Pensioners and Family Pensioners and also to discuss the improvements needed to be made in providing benefits to the Pensioners.

Sri T. Renuka Prasad, Additional Commissioner & Regional Director, Regional Office, ESIC, Bangalore, chaired the meeting.

The following representatives of Pensioners and the Officers/Officials of ESIC participated in the meeting:

- 1) Sri. B. K. Venkatesh, Patron, ESIC Pensioners' Association, Karnataka.
- 2) Sri. A. M. Ramnath, Vice President, ESIC Pensioner' Association, Karnataka.
- 3) Sri. Nanjundamurthy V, Secretary, ESIC Pensioners' Association, Karnataka.
- 4) Sri. T. Renuka Prasad, Additional Commissioner & Regional Director, Karnataka Region.
- 5) Smt. A. S. Kanithaselvi, JD(I/c), SRO, Bommasandra, Bangalore.
- 6) Sri. Arasada Kishore, JD(I/c), SRO, Peenya, Bangalore.
- 7) Sri. Mahesh Kumar Pandey, DD(RR Cell), RO, Bangalore.
- 8) Sri. Abhishek Kumar Singh, DD (Finance), RO, Bangalore.
- 9) Smt. Shraddha Verma, Asst. Director(Cash) RO, Bangalore.

At the outset, Sri. Abhishek Kumar Singh, Deputy Director, heartily welcomed all the dignitaries and ESIC pensioners and conveyed his sincere thanks for their presence at the pensioners' meeting to take up their grievances and suggestions. Further, he stated that suggestions and opinions are welcome and requested all the pensioners to share their experiences and opinions to make this meeting a great platform for interaction and for addressing grievances.

Sri. Mahesh Kumar Pandey, Deputy Director, greeted all the dignitaries and ESIC pensioners and read out the minutes of the pensioners' meeting held on 28.12.2022, along with the action taken report. The same has been confirmed.

The Pensioners' Association, Karnataka, honoured Sri. M Govindan, a pensioner of ESIC, by felicitating him in recognition of his achievement of reaching 75 years of age.

Further, an open interactive session was held with the Pensioners and ESIC Officers, and the following grievances/suggestions were raised during the session:

Sl. No.	Name of the Pensioner	Question/Grievances/Request/Suggestion	Reply/Action Taken
01	Sri. Basavaraja	Informed that he has not received the claim for medical reimbursement at RO for Rs. 530. Hence, requested to resolve the matter at the earliest.	AC&RD informed that eight bills were settled on 27.12.2024 and 28.12.2024, and two bills currently pending with Finance will be resolved as soon as possible. He expressed regret for the delay. Further, he informed that as of date, only 5 bills of pensioners are pending and directed the cash branch to settle the bills accordingly.

02	Smt. Saroja Banumurthy	<p>Informed that she recently underwent surgery at MS Ramaiah Memorial Hospital and expressed satisfaction with the arrangements provided by the corporation and thanked Sri. Anil Kumar H.A., UDC, for guiding her.</p> <p>She suggested nominating one staff member from the empanelled hospital to guide them about the complete procedure during the time of admission so that the pensioner will not face any problems or difficulties for the treatment. While scrutinizing the bills or OPD bills, sometimes doctors will write "renew after 3 months" with some tests and do not issue a letter for investigation. Requested to consider the bill.</p>	<p>AC&RD advised the Cash Branch that the Branch Officer, OS, and the staff must possess knowledge of the complete procedure, and if any pensioner faces issues with the hospital, they should seek clarification from the Cash Branch. He also informed that the pensioner can visit any hospital, whether it is empanelled or non-empanelled. For non-empanelment, he advised contacting the SMO for help, and also clarified that bills in such cases will be reimbursed as per the CGHS rate.</p> <p>AC&RD informed that if the information is included in the prescription, reimbursement will be granted and stated that a separate letter for investigation or diagnosis is not required if it is mentioned in the prescription slip itself.</p>
03	Sri. A.M. Ramnath	Suggested that every hospital should have a single point of contact where the person should be well-versed in all the relevant rules and regulations so that the pensioners can reach out directly for assistance in resolving their concerns.	AC&RD agreed to the suggestion and instructed the Cash Branch officer to reach out to all empanelled hospitals to nominate a spokesperson and to complete the compliance within a period of 15 days, along with conducting visits to each hospital.
04	Sri. O R Sridhar	Requested the status of the notional increment for the pensioner who retired on 30th June and 31st Dec.	AC&RD inquired about the status, to which Sri Abhishek Kumar Singh, DD(Admn), responded that the issue will be solved and a reply will be provided shortly.
05	Sri. Shivanna alias Shiva Shetty	Informed that he retired on 31st Aug 2024, and until now he has not received any pensionary benefits from this office.	AC&RD informed that a letter to Hqrs. has been sent and is currently awaiting a response from the Hqrs.
06	Smt. R. Meenakshi	In continuation with the previous minutes of the meeting dated 28.12.2023 (Point 04), she informed that no reply has been received from the hospital and has given one more representation for necessary action.	AC&RD informed that the case will be taken up with the concerned hospital again and will request a refund from M/s Fortis Hospital.
07	Sri. Madhu N S/o Nagaraju N	<p>Informed that his father had a brain hemorrhage and died two months ago, and during the treatment, BGS Hospital charged around Rs. 5 lakhs and received only 67,000/- as per CGHS rate.</p> <p>Sri A.M. Ramnath requested that the case be considered as emergency treatment.</p>	<p>AC&RD agreed to examine the case and asked the Cash Branch to re-process the case and verify the bill with the help of SMO.</p> <p>Further, AC&RD informed that the case is an emergency and that the pensioner can go to any hospital, whether it is empanelled, which will be cashless, or non-empanelled, which is not cashless, and such bills are reimbursable at CGHS rates.</p>
08	Sri. Kesavan	He stated that recently ESIC Hospital, K. K. Nagar, Tamil Nadu, has made a separate ward for the	AC&RD agreed to take up the matter with the hospital.

		staff and pensioners and requested that the same be done here.	Sri A.M. Ramnath informed that the number of pensioners in Tamil Nadu is four times higher than in Karnataka, and the pensioners are going to KK Nagar in huge numbers, whereas in Karnataka, by being an HDC member of ESIC Hospital, Peenyahe is aware that the number of pensioners visiting ESIC Hospital, Peenya is very low, hence making it practically impossible to manage.
09	Sri. Rajeevalochana	Requested a special ward in ESIC Hospital for the pensioners.	AC&RD agreed to take up the matter and approach the ESIC Hospitals in this regard.
10	Sri. Ravishekar	Requested Regional Office to keep the data in respect of pensioners so that there is no need to request SROs for a referral letter.	AC&RD advised all the SRO (I/c) to maintain the pensioner data in a state of readiness for whenever it is needed and agreed to collect all the information and data in r/o pensioners at RO.
11	Sri. B S Kumar	Informed that only one dental hospital is tied up and most of the treatments do not come under CGHS rates.	AC&RD informed that in Dental, many of the treatments are not reimbursable and suggested approaching ESIC Hospital, Rajajinagar. If the hospital is unable to provide the needed services, a referral letter will be issued by them. Any shortage in the fields of ENT, Dental, and Ayurveda will require making a tie-up for the pensioners and advised the cash branch to look beyond the current tie-up list and to include additional hospitals. Further, it was advised to seek help from the pensioner association in compiling a hospital list.
12	Sri. A. M. Ramanth	What is the status of the empanelling of hospitals? Informed to tie up with at least 6 or 7 big hospitals that provide good services and treatment to the patients.	AC&RD informed that the medical branch has finalized the empanelment process for 57 hospitals. With the implementation of the new referral policy, the classification of hospitals has undergone a significant transformation. A list of hospitals will be provided to the cash branch, which will soon be circulated to all the pensioners and staff. Currently, the extension has been provided until Mar-2025. AC&RD agreed to the same and requested the Pensioner Association to furnish the list of hospitals, so that this office will make an effort for the empanelment from that list.

Sri. B. K. Venkatesh, Patron, ESIC Pensioners' Association, Karnataka, greeted all the dignitaries and ESIC Pensioners present on the occasion and stated that the meeting was ideal. He thanked the AC&RD along with all the officers for their understanding and handling of the various challenges faced by the pensioners. Further, he appreciated the efforts being put in by the officers to maintain an efficient system and to promote growth in their operations and conveyed his best wishes for the New Year, 2025.

Sri. A.M. Ramnath, Vice President, ESIC Pensioners' Association, Karnataka, thanked the Regional Office administration for organizing the meeting for the pensioners, and appreciation was also extended to all the JD (I/c)s of SROs for their cooperation and

assistance. He requested a resolution to issues of pensioners in respect of medical services, with an assurance of lasting gratitude for the support.

Sri Nanjundamurthy V, Secretary, ESIC Pensioners' Association, Karnataka, greeted all the dignitaries and ESIC Pensioners present on the occasion and expressed his gratitude to the Regional Office administration for their efforts in organizing the meeting, which was conducted smoothly and effectively. He requested all the pensioners to visit only empanelled hospitals for their medical services and, if they are facing problems in securing approval letters, to contact the Cash Branch, ESIC, RO, Bengaluru for support. He further conveyed his appreciation to the AC&RD for addressing the 250 bills and requested that the notional increment of the pensioners be processed as soon as possible.

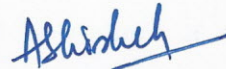
Sri. Arasada Kishore, JD(I/c), SRO, Peenya, Bangalore, greeted all the dignitaries and pensioners present at the meeting, affirming that all pensioners are welcome and that there is a commitment to address their grievances. He also mentioned that he had met a few pensioners at SRO-Peenya and encouraged them to visit SRO-Peenya for any challenges they may be facing.

Smt. A. S. Kanithaselvi, JD(I/c), SRO, Bommasandra, Bangalore, extended a warm welcome to all the dignitaries and pensioners at the meeting and stated that they are all invited to visit SRO-Bommasandra. She mentioned that pensioners have the option to communicate via an active WhatsApp group. Additionally, she mentioned the notional increment, stating that the SRO-Bommasandra office has begun its efforts in this regard. She extended her thanks to B.K. Venkatesh, Patron, ESIC Pensioners' Association, Karnataka, for his valuable guidance.

Sri. T. Renuka Prasad, Additional Commissioner & Regional Director, Karnataka Region, extended his greetings to all the dignitaries and pensioners present at the meeting and expressed his pleasure in meeting the pensioners who had worked with him. He noted that, according to the minutes from the previous meeting, out of the 17 issues raised, 10 had been resolved, and he assured that the remaining matters would be addressed at the earliest. He further advised the cash branch officer to increase monitoring of the branch and maintain regular communication with the Dealing Assistant. Only through this approach will this office be able to address the issues. Following this, he announced that the hospital extension has been done to maintain services for pensioners and staff. He advised approaching ESIC Hospitals, which are known for their quality facilities and do not deny or charge for any treatments provided.

Furthermore, he expressed gratitude to all the pensioners for their interactions. Despite providing the best services, he acknowledged certain shortcomings and extended his apologies. He assured that improvements would be made in the services and conveyed his best wishes for the New Year 2025.

The meeting concluded with a vote of thanks by Sri. Ran Singh, JTO, RO, ESIC, Bangalore.



**Deputy Director (Estt. Branch)
Regional Office, ESIC, Bangalore**