



कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय,
भारत सरकार)
Employees' State
Insurance Corporation
(Ministry of Labour &
Employment,
Govt. of India)



सुचना एवं संप्रेषण प्रौद्योगिकी प्रभाग
Information and Communication
Technology Division
मुख्यालय/Headquarters,
पंचदीप भवन, सी. आई. जी. मार्ग,
नई दिल्ली-110002
Panchdeep Bhawan, C.I.G. Marg, New
Delhi – 110002
Website: <https://esic.gov.in>

e-file: I-11015/16/2021-ICT-Part (1) (E-779767)

Dated: 15-04-2026

To,

1. Zonal Insurance Commissioner(s)/ Zonal Medical Commissioner(s)
2. Regional Directors/Directors(l/c)/Jt. Directors(l/c) of all ROs/SROs
3. Medical Superintendents of all ESIC Medical Hospitals
4. D(M) Delhi/ D(M) Noida / Director NTA
5. Dean, all ESIC Medical Colleges and Hospitals

Subject: Launch and Implementation of a centralized online Patient Feedback System for ESIC Hospitals & Dispensaries – Reg.

Sir/Madam,

This is to inform that a centralized online Patient Feedback System has been implemented for ESIC Hospitals and Dispensaries to enhance service quality and ensure patient-centric healthcare delivery.

The system enables beneficiaries to submit their feedback through multiple channels, including ESIC website, QR codes displayed at the location, and a feedback link sent via SMS to the Insured Person (IP) after availing services at ESIC facilities through HIS (Dhanwantri) Module, thereby ensuring ease of access and wider participation. The platform captures patient feedback on key service parameters such as cleanliness, staff behaviour, and availability of medicines, along with suggestions for improvement.

The system also features real-time validation of IP details through OTP, multilingual support, and duplicate feedback prevention. Further, it provides role-based dashboards for monitoring performance, identifying critical issues (ratings below 3), and facilitating timely corrective actions. The platform also supports performance ranking of healthcare facilities to promote accountability and continuous improvement.

A user role mapping facility has been implemented to enable viewing of feedback by designated Officers at the user role assignment screen in HIS (Dhanwantri) Module. This feature is accessible based on user level:

MobileAdminHQ for Headquarters Officers, **MobileAdminState** for Regional Offices, and **MobileAdminLocation** for the respective ESI Health Facilities. For any assistance in user mapping may be taken up with IT Help Desk.

All ESIC health facilities are requested to download the QR Code pertaining to their facility from ESIC website **Dashboard** → **Patient Feedback** → **Feedback Form** and display at prominent locations in Hospital/Dispensaries for obtaining feedback from patients. All ESIC health facilities are requested to customize the annexed QR code poster in multilingual format for display at their Hospital/Dispensary.

All Regional Directors (RD) and State Medical Officers (SMO) are requested to inform all Medical Superintendents (MS) of ESIS Hospitals and Nodal Officers of Dispensaries about the implementation of the Patient Feedback System and to give wide publicity. A user manual on usage of Patient Feedback System is placed at Home → Referenced Documents → Dhanwantri in ESIC Gateway portal.

This is issued with the approval of the competent authority.

Yours sincerely,

MAHESH NARALA
Deputy Director
ICT Division, ESIC Hqrs

Copy To:

1. Website Content Manager – with a request to upload the same on ESIC Hqrs website.



+ ESIC PATIENT FEEDBACK SYSTEM

Your Experience Matters!

ESIC Hospital / Dispensary

(Insert Facility Name & Location)

★ We value your experience at our OPD / Hospital

Please scan the QR code to:

- ✓ Share your **Feedback**
- ⚠ Raise a **Concern**
- 💡 Give Suggestions for Improvement



Quick & Easy Feedback

- ✓ Just scan the QR code using your mobile
- ✓ Enter your IP Number
- ✓ Rate your experience
- ✓ Submit in seconds!



ESIC – Committed to Better Healthcare

Fwd: Launch and Implementation of a centralized online Patient Feedback System for ESIC Hospitals & Dispensaries – Reg.

EDP Branch Jharkhand <edp-jh@esic.gov.in >

Regional Director JHARKHAND <rd-jharkhand@esic.gov.in >

Thu, 23 Apr 2026 12:36:04 PM +0530

To "EDP Branch Jharkhand"<edp-jh@esic.gov.in>,"SMO Jharkhand"<smo-jh@esic.gov.in>

3 Attachment(s)

Patient Feedback Circular_En...
428.5 KB

Patient Feedback Circular_hin...
1 MB

Patient Feedback System-Use...
1 MB

महोदय/महोदया,

कृपया प्राप्त ई-मेल आवश्यक कार्रवाई हेतु देखें तथा संबंधित शाखा को भेजें ।

सादर धन्यवाद

क्षेत्रीय निदेशक के वैयक्तिक सहायक
क.रा.बी. निगम, क्षेत्रीय कार्यालय, राँची।

==== Forwarded message =====

From: ANKIT RANA <ankit.rana@esic.gov.in>

To: "Insurance Commissioner ICT Hqrs"<ic-ict@esic.gov.in>, "Insurance Commissioner South Zone"<ic-southzone@esic.gov.in>, "Insurance Commissioner West Zone"<ic-westzone@esic.gov.in>, "Insurance Commissioner North Zone"<ic-northzone@esic.gov.in>, "INSURANCE COMMISSIONER"<ic-northeastzone@esic.gov.in>, "INSURANCE COMMISSIONER"<ic-eastzone@esic.gov.in>, "ESIC MS Group"<esicmsgroup@esic.gov.in>, "ESIC Deans Group"<esicdeansgroup@esic.gov.in>, "ROSROGroup"<rosrogroup@esic.gov.in>, "Director National Training Academy ESIC"<dir-nta@esic.gov.in>, "Insurance Commissioner NTA"<ic-nta@esic.gov.in>, "OSD DMD DL"<osd-dmd.dl@esic.gov.in>, "Medical Superintendent Noida"<ms-noida@esic.gov.in>, "Medical Commissioner South Zone"<mc-southzone@esic.gov.in>, "Medical Commissioner East Zone"<mc-eastzone@esic.gov.in>, "Medical CommissionerNorth Zone"<mc-northzone@esic.nic.in>, "Medical Commissioner"<mc-northeastzone@esic.gov.in>, "Medical Commissioner West Zone"<mc-westzone@esic.gov.in>, "Website Content Manager"<website@esic.gov.in>

Cc: "CTO HQ"<cto-hq@esic.gov.in>, "Jai Sharma Joint Director"<jai.sharma@esic.gov.in> ,

"MAHESH NARALA"<mahesh.narala@esic.gov.in>, "VINEET JAIN"<vineet.jain@esic.gov.in>, "rachit ranjan"<rachit.ranjan@esic.nic.in>, "VIVEK"<vivek.vivek2@esic.gov.in>, "Sumit Choudhary"<pmu-sba1.hq@support.esic.gov.in>

Date: Thu, 23 Apr 2026 12:09:36 +0530

Subject: Launch and Implementation of a centralized online Patient Feedback System for ESIC Hospitals & Dispensaries – Reg.

===== Forwarded message =====

Respected All,

With respect to the subject matter, the undersigned has been directed to convey you the following:

- This is to inform that a centralized online Patient Feedback System has been implemented for ESIC Hospitals and Dispensaries to enhance service quality and ensure patient-centric healthcare delivery.
- The system enables beneficiaries to submit their feedback through multiple channels, including ESIC website, QR codes displayed at the location, and a feedback link sent via SMS to the Insured Person (IP) after availing services at ESIC facilities through HIS (Dhanwantri) Module, thereby ensuring ease of access and wider participation.
- In view of this, please refer to the attached circulars (dated: 15.04.2026), in Hindi and English, along with the requisite User Manual, for your kind perusal and further necessary actions please.

Note to PR Branch:

- Website Content Manager is hereby requested to publish both the circulars on the ESIC main website.

This issues with approval of Director General, ESIC.

सादर धन्यवाद।

अंकित राणा
सामाजिक सुरक्षा अधिकारी
ICT शाखा
कर्मचारी राज्य बीमा निगम
मुख्यालय, नई दिल्ली