



कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)
Website: www.esic.nic.in/www.esic.in



चिकित्सा महाविद्यालय एवं अस्पताल, एन0 एच0-3,
एन0 आई0 टी0, फरीदाबाद -121001 (हरियाणा)
ESIC Medical College & Hospital, NH-3, NIT,
Faridabad-121001 (Hr.) Phone: 0129-2970111
Email: dean-faridabad@esic.nic.in

F.No: ESIC/MCH/FBD/2023/Suvidha Samagam

Date: 02.09.2024

Minutes of Meeting

The meeting of Suvidha Samagam was held in the Conference Hall of the Dean's Office on August 22nd, 2024, at 2:00 pm. Dr. A K Pandey, Dean, chaired the session. The main purpose of this assembly was to discuss important matters and address any grievances by proposing resolutions. The following members were present at the meeting:

The following members were present at the meeting:

S.no	Name	Designation
1.	Dr. A K Pandey	Dean
2.	Dr. Sandeep Kumar	Medical Superintendent
3.	Dr. Lalita Anand	Dy. Medical Superintendent
4.	Dr. Nisha Rajani	Store Nodal Officer
5.	Dr. Jaswant Singh	Adjunct Faculty
6.	Shri. Bechu Giri	Regional Board Member
7.	Shri. Baiju Singh	Employee Representative
8.	Mr. Satish Kumar	Majdoor Morcha
9.	Shri. KL Vasishtha	Member
10.	Shri Shubh Narayan Prasad	A.I.T.U.C
11.	Ashutosh Kumar Anand	Jt. Secretary, Faridabad Action Group
12.	Dr. Praveen Aggarwal	Professor (Emergency Medicine)
13.	Dr. Mukta Pujani	Professor (Pathology)
14.	Dr. Harsh Nandini	Professor, Emergency Medicine
15.	Dr. MK Sen	Professor, Respiratory Medicine
16.	Dr. Praveen Malik	Professor (Medicine)
17.	Dr. Brijesh Prasad	Professor (Orthopaedics)
18.	Dr. Neelima	Associate Professor (Obs & Gyane)
19.	Dr. Nikhil Verma	ICU (Associate Professor)
20.	Dr. Shipra Saini	Pharmacy OPD In charge
21.	Shri. Hari Singh	ANS

22.	Shri. Jai Prakash	ANS
23.	Shri. Ramesh Nath	ANS
24.	Mr. Omprakash	SNO (OPD Incharge)
25.	Ms. Anju Mishra	SNO
26.	Mr. Sanjay Kumar Bisht	JE (Civil)
27.	Mr. Ritesh Kumar	PMD
28.	Mr. Hemant Singh	Senior Pharmacist
29.	Nadir Islam	Pharmacist
30.	Ratan Lal Jat	Pharmacist
31.	Ms. Sudha Shah	Hospital Manager
32.	Pragati Rai	Hospital Manager
33.	Sanjeev Thakur	PGDA

During the meeting, following issues were discussed, leading to actions being taken by the concerned departments:

Sr. No.	Issues Discussed	Action Taken
1	Shri Parkash has submitted the grievance before the Suvidha Samagam Meeting that till date his father aged 72 year has not received drug delivery at their home.	The competent authority directed PGO to issue show cause notice to the concerned agency and also to verify the bills submitted by concerned agency so that this kind of negligencie may be avoided in future and reply of the SCN must be reflect during the extention of said tender.
2	Smt Bindu Kumari M/o IPD has submitted the grievance during the Suvidha Samagam Meeting that her patient has not received necessary medicines from the store as it has not been suplied by Local Purchase vendor i.e Speciality Pharma pvt ltd till date.	Store Nodal Officer (SNO) has conveyed that after so many followup with verbal communication the agencies/vendor has delivered the medicine and has been provided to IP. The competent aurtherity has directed SNO to issue show cause notice for the delay to the concerned agencies so that this kind of negligencies may be avoided in future & the copy of the SCN must be submitted at Public Grievance cell so that it may be produced in next suvidha samagam meeting.
3	Based on advice of Physicians, patients suffering from conditions like diabetes, asthma,	If the Consultant/Specialist/HOD/Treating Doctor are prescribing Home Blood Sugar monitoring or other parameters than the

	and high blood pressure should be provided with home-use devices such as glucometers, oximeters, nebulizers, and blood pressure monitors. Additionally, the duration for their use should be specified.	glucometer with strips and other devices are provided to IPs.
4	Department wise mapping of drugs in Dhanwantri Portal by pharmacists. Data entry operators to be trained to calculate dosage according to prescription of Drs.	Pharmacists are providing updated lists to HODs for avoiding error in prescription and training is given to data entry operators about dosage calculation & implementation of a double-check system for data verification.
5	Issue of confirming bed availability before referring patient to AIIMS or Government hospital and if the patients are referred to private hospital than the patient are referred as per their willingness of empanelled hospitals.	A letter to HQ, Medical Commissioner (Medical Services) is to be sent by office of the Dean for MoU with AIIMS & Safdarjung Hospital for reservation of beds & confirming the availability before referring the IPs. In case of private hospital a letter has been circulated from MS office regarding the referral of patient to his desired empanelled hospital. (copy enclosed)
6	Shri. Bechu Giri raised the issues regarding the availability of doctors in the Gynecology department during certain periods.	It is assured to ensure availability of doctors in future even if there is any CME or any other program.
7	A patient suffered a leg injury, received conflicting diagnoses from private and ESIC hospitals, and underwent surgery by paying & now he is claiming from ESIC.	Dr. Brijesh (Professor, Orthopaedics) justified the treatment provided to IP at ESIC MCH, Faridabad and that patient went to private hospital on his own. He said that he will further look into the issue.
8	The emergency department are not making slip & neither keeping record of every patient coming to emergency.	Dr. Harsh Nandini (Head of the emergency department) has issued direction to ensure that the slip of every patient is to be made for all patient and record of all patient visiting emergency department is maintained properly.
9	Irregularities in transferring samples from the pathology department, particularly from room no. 4.	Dr. Mukta Pujani (HOD, Pathology) was instructed to increase the number of nursing orderlies for sample handling, define roles and responsibilities, and implement a vacuum system for timely sample transfer.
10	Broken chairs in the "May I help	Mr. Omprakash, OPD Incharge, was instructed to collect the broken chairs. The

	you" waiting area.	issue has been resolved.
1	Reusing unwashed blankets for patients, raising infection control concerns.	Action has been taken by Shri. Jai Prakash (ANS) & he issued the direction to stop the practice of reusing unwashed blankets if any.
12	If the contributions (hakdari) of the IPs is required than it should be taken from the wards & registration counter only so that there is no inconvenience to patients.	Dean sir directed to discontinue the practice of asking IPs for contributions during treatment and ANS are requested to implement the decision of taking hakdari from the counter and wards only for the IPs / dependents admitted for superspeciality treatment.
13	Pharmacy counters starting at 10 AM despite heavy patient load.	Dr. Shipra (Pharmacy Incharge) stated that all counters start working from 9:15 AM but due to server issues distribution of medicine got delayed. Dean instructed external members to represent the issue at the headquarters for a solution.
14	Repeated damage to basement grills despite repairs.	A committee is formulated to inspect the basement infrastructure and necessary suggestions are implemented.
15	A concern was raised regarding the apparent neglect of suggestion boxes installed throughout the ESIC MC&H, Faridabad.	Ms. Sudha Shah, Hospital Manager, has been assigned the task of checking and reviewing all suggestion/complaint boxes on a regular basis. Now onwards she is maintaining a detailed register of all suggestions and complaints and submitting reports to the Medical Superintendent every Tuesday.
16	The pharmacy area has reported multiple instances of broken urinals, resulting in inadequate sanitary conditions for staff and potential inconvenience to visitors.	The PMD department has assessed the damage and initiated the repair work.

The next Suvidha Samagam meeting is scheduled for 12th September, 2024 at 2:00 p.m. in the Conference Hall of the Dean Office, Academic Block, ESIC Medical College and Hospital, Faridabad. All members are requested to submit the agenda at least two days before the meeting.

This issues with the approval of medical superintendent.

Lalita
5/9/24
Dr. Lalita Anand

Deputy Medical Superintendent
DEPUTY MEDICAL SUPERINTENDENT
ESIC MEDICAL COLLEGE & HOSPITAL
NH-3, NIT, Faridabad (HR.)