



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,
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Website: <https://esic.gov.in>

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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