



क.रा.बो.नि.  
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कर्मचारी राज्य बीमा निगम  
(श्रम एवं रोजगार मंत्रालय, भारतसरकार)  
Employees' State Insurance Corporation  
(Ministry of Labour & Employment, Govt. of India)



मुख्यालय/HEADQUARTER

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No. V-14/11/5/2012/Policy.

Date: 25.04.2022

To,

All Regional Directors/ SRO I/c  
Regional Offices/Sub-regional offices

**Subject: Timely settlement of medical re-imburement claim bills of Insured Persons-reg.**

Madam/Sir,

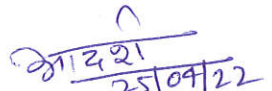
It has come to the notice of ESIC, Hqrs. Office that settlement of IPs medical re-imburement claim bills is being delayed due to various reasons.

The Competent Authority has viewed this matter very seriously and has directed that medical re-imburement claim of IPs should be settled within 30 days from receipt of the bill.

Further, in order to expedite the process, financial power has been delegated to SRO I/c of sub-regional offices, up to an amount of Rs. 50,000/-, so that bill can be scrutinized by medical referee and sanctioned by SRO I/c and paid at SRO level itself with timely electronic transfer of the reimbursement amount in the IP's bank account. While sanctioning the bill, RD/SRO (I/c) may need not to sign every page of the bill and may sign on the statement containing a list of bills with amount involved only. Henceforth, the monitoring of settlement of medical reimbursement claim will be done by Regional Director/SRO (I/c) on fortnightly basis and submit the report to medical services at email id [med2-hq@esic.nic.in](mailto:med2-hq@esic.nic.in).

This will not only help in reducing the grievances of the patients but also help in improving the image of ESIC.

This issues with the approval of Director General.

  
(A.K. Gautam)  
Assistant Director

**Copy to:**

1. All Divisional Head, ESIC Hqrs.
2. All Medical superintendents, ESIC hospitals
3. All DIMS of the concerned state.
4. WCM with request to upload on ESIC website

  
Assistant Director