



**कर्मचारी राज्य वीमा 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](http://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](mailto:dean-faridabad@esic.nic.in)

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

Date:22.01.2025

### Minutes of Meeting

- The meeting of Suvidha Samagam was held in the Conference Hall of the Dean's Office on January 9th, 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:

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. Jashwant Singh	Adjuct Faculty
5.	Shri Bechu Giri	AITUC
6.	Shri. Ashutosh Kumar Anand	Jt. Secretary, Faridabad Action Group
7.	Shri. Satish Kumar	Majdoor Morcha
8.	Shri Bishamber Singh	AITUC
9.	Shri R.N.Singh	Industrial W. Union
10.	Dr. Praveen Aggarwal	Professor, Emergency Medicine
11.	Mr. Ramesh Nath	ANS
12.	Shri. Baiju Singh	Employee Representative
13.	Shri. S.N.Prasad	AITUC
14.	Mr. Sanjay K.Rana	Joint Director
15.	Mr. Anil Yadav	Dy. Director
16.	Shri. H.L.Bhutani	Faridabad Industrial Association
17.	Mr. Amar Nath Sharma	Haryana Pharma Council
18.	Dr. Harsh Nandini	Professor, Emergency Medicine
19.	Dr. Brejesh Prasad	Professor, Orthopaedics
20.	Mr. Mahesh Sheshma	Sr. Pharmacist
21.	Mr. Madhusudan Kumawat	Sr. Pharmacist
22.	Mr. Harisingh Haritwal	ANS

23.	Shri. K.L.Vasishtha	Member
24.	Mr. Ritesh Kumar	J.E. Civil
25.	Mr. Sanjay Bisht	J.E.Civil
26.	Mr. Sanjeev Thakur	PGDA
27.	Ms. Sudha Shah	Hospital Manager

The following members were present at the meeting:

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

SR NO.	ISSUES DISCUSSED	ACTION TAKEN
1.	Members expressed concerns about the lack of coordination between the pharmacy and the store. They highlighted issues where certain medicines were available in the store but not at the pharmacy, leading to availability discrepancies.	We are actively working to resolve the issue. A dedicated store for the pharmacy is currently in progress, and the problem will be addressed once the store is officially assigned to the pharmacy.
3.	Members recommended providing bedside X-ray services for all IPD patients.	As updated by Dr. Zafar, HOD, Radiology, bedside X-rays are typically preferred only for critical or immobile patients. They involve higher radiation exposure, give suboptimal image quality, and may not be suitable for certain cases due to posture limitations. In case of other patients, the Radiology department promptly attends to IPD patients referred for imaging, prioritizing them, to

		ensure they do not have to wait in line.
4.	Members noted that while some departments have an adequate number of data operators, others are understaffed, which causes administrative challenges.	We have repeatedly highlighted the shortage of data operators to the headquarters and are awaiting a resolution through the approval of additional staff.
5.	Members highlighted that the toilets near the ICU are non-functional, requiring attendants to use facilities on other floors.	Work is in progress and is expected to be fully repaired by 31 January, 2025
6.	Members noted that the list of patients with the security guard outside the ICU only includes bed numbers, requiring visitors to inquire by bed number. They suggested that a comprehensive list with both patient names and bed numbers would be a more efficient way to handle this.	The unit in-charges of the ICU, CCU, NICU, and PICU have taken note of the concern. Additionally, the DD General has been asked to explore the feasibility of installing a patient information system to address this issue.
7.	Members appreciated the effective management of the long waiting queues at the pharmacy, which has resolved the issue. However, they noted that patients often feel frustrated and harassed due to server downtimes.	The Dean informed the members that we are in the process of transitioning to more efficient systems. This issue is common across all ESIC hospitals nationwide and is expected to be resolved with the ongoing upgrades, as communicated by the headquarters.
8.	Members expressed concerns that, at times, IPD patients are required to visit the department in person for	Members were informed that there is a policy of providing bedside referrals for IPD

inter-specialty consultations. They suggested that a bedside referral option would be more convenient for patients.	patients. However, if this has been overlooked in some cases, we will ensure greater attention to this matter.
---	--

The next Suvidha Samagam meeting is scheduled for **13<sup>th</sup> February 2025 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*  
*29/1/25*  
Dr. Lalita Anand

Deputy Medical Superintendent