

**VISIT OF SH. RATNESH KUMAR GAUTAM, INSURANCE COMMISSIONER,  
EMPLOYEES' STATE INSURANCE CORPORATION, MINISTRY OF LABOUR AND  
EMPLOYMENT, GOVERNMENT OF INDIA TO THE EMPLOYEES' STATE INSURANCE  
HOSPITAL, OKHLA ON 26<sup>TH</sup> APRIL 2025.**



Sh. Ratnesh Kumar Gautam, Insurance Commissioner, Employees' State Insurance Corporation, visited the Employees' State Insurance Hospital, Okhla on 26<sup>th</sup> April 2025. He was received by the Deputy Medical Superintendent Dr. Sanjay Vansh, Deputy Director (General) Sh. Sushil Saini, Assistant Director (Administration) Sh. Rahul Raj and Senior Officers of the Hospital.

The Insurance Commissioner then undertook elaborate rounds of the Hospital. The Deputy Medical Superintendent and Senior Officials accompanied him. The Deputy Medical Superintendent showcased the well designed and well-maintained Casualty Block of the Hospital. The Deputy Medical Superintendent explained the patient flow through the **MAY I HELP YOU** desk to the Triage Room, the CMO room and the Casualty wards. He also detailed about the new OTs, NICU and ICU and the bed availability in these facilities. The Insurance Commissioner personally enquired with the patient attendants in Casualty. He interacted with the patients and staff and was concerned about the heavy foot fall in the Hospital where the total sanctioned strength of 500 beds is not operational.

The Deputy Director (General) briefed him about the Hospital construction and the pending works. He pointed out the stalled works of the old building block and the difficulties being faced in delivery of services. He was shown how the wards are used for office work and Medical Stores till construction activities are completed. In the Wards, he took keen interest in the treatment protocols and progress of individual patients. The Insurance Commissioner personally spoke to the patients their relatives and the staff members to have firsthand knowledge of the facilities being offered. He expressed great satisfaction at the positive responses from all sides The Deputy Medical Superintendent informed about the various new locations where services from the old buildings was being relocated shortly. He explained how services will be affected and the areas which will become inaccessible due to the closing down of the Old Building Block.



The Deputy Medical Superintendent provided details of the special initiatives and identified fortnightly/weekly programs with special emphasis being given to the same. He detailed the empathetic and caring attitude of the Hospital staff. He also outlined all the difficulties being faced in running the services and in executing any plans for expansion of services due to infrastructural constraints.

In the basement, the Insurance Commissioner saw the areas of the Substation and designated areas for the CT and MRI Facility. He drew urgent attention to the seepage of water into the basement of the new building block. He expressed dismay at the water seepage issue and enquired about the possible solutions. The Deputy Director (General) and Assistant Director (Administration) explained the steps already taken and the plans to alleviate the problem.



The Insurance Commissioner then focused on the Residential Block. The Deputy Director (General) also informed that the Residential colony has 104 flats which have been vacated after they were declared unsafe and will be demolished soon. He also discussed the following pending issues:

1. ETP and STP
2. Landfill Areas
3. Vertical Garden
4. DJB Tank Water Seepage
5. Handing over of new OT and Goods lift
6. Handing over of constructed areas.
7. Payments to Contractual Doctors and Paramedical and Nursing Staff.



The Deputy Medical Superintendent expressed sincere gratitude to the Insurance Commissioner for his visit and presented a potted plant.

The Deputy Medical Superintendent and Hospital team saw off the Insurance Commissioner.