ANNEXURE - I

A STUDY ON THE WORKING OF
THE EMPLOYEES’ STATE INSURANCE CORPORATION
(Interview schedule for employers of the enterprises covered under the ESI Act)

1 Sampling details
1.1 Sl.No
1.2 Zone
   ☐ South ☐ Central ☐ North
1.3 Branch office:
1.4 Category
   ☐ Factory ☐ Establishment

2 Profile of the institution
2.1 Please specify the type of the organisation of your institution-
   ☐ Sole proprietorship ☐ Partnership
   ☐ Pvt.Ltd Company ☐ Public Ltd Company
   ☐ Government Company ☐ Co-operative Society
   ☐ Others (Please specify)
2.2 Number of years of functioning-
   ☐ Below 5 years ☐ 5 – 10 years
   ☐ 10 – 20 years ☐ Above 20 years
2.3 Number of insured persons-
   ☐ 10 – 50 ☐ 50 – 100
   ☐ 100 – 150 ☐ Above 150

3 Effectiveness of the ESI benefits
3.1 Are you aware of the benefits provided by the Corporation under the ESI Scheme?
   ☐ Fully aware ☐ Partially aware ☐ Not at all aware
3.2 If you are aware of ESI benefits, fully or partially, please specify the source of awareness-
   ☐ Brochures/circulars/Notices etc. of the Corporation
   ☐ Officials of the ESIC ☐ Newspaper
   ☐ TV/Radio ☐ Others (Please specify)
3.3 Are you satisfied with the measures taken by the Corporation for providing information on the ESI Scheme?
   ☐ Extremely satisfied ☐ Satisfied
   ☐ Not satisfied ☐ Not at all satisfied
   ☐ No opinion
3.4 Are you aware of the formalities for claiming various benefits provided by the Corporation under the ESI scheme?
- Fully aware
- Partially aware
- Not at all aware

4. Assessment of the working of the machinery of the Corporation
4.1 What about the attitude of the Inspectorate personnel towards you?
- Co-operative
- Indifferent
- Hostile
- No opinion

4.2 Are you satisfied with the working of the Inspectorate of the Corporation?
- Extremely satisfied
- Satisfied
- Not satisfied
- Not at all satisfied
- No opinion

4.3 If you are not satisfied, please specify the reason-
- Frequent visit
- Hostile and indifferent attitude
- Other reasons (Please specify)

4.4 What about the attitude of the Revenue Recovery personnel towards you?
- Co-operative
- Indifferent
- Hostile
- No opinion

4.5 Are you satisfied with the working of the Revenue Recovery Machinery of the Corporation?
- Extremely satisfied
- Satisfied
- Not satisfied
- Not at all satisfied
- No opinion

4.6 If you are not satisfied, please specify the reason-
- Frequent visit
- Hostile and indifferent attitude
- Other reasons (Please specify)

4.7 Are you aware of Employees Insurance Courts for settling the disputes arising under the provisions of the ESI Act?
- Aware
- Not aware

4.8 Have you filed any case in Employees Insurance Courts?
- Yes
- No

4.9 If yes, is there any delay in settling the disputes in the Employees’ Insurance Courts?
- Very high delay
- High delay
- Moderate delay
- No delay
- No opinion

4.10 Are you satisfied with the working of the Employees Insurance Courts for settling the disputes arising under the provisions of the ESI Act?
- Extremely satisfied
- Satisfied
- Not satisfied
- Not at all satisfied
- No opinion

4.11 If you are not satisfied, please specify the reason-
- High delay
- Other reasons (Please specify)

4.12 Are you aware of the Grievances Redress Cell of the Corporation?
- Aware
- Not aware
4.13 In any time, have you lodged any of your grievances to the Grievances Redress Cell of the Corporation?
☐ Yes ☐ No

4.14 If yes, is there any delay in the disposal of the grievance?
☐ Very high delay ☐ High delay
☐ Moderate delay ☐ No delay ☐ No opinion

4.15 Are you satisfied with the working of the Grievances Redress Cell of the Corporation?
☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
☐ Not at all satisfied ☐ No opinion

4.16 If you are not satisfied, please specify the reason-
☐ Non-response ☐ Delay ☐ Other reasons (Please specify)

5 Please give suggestions, if any, to improve the working of the ESI Corporation.
ANNEXURE-II

A STUDY ON THE WORKING OF
THE EMPLOYEES’ STATE INSURANCE CORPORATION
(Interview schedule for Insured Persons under the ESI Scheme)

1. **Sampling details**
   1.1 Sl.No
   1.2 Zone-
      - □ Southern
      - □ Central
      - □ Northern
   1.3 Branch office
   1.4 Category
      - □ Factory
      - □ Establishment

2. **Personal profile**
   2.1 Sex -
      - □ M
      - □ F
   2.2 Age-
      - □ Below 25 years
      - □ 25-35
      - □ 35-45
   2.3 Education-
      - □ Illiterate
      - □ Below SSLC
      - □ SSLC
      - □ Degree
      - □ PG
      - □ Technical/Diploma
   2.4 Marital status-
      - □ Single
      - □ Married
   2.5 Number of dependents-
      - □ Less than 2
      - □ 2 – 4
      - □ 4 - 6
      - □ Above 6
   2.6 Place of residence-
      - □ Urban
      - □ Semi-urban
      - □ Rural
   2.7 Nature of employment-
      - □ Casual
      - □ Temporary
      - □ Permanent
   2.8 Period of service-
      - □ Less than 1 year
      - □ 1-10 years
      - □ 10-20 years
   2.9 Nature of pay-
      - □ Daily wages
      - □ Monthly salary
   2.10 Monthly income from employment-
      - □ Less than Rs 2000
      - □ Rs 2000-4000
      - □ Rs 4000-6000
      - □ Rs 6000-7500
3 Effectiveness of the ESI benefits

3.1 Are you aware of the benefits provided by the Corporation under the ESI Scheme?
   - Fully aware
   - Partially aware
   - Not at all aware

3.2 If you are aware of ESI benefits, fully or partially, please specify the source of awareness-
   - Brochures/circulars/Notices etc. of the Corporation
   - ESIC officials
   - Trade Union officials
   - Coworkers/friends
   - Newspaper
   - TV/Radio
   - Others

3.3 Do you get regularly the informative material on ESI Scheme published by the Corporation?
   - Yes
   - No

3.4 If yes, in which language do you get the material?
   - English
   - Hindi
   - Malayalam
   - Others

3.5 Are you satisfied with the measures taken by the Corporation for providing information on the ESI Scheme?
   - Extremely satisfied
   - Satisfied
   - Not satisfied
   - Not at all satisfied
   - No opinion

3.6 Are you aware of the formalities for claiming various benefits provided by the Corporation under the ESI scheme?
   - Fully aware
   - Partially aware
   - Not at all aware

3.7 Where do you prefer to go when you are sick?
   - ESI Dispensary
   - Govt.Hospital
   - Pvt.Hospital
   - Others (Please specify)

3.8 If you prefer ESI Dispensary, please specify the reason-
   - Good treatment
   - Free medical care
   - Convenience to go
   - Medical certification

3.9 If you don’t prefer ESI dispensary, please specify the reason-
   - Lack of doctors
   - Lack of medicines and other facilities for treatment
   - Lack of confidence
   - Other reasons

3.10 In any time, have you got the treatment from ESI dispensary?
   - Yes
   - No

3.11 If yes, are you satisfied with the following services/facilities provided in ESI dispensary for medical care?
   1) Services of the doctors
      - Extremely satisfied
      - Satisfied
      - Not satisfied
      - Not at all satisfied
      - No opinion
<table>
<thead>
<tr>
<th>2) Drugs and dressings</th>
<th>□ Extremely satisfied</th>
<th>□ Satisfied</th>
<th>□ Not satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□ Not at all satisfied</td>
<td>□ No opinion</td>
<td></td>
</tr>
<tr>
<td>3) Standard of drugs</td>
<td>□ Extremely satisfied</td>
<td>□ Satisfied</td>
<td>□ Not satisfied</td>
</tr>
<tr>
<td></td>
<td>□ Not at all satisfied</td>
<td>□ No opinion</td>
<td></td>
</tr>
<tr>
<td>4) Laboratory tests</td>
<td>□ Extremely satisfied</td>
<td>□ Satisfied</td>
<td>□ Not satisfied</td>
</tr>
<tr>
<td></td>
<td>□ Not at all satisfied</td>
<td>□ No opinion</td>
<td></td>
</tr>
<tr>
<td>5) System of medicine</td>
<td>□ Extremely satisfied</td>
<td>□ Satisfied</td>
<td>□ Not satisfied</td>
</tr>
<tr>
<td></td>
<td>□ Not at all satisfied</td>
<td>□ No opinion</td>
<td></td>
</tr>
<tr>
<td>6) Family welfare</td>
<td>□ Extremely satisfied</td>
<td>□ Satisfied</td>
<td>□ Not satisfied</td>
</tr>
<tr>
<td></td>
<td>□ Not at all satisfied</td>
<td>□ No opinion</td>
<td></td>
</tr>
<tr>
<td>7) Health improvement</td>
<td>□ Extremely satisfied</td>
<td>□ Satisfied</td>
<td>□ Not satisfied</td>
</tr>
<tr>
<td></td>
<td>□ Not at all satisfied</td>
<td>□ No opinion</td>
<td></td>
</tr>
</tbody>
</table>

3.12 In any time, have you referred to ESI hospital for further treatment?
□ Yes □ No

3.13 If yes, have you taken further treatment from the ESI hospital?
□ Yes □ No

3.14 If No, please specify the reason -
□ Lack of good doctors
□ Lack of medicines and other facilities for treatment
□ Inconvenience to go □ Lack of confidence □ other reasons

3.15 If yes, are you satisfied with the following services/facilities provided in ESI hospital for medical care?

1) Services of the doctors
□ Extremely satisfied □ Satisfied □ Not satisfied
□ Not at all satisfied □ No opinion

2) Drugs and dressings
□ Extremely satisfied □ Satisfied □ Not satisfied
□ Not at all satisfied □ No opinion

3) Standard of drugs
□ Extremely satisfied □ Satisfied □ Not satisfied
□ Not at all satisfied □ No opinion

4) Laboratory tests
□ Extremely satisfied □ Satisfied □ Not satisfied
□ Not at all satisfied □ No opinion
5) System of medicine
☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
☐ Not at all satisfied ☐ No opinion

6) Specialists’ service
☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
☐ Not at all satisfied ☐ No opinion

7) In-patient treatment
☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
☐ Not at all satisfied ☐ No opinion

8) Family welfare
☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
☐ Not at all satisfied ☐ No opinion

9) Health improvement
☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
☐ Not at all satisfied ☐ No opinion

3.16 Will you continue after retirement in the Medical Benefit Scheme of the Corporation, which extends medical cover to the retired persons and their spouses on pre-payment of a nominal contribution of Rs.120 per annum, per couple?
☐ Yes ☐ No

3.17 If No, please specify the reason-
☐ Poor medical care
☐ High amount of contribution
☐ Poor attention after retirement
☐ Other reasons (Please specify)

3.18 In any time, have you availed of the sickness benefit provided by the Corporation under the ESI Scheme?
☐ Yes ☐ No

3.19 If No, please specify the reason-
☐ Not applied ☐ Not eligible
☐ Not required ☐ Not sanctioned
☐ Other reasons (Please specify)

3.20 In any time, have you availed of the maternity benefit provided by the Corporation under the ESI Scheme?
☐ Yes ☐ No

3.21 If No, please specify the reason-
☐ Not applied ☐ Not eligible
☐ Not required ☐ Not sanctioned
☐ Other reasons (Please specify)

3.22 In any time, have you availed of the disablement benefit provided by the Corporation under the ESI Scheme?
☐ Yes ☐ No
3.23 If you have not availed of disablement benefit so far, please specify the reason:
☐ Not applied       ☐ Not eligible
☐ Not required      ☐ Not sanctioned
☐ Other reasons (Please specify)

3.24 In any time, have you availed of other benefits provided by the Corporation under the ESI Scheme?
☐ Yes             ☐ No

3.25 If you have not availed of other benefits so far, please specify the reason:
☐ Not applied       ☐ Not eligible
☐ Not required      ☐ Not sanctioned
☐ Other reasons (Please specify)

3.26 Are you satisfied with the amount of the following cash benefits provided by the Corporation under the ESI Scheme?
   1) Sickness benefit
      ☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
      ☐ Not at all satisfied ☐ No opinion
   2) Maternity benefit
      ☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
      ☐ Not at all satisfied ☐ No opinion
   3) Disablement benefit
      ☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
      ☐ Not at all satisfied ☐ No opinion
   4) Other benefits
      ☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
      ☐ Not at all satisfied ☐ No opinion

3.27 Is there any delay in getting the payment of the following cash benefits from the Corporation?
   1) Sickness benefit
      ☐ Very high delay ☐ High delay ☐ Moderate delay
      ☐ No delay ☐ No opinion
   2) Maternity benefit
      ☐ Very high delay ☐ High delay ☐ Moderate delay
      ☐ No delay ☐ No opinion
   3) Disablement benefit
      ☐ Very high delay ☐ High delay ☐ Moderate delay
      ☐ No delay ☐ No opinion
   4) Other benefits
      ☐ Very high delay ☐ High delay ☐ Moderate delay
      ☐ No delay ☐ No opinion
3.28 Are you satisfied with the services of the administrative staff for claiming the following cash benefits?
1) Sickness benefit
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion
2) Maternity benefit
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion
3) Disablement benefit
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion
4) Other benefits
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion

3.29 Are you satisfied with the services of the employer for claiming the following cash benefits from the Corporation?
1) Sickness benefit
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion
2) Maternity benefit
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion
3) Disablement benefit
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion
4) Other benefits
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion

4 Assessment of the working of the machinery of the Corporation
4.1 Are you aware of the Employees’ Insurance Courts for settling the disputes arising under the provisions of the ESI Act?
☐ Aware  ☐ Not aware

4.2 Have you filed any case in Employees’ Insurance Court?
☐ Yes  ☐ No

4.3 If yes, is there any delay in settling the disputes in the Employees’ Insurance Courts?
☐ Very high delay  ☐ High delay  ☐ Moderate delay
☐ No delay  ☐ No opinion

4.4 Are you satisfied with the working of the Employees’ Insurance Courts for settling the disputes arising under the provisions of the ESI Act?
☐ Extremely satisfied  ☐ Satisfied  ☐ Not satisfied
☐ Not at all satisfied  ☐ No opinion
4.5 Are you aware of the Grievances Redress Cell of the Corporation?
☐ Aware ☐ Not aware

4.6 In any time, have you lodged any of your grievances to the Grievances Redress Cell of the Corporation?
☐ Yes ☐ No

4.7 If yes, is there any delay in the disposal of the grievance?
☐ Very high delay ☐ High delay ☐ Moderate delay
☐ No delay ☐ No opinion

4.8 Are you satisfied with the working of the Grievances Redress Cell of the Corporation?
☐ Extremely satisfied ☐ Satisfied ☐ Not satisfied
☐ Not at all satisfied ☐ No opinion

4.9 If you are not satisfied, please specify the reason-
☐ Non-response ☐ Delay
☐ Other reasons (Please specify)

5 Please give suggestions, if any, to improve the working of the ESI Corporation.