

Ministry of Labour &amp; Employment



## ESIC bags 4 certificates of merit in different categories at Regional Social Security Forum for Asia and the Pacific (RSSF Asia-Pacific) event of International Social Security Association (ISSA) at Riyadh, Saudi Arabia

ESIC's achievements acknowledged on the international platform, underscoring its role as a leader in the field of social security within Asia and the Pacific region

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The Employees' State Insurance Corporation (ESIC) has been awarded one certificate of merit with special mention from the jury for its mobile application (Ask An Appointment - AAA+) and three certificates of merit for Occupational Accident and Disease, Sustainable Investment and System Resilience at the Regional Social Security Forum for Asia and the Pacific (RSSF Asia-Pacific), organized by the International Social Security Association (ISSA) in Riyadh, Saudi Arabia on 03.12.2024. The awards were received by Shri Ashok Kumar Singh, Director General, ESIC on behalf of the corporation.



The awards, presented at the event attended by key stakeholders in the global social security community, were conferred upon ESIC for excellence in its services deliveries on varied genres of social security benefits. These accolades highlight ESIC's commitment to innovation, efficiency, and social inclusion in providing healthcare and social security services to India's working population. This recognition further strengthens ESIC's international standing and reinforces its dedication to sharing best practices and enhancing the effectiveness of social security systems globally.

### **AAA+ (Ask An Appointment Mobile App)**

The **ESIC 'Ask an Appointment' AAA+** mobile app, available on both Android and iOS, serves insured persons, beneficiaries, staff, and ESI pensioners, and is accessible in 8 languages, including English, Hindi, and six regional languages. Designed to streamline healthcare services, the app allows users to book online appointments, check in without waiting in queues, and access their e-Health records. Over the past two years, new features have been added, such as Aadhaar seeding for beneficiaries, home sample collection requests, and eligibility checks for various ESI benefits. Additionally, prescriptions are prioritized at pharmacy counters, ensuring efficient service for AAA+ appointments.

### **About ISSA**

The International Social Security Association was founded in 1927, under the auspices of the International Labour Organization (ILO), Geneva. It is the principal international organisation for social security organisations, governments and departments of social security. It promotes excellence in social security administration through professional guidelines, expert knowledge, services and support to enable its members to develop dynamic social security systems. RSSF Asia-

Pacific, an annual international gathering organized by the ISSA, is a key platform for discussing and exchanging knowledge on social security issues in the region. It aims to enhance cooperation and expertise exchange between social security organizations in the Asia-Pacific region.

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### **Himanshu Pathak**

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