



**EMPLOYEES' STATE INSURANCE CORPORATION**

PANCHDEEP BHAWAN: CIG MARG: NEW DELHI-110002

**Prabhat C Chaturvedi**  
**Director General**

**D.O. No.: G-32/11/6/50/09-ISD**

**Dated: the 16 April, 2009**

In the last few years the nature of tasks being performed by ESIC have become increasingly complex. We have expanded our reach and the complexity of operations has increased manifold. In the coming years, the functions that will be performed by the Corporation would become more and more diverse and expectations of our IPs are bound to increase. Besides upgrading and implementing the existing functions, we are also entering into new areas like medical education. In these circumstances we have to leverage information technology to ensure that delivery standards are continually upgraded and complexities of managing a large and diverse Organisation like ours are properly addressed.

2. I am happy to inform that recently **ESIC has awarded a contract for IT enablement Project titled as Project "Panchdeep" to M/S WIPRO** who shall be the System Integrator (SI) for this Project on BOOT (Build, Own Operate, and Transfer) model. In this model the ESIC would not initially invest in hardware / software / Networking / Data centre etc. but the SI has to make all the investments for completing the Project. Overall responsibility of designing, sizing and successful implementation of the Project, which, perhaps, is one of the largest project of this type to be undertaken in the country, also lies with the selected SI. Payments to the Vendor will start after successful roll out of services at all locations and will be completed in 20 quarterly installments, subject to stringent Service Level Agreement, over a period of five years. Time lines laid down are very strict and the roll out shall commence from August, 2010. I would like to emphasize that the timelines for the roll out has to be adhered to at all cost and it is the responsibility of all the officers, doctors and staff of the Corporation and the State Govts. to ensure that Project "Panchdeep" is a grand success. A brief note on IT enablement Services in ESI Institutions highlighting the important features is enclosed.

3. The State ESI Institutions are the cutting edge of our delivery system. Project "Panchdeep" can succeed only with the cooperation and support of the State Governments. With a view to familiarize your Doctors and officers about the Project, we are proposing to hold 4 or 5 Zone wise conferences shortly. It will give me immense pleasure if you also can find time to attend the proposed Conference. The detailed programme in this regard shall be communicated shortly. ESIC shall be making the necessary arrangements for lodging and boarding of all the participants.

4. M/s. WIPRO have already started work on the Project. To facilitate interaction between ESIC and System Integrator we have nominated Single Point of Contact (SPOC) in each region. I shall be grateful if you can quickly nominate your State Directors as the Single Point of Contact (SPOC) to ensure smooth interaction with the System Integrator (SI). The SPOC will facilitate and provide full assistance including details relating to locations of the Offices and their jurisdiction and any other requirements to the SI. The name of the officer nominated as SPOC may kindly be sent to Director (Systems) at Employees' State Insurance Corporation, Hqrs. Office, Panchdeep Bhawan, CIG Marg, New Delhi-2 at the earliest. In addition I would also request that the information in the format enclosed giving details of all the ESI Institutions in

your State may also be sent to Director (Systems) at ESIC Hqrs. Office. The soft copy (.xls format) of the same can be sent at [dir-sys@esic.nic.in](mailto:dir-sys@esic.nic.in) with a copy to [jd-sys@esic.nic.in](mailto:jd-sys@esic.nic.in)

5. In conclusion I would once again like to emphasize that the success of Project "Panchdeep" depends upon the whole hearted involvement of all the stakeholders especially the States, since a significant part of the health care is handled by them directly. If there are any questions or observations regarding this Project, please feel free to contact me or Mr. Rajiv Datt, Financial Commissioner (Telephone No. 23235194), ESIC.

Yours Sincerely

Encl. As above.

sd/-

(Prabhat C Chaturvedi)

To

**The Principal Secretary (Labour)**

**Copy to:**

1. **The Director, ESI Scheme.**
2. **FC/IC/MC/AC(P&A)/CE ESIC Hqrs. Office, New Delhi.**
3. **All Regional Directors, JD I/C SROs, SSMCs, SMCs, Medical Superintendents of ESI Hospitals, Directorates (Medical) Delhi / Noida/Chennai.**
4. **M/S WIPRO Infosystems Ltd.**

sd/-  
Director (Systems)

## **Brief Note on IT enablement in ESIC Institutions**

In order to speed up the process of computerisation in ESIC, in 139<sup>th</sup> Meeting, ESI Corporation has approved the following course of action:-

- a. Appointment, through tender, of a reputed Consultant to do comprehensive study of the working of ESIC and suggest an IT enablement Enterprise Resource Planning (ERP) solution keeping in view the work already done by NIC.
- b. Implementation of the IT enablement plan / ERP solutions in ESIC in a time bound manner as per study / suggestions of Technical Consultant.

Due to delay in execution of the project by NIC, ESIC decided to engage Technical Consultant for speeding up computerisation and e-governance through ERP, which process is going on. Based on open tender Technical Consultant was engaged in December, 2007 in line with the decision of the Corporation.

The scope of ERP solution was broadly kept as follows:-

- Better delivery of services at ESI Branch Offices, Regional Offices, Dispensaries and Hospitals.
- Services anywhere at any ESI institution.
- Online registration of Employers and Insured Persons, payments of contributions, various status information, etc. for users.
- Capacity building of employees of ESIC.
- Integrated MIS, monitoring at various levels.
- Networking of all the offices, dispensaries and hospitals.
- Better interfacing facilities to beneficiaries of the scheme through portals of ESIC website.
- Integrated data centre of ESIC with a disaster recovery site at geographically different location (DC at Delhi and DRC at Hyderabad).
- Dispensary Management System
- Hospital Management System
- MIS and Office Administration Modules.

Technical Consultants have studied the processes and functions of the organisation and submitted Inception-cum-Project Report which has been reviewed by a Group formed for support to consultants on domain knowledge, under overall guidance of a Steering Committee, which is overseeing the progress of the work. The study covers functional areas relating to ESIC, viz. Hqrs. Office, Regional Office, Branch Office, Hospital, Dispensary, Directorate, Medical Stores, etc. with a view to

prepare a roadmap for implementation of comprehensive ERP solution for ESIC. The Inception-cum-Project Report was finalized followed by submission of RFP for engagement of Systems Developer – cum - Integrator.

**Tender for ERP:-**

We have named the IT Roll Out Plan as "Project Panchdeep" having five main components:-

Pragati	All services related to ERP modules
Pashan	All services related to hardware for data center, disaster recovery, desktops/ PCs/laptops and middleware
Pehchan	All services related to issues pertaining to identification, authentication and verification.
Dhanvantri	All services related to the hospital and dispensary
Milap	All services related to provision of networking and bandwidth.

After calling global bids, the task of implementing project Panchdeep has been assigned to M/s WIPRO. Letter of Intent has been issued to M/s. WIPRO on 12-02-2009 and formal contract between ESIC and M/s. WIPRO has been signed on 06-03-2009. Since IT Roll out Plan of ESIC is not only a very big project but also very complex, it was decided to adopt BOOT (Build, Own Operate, and Transfer) model for implementation of complete ERP Solutions in which overall responsibility of designing, sizing and successful implementation of the Project lies with the selected Vendor. In this model the ESIC would not be required to invest on hardware/software/ Networking/Data centre etc. but the vendor has to invest for completing the Project and payment to Vendor will be released after successful roll out of services at all locations in 20 quarterly installments subject to stringent Service Level Agreement over a period of five years. At the end of agreed period, the entire infrastructure consisting of hardware, software and all related components will stand transferred to the ownership of ESIC in toto. The ESIC personnel trained by the agency, in the meanwhile, would be completely prepared to take over the operations at that point of time, ensuring smooth transition.

Project "Panchdeep" is a very important project and strict time lines are to be followed since non completion of Project in time will amount to levy of penalty which goes upto Rs. 50 lakhs per day. The Project "Panchdeep" includes the work relating to issue of two identification cards to IP (one for IP and one for his family) for availing

of cash and medical benefit from any institutions of ESIC at any place. As per present data the number of IPs is more than one crore therefore WIPRO has to issue over two crore cards during the implementation period i.e. 18 months from February 2009. All data relating to preparation of cards/preparation of data base of IPs and employers is to be provided by the Concerned Regional Directors. However, preparation of database subject to validation of data by ESIC will be done by WIPRO. All Regional Directors, JD In-charge, SROs, SSMCs, SMCs, Medical Superintendents of ESI Hospitals Directorates (Medical) Delhi/NOIDA/Chennai and State Directors will personally facilitate and provide full assistance as far as details relating to offices in their jurisdiction with full address and telephone Nos., No. of users/Dealing Assistants in each Office and other requirements if any, as asked by WIPRO at the time of installation of hardware, networking etc. WIPRO and ESIC have identified Project Directors and application development work too has started. Accordingly Single Point of Contract (SPOC) from the Domain Support Group for preparation of Application development and testing of the software with test data too have been identified.

To make this Project "Panchdeep" successful, all Officers/Staff of ESIC are requested to give out their best and make sure that timelines are strictly adhered.

Name of Office-----(Directorate/ Hospital/Dispensary etc.)

S. No.	Office Type	Address	PIN	PHONE with STD Code	No. of Users	No. of Power Points Available	No. of Computers	No. of Printers
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## EMPLOYEES' STATE INSURANCE CORPORATION

PANCHDEEP BHAWAN CIG ROAD, NEW DELHI.

[www.esic.nic.in](http://www.esic.nic.in)

DO No.: G-32/11/6/50/09-ISD(SI.II)

Dated : 13<sup>th</sup> May 2009

May kindly refer to my earlier letter of even number dated 16<sup>th</sup> April 2009 wherein I had communicated ESIC's initiative for a comprehensive IT Roll Out Plan entitled Project "Panchdeep".

M/s. WIPRO has already commenced the work for implementing the Project and the timelines laid down for completion are extremely tight. The successful implementation of the Project require whole hearted cooperation and involvement of State Governments. We are, therefore, convening a meeting of Principal Secretaries of Health/Labour and Directors of the ESI Scheme of all the State Govts/UTs to discuss various issues relating to implementation of Project "Panchdeep". The meeting will be held on 30<sup>th</sup> May, 2009 at 10:00 A.M. in Hall No. 4, Vigyan Bhawan, Maulana Azad Road, New Delhi - 110001.

I would like to invite you and the Director ESI Scheme of your State to attend this very important meeting. I would request that the confirmation of participation may be sent, preferably through e-mail ([dir-sys@esic.nic.in](mailto:dir-sys@esic.nic.in)), so that passes can be arranged for the entry into Vigyan Bhawan.

Yours sincerely,

(Prabhat C. Chaturvedi)

To All Principal Secretaries.

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my  
13/5/09

dc



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Yours sincerely,

**(Prabhat C. Chaturvedi)**

**To all the State Directors, (ESI Scheme)**

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