



**EMPLOYEES' STATE INSURANCE CORPORATION**  
**PANCHDEEP BHAWAN: CIG MARG: NEW DELHI-110002**

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

Dated: the **31<sup>st</sup> March, 2009**

To

**The Principal Secretary/Secretary,  
All State Govts., (Labour/ESI)**

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**All Directors,  
ESI Scheme, All State Govt.,**

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**All Medical Superintendents,  
ESI Hospital**

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**All SSMCs/All RDs/ Joint Director In-charge,**

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**Subject: ESIC's IT enablement Project Panchdeep - reg.**

1. 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 is properly addressed.

2. I am happy to inform that recently a contract for IT enablement Project titled as Project "Panchdeep" of ESIC has been awarded to M/S WIPRO who shall be the System Integrator (SI) for this Project. M/S WIPRO have the complete responsibility for planning and executing this e-governance project which, perhaps, is one of the largest project of this type to be undertaken in the country. Since IT Roll out Plan of ESIC is not only a very big project but also very complex and therefore it was decided to adopt BOOT (Build Own Operate and Transfer) Model for implementation of complete ERP Solutions. Time lines laid down are very strict and the roll out shall commence from August, 2010. I would like to emphasis that the timelines for the roll out has to be adhered at all cost and it is the responsibility of all the officers, doctors and staff of the Corporation and of State Govt. to ensure that Project "Panchdeep" is a grand success. A brief note on IT enablement Services in ESIC Institutions highlighting the important features enclosed.

5. With a view to familiarize all our Field Institutions, it is proposed to hold four Zone-wise Conferences shortly. In this Conference besides details of the concept, the requirements of the Project and expectations from Controlling Officers of Field Institutions will also be shared and discussed. Matters relating to availability and requirement of infrastructure may, therefore, be discussed, listed out and sent as Agenda Items for the said Conference. This may includes structural soundness of buildings and structures and improvements required, if any. The venue and date of the Conference will be informed accordingly.

6. All the expenditure involved in the Zonal Conferences will be borne by ESIC.

6. **I would request all the participants Officers to come with the required inputs for their areas of operation as may be felt necessary for making the Project successful.**

This issues with the approval of Director General.

Yours faithfully,

**(Rajiv Datt)**  
**Financial Commissioner**

Copy to:

1. IC/MC/AC(P&A)/CE, ESIC Hqrs. Office, New Delhi.
2. All Joint Directors/Deputy Directors (Finance) of ROs/SROs SSMCs, SMCs, Medical Superintendent of ESI Hospitals, Directorates (Medical) Delhi / Noida / Chennai.
3. M/S WIPRO Infosystems Ltd.

**Financial Commissioner**

## **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 Hydrabad).
- 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:-

Task	Description
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.