



Government of India

**R F D**

(Results-Framework Document)  
for

**ESIC**

(2014-2015)

## Section 1: Vision, Mission, Objectives and Functions

### Vision

To be a role model in providing Social Security coverage to workforce in the organized sector.

### Mission

To provide specified social security coverage to workers in organized sector.

### Objectives

- 1 To expand the network of ESI Scheme.(New implementation)and to implement the provisions of ESI Act, 1948.(Compliance)
- 2 To create fund and ensure its utilization/ deployment for sound financial health of the scheme
- 3 To create adequate infrastructure for providing medical services.
- 4 To encourage State Govt. for providing proper medical care services at ESIS Hospitals & Dispensaries
- 5 Framing budget Showing the probable receipt and expenditure
- 6 Improve Compliance with the Financial Accountability Framework
- 7 Enhanced Transparency/ Improved Service delivery of Department (Service Level Benchmark/Evaluation of ESIC Hospitals)
- 8 Awareness of ESI scheme to the stakeholders.

### Functions

- 1 Enhancing efficiency in collection of contribution.
- 2 Arrange Medical Care Services to the ESI beneficiaries
- 3 Disburse cash benefit to IPs / Dependents under different benefits.
- 4 Implementing ESI Scheme to new areas.
- 5 Surveys and Inspections of factories / establishments.
- 6 Recruiting manpower.
- 7 Organizing Training for its personnel.
- 8 Organizing awareness program among the stake holders

## Section 1: Vision, Mission, Objectives and Functions

- 9 Implement information technology
- 10 Public Grievances redressal
- 11 Construction of dispensaries / Hospitals etc
- 12 Internal Audit Inspections
- 13 Annual valuation of assets and liabilities

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] To expand the network of ESI Scheme.(New implementation)and to implement the provisions of ESI Act, 1948.(Compliance)	9.00	[1.1] Expansion to new areas , Notification and implementation.	[1.1.1] New Centers opened	Nos	4.00	60	55	50	45	40
			[1.1.2] Increase in Coverage of Employees	%	5.00	3	2.7	2.4	2.1	1.8
[2] To create fund and ensure its utilization/ deployment for sound financial health of the scheme	5.00	[2.1] Enhancing efficiency in Revenue Management.	[2.1.1] Increase in Revenue (Contribution) Collection over the previous year.	%	5.00	10	9	8	7	6
[3] To create adequate infrastructure for providing medical services.	20.00	[3.1] Enhancing efficiency of projects of ESIC.	[3.1.1] Capital Expenditure on Projects.	Rs(in cr)	10.00	1400	1260	1120	980	840
			[3.1.2] Sign Memorandum of understanding with CPWD.	Date	5.00	31/07/2014	15/08/2014	31/08/2014	15/09/2014	30/09/2014
		[3.2] Enhancing efficiency through Information system	[3.2.1] Issue of Pehchan Cards to the Insured Persons (IPs).	No(in Lakh)	5.00	15	13	12	11	10
[4] To encourage State Govt. for providing proper medical care services at ESIS Hospitals & Dispensaries	30.00	[4.1] Monitoring of Medical services extended by State Government & ESIC.	[4.1.1] Increase in bed strength including reserved beds in State Government hospitals.	Nos	5.00	200	180	160	140	120
			[4.1.2] Commissioning of one New ESIC Hospital	Date	5.00	01/01/2015	15/01/2015	31/01/2015	15/02/2015	01/03/2015
			[4.1.3] Percentage of posts of Medical Doctors which	%	5.00	80	70	65	60	55

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	Very Good	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
			stand filled-up as on 31st March 2015.								
			[4.1.4] Complete comprehensive review of Medical service and Medical education approved by the corporation on recommendation of 'Sub-committee on Medical service/Medical education'.	Date	10.00	31/08/2014	15/09/2014	30/09/2014	15/10/2014	31/10/2014	
			[4.1.5] Complete interview for 355 Medical faculty.	Date	5.00	31/07/2014	16/08/2014	31/08/2014	15/09/2014	30/09/2014	
[5] Framing budget Showing the probable receipt and expenditure	5.00	[5.1] Budget	[5.1.1] Submit to Mol&E on time.	Date	5.00	27/02/2015	04/03/2015	09/03/2015	14/03/2015	19/03/2015	
[6] Improve Compliance with the Financial Accountability Framework	11.00	[6.1] Audit	[6.1.1] Submit to CAG on time.	Date	5.00	15/06/2014	20/06/2014	25/06/2014	30/06/2014	05/07/2014	
			[6.1.2] Submit to Mol&E on time.	Date	5.00	20/12/2014	25/12/2014	30/12/2014	04/01/2015	09/01/2015	
		[6.2] Timely submission of ATNs on Audit paras of C&AG	[6.2.1] Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the	%	0.25	100	90	80	70	60	

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
			year.							
		[6.3] Timely submission of ATRs to the PAC Sectt. on PAC Reports.	[6.3.1] Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	0.25	100	90	80	70	60
		[6.4] Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2014.	[6.4.1] Percentage of outstanding ATNs disposed off during the year.	%	0.25	100	90	80	70	60
		[6.5] Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2014	[6.5.1] Percentage of outstanding ATRS disposed off during the year.	%	0.25	100	90	80	70	60
[7] Enhanced Transparency/ Improved Service delivery of Department (Service Level Benchmark/Evaluation of ESIC Hospitals)	4.00	[7.1] Efficient transaction of Business.	[7.1.1] Award work to M/s Wipro (System Integrator) for on-line monitoring of services level Benchmarks for cash benefit.	Date	3.00	31/07/2014	16/08/2014	31/08/2014	15/09/2014	30/09/2014
			[7.1.2] Award of Study with TOR for evaluation of ESIC hospitals.	Date	1.00	01/12/2014	15/12/2014	31/12/2014	15/01/2015	31/01/2015

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[8] Awareness of ESI scheme to the stakeholders.	3.00	[8.1] To promote awareness about the scheme among the stakeholder.	[8.1.1] Wide publicity of the ESI Scheme and Increasing the Awareness amongst the target stakeholders.	Rs(in cr)	3.00	28	25	22	20	17
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft RFD for 2014-2015 for Approval	On-time submission	Date	2.0	15/05/2014	16/05/2014	19/05/2014	20/05/2014	21/05/2014
		Timely submission of Results for 2013-2014	On-time submission	Date	1.0	01/05/2014	02/05/2014	05/05/2014	06/05/2014	07/05/2014
* Enhanced Transparency / Improved Service delivery of Ministry/Department	3.00	Rating from Independent Audit of implementation of Citizens' / Clients' Charter (CCC)	Degree of implementation of commitments in CCC	%	2.0	100	95	90	85	80
		Independent Audit of implementation of Grievance Redress Management (GRM) system	Degree of success in implementing GRM	%	1.0	100	95	90	85	80
* Administrative Reforms	7.00	Update organizational strategy to align with revised priorities	Date	Date	2.0	01/11/2014	02/11/2014	03/11/2014	04/11/2014	05/11/2014
		Implementation of agreed milestones of approved Mitigating Strategies for Reduction of potential risk of corruption (MSC).	% of Implementation	%	1.0	100	90	80	70	60
		Implementation of agreed milestones for ISO 9001	% of implementation	%	2.0	100	95	90	85	80
		Implementation of milestones of approved	% of implementation	%	2.0	100	90	80	70	60

\* Mandatory Objective(s)

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		Innovation Action Plans (IAPs).								

\* Mandatory Objective(s)



### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
[1] To expand the network of ESI Scheme.(New implementation)and to implement the provisions of ESI Act, 1948.(Compliance)	[1.1] Expansion to new areas , Notification and implementation.	[1.1.1] New Centers opened	Nos	67	81	55	30	25
		[1.1.2] Increase in Coverage of Employees	%	--	--	2.7	5	5
[2] To create fund and ensure its utilization/ deployment for sound financial health of the scheme	[2.1] Enhancing efficiency in Revenue Management.	[2.1.1] Increase in Revenue (Contribution) Collection over the previous year.	%	14	18	9	10	10
[3] To create adequate infrastructure for providing medical services.	[3.1] Enhancing efficiency of projects of ESIC.	[3.1.1] Capital Expenditure on Projects.	Rs(in cr)	1669	1557	1260	1100	700
		[3.1.2] Sign Memorandum of understanding with CPWD.	Date	--	--	15/08/2014	--	--
	[3.2] Enhancing efficiency through Information system	[3.2.1] Issue of Pehchan Cards to the Insured Persons (IPs).	No(in Lakh)	13	12	13	15	10
[4] To encourage State Govt. for providing proper medical care services at ESIS Hospitals & Dispensaries	[4.1] Monitoring of Medical services extended by State Government & ESIC.	[4.1.1] Increase in bed strength including reserved beds in State Government hospitals.	Nos	200	220	180	300	200
		[4.1.2] Commissioning of one New ESIC Hospital	Date	--	--	15/01/2015	--	--
		[4.1.3] Percentage of posts of Medical Doctors which stand filled-	%	--	--	70	70	70

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
		up as on 31st March 2015.						
		[4.1.4] Complete comprehensive review of Medical service and Medical education approved by the corporation on recommendation of 'Sub-committee on Medical service/Medical education'.	Date	--	--	15/09/2014	--	--
		[4.1.5] Complete interview for 355 Medical faculty.	Date	--	--	16/08/2014	--	--
[5] Framing budget Showing the probable receipt and expenditure	[5.1] Budget	[5.1.1] Submit to Mol&E on time.	Date	--	--	04/03/2015	--	--
[6] Improve Compliance with the Financial Accountability Framework	[6.1] Audit	[6.1.1] Submit to CAG on time.	Date	--	--	20/06/2014	--	--
		[6.1.2] Submit to Mol&E on time.	Date	--	--	25/12/2014	--	--
	[6.2] Timely submission of ATNs on Audit paras of C&AG	[6.2.1] Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	--	--	90	90	90

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
	[6.3] Timely submission of ATRs to the PAC Sectt. on PAC Reports.	[6.3.1] Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	--	--	90	90	90
	[6.4] Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2014.	[6.4.1] Percentage of outstanding ATNs disposed off during the year.	%	--	--	90	90	90
	[6.5] Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2014	[6.5.1] Percentage of outstanding ATRS disposed off during the year.	%	--	--	90	90	90
[7] Enhanced Transparency/ Improved Service delivery of Department (Service Level Benchmark/Evaluation of ESIC Hospitals)	[7.1] Efficient transaction of Business.	[7.1.1] Award work to M/s Wipro (System Integrator) for on-line monitoring of services level Benchmarks for cash benefit.	Date	--	--	16/08/2014	--	--
		[7.1.2] Award of Study with TOR for evaluation of ESIC hospitals.	Date	--	--	15/12/2014	--	--
[8] Awareness of ESI scheme to the stakeholders.	[8.1] To promote awareness about the scheme among the stakeholder.	[8.1.1] Wide publicity of the ESI Scheme and Increasing the Awareness amongst the target	Rs(in cr)	24	17	25	25	25

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
		stakeholders.						
* Efficient Functioning of the RFD System	Timely submission of Draft RFD for 2014-2015 for Approval	On-time submission	Date	13/04/2012	13/05/2013	16/05/2014	--	--
	Timely submission of Results for 2013-2014	On-time submission	Date	17/04/2013	--	02/05/2014	--	--
* Enhanced Transparency / Improved Service delivery of Ministry/Department	Rating from Independent Audit of implementation of Citizens' / Clients' Charter (CCC)	Degree of implementation of commitments in CCC	%	--	--	95	95	95
	Independent Audit of implementation of Grievance Redress Management (GRM) system	Degree of success in implementing GRM	%	--	--	95	95	95
* Administrative Reforms	Update organizational strategy to align with revised priorities	Date	Date	--	--	02/11/2014	--	--
	Implementation of agreed milestones of approved Mitigating Strategies for Reduction of potential risk of corruption (MSC).	% of Implementation	%	--	--	90	90	90
	Implementation of agreed milestones for ISO 9001	% of implementation	%	75	98	95	90	90
	Implementation of milestones of approved Innovation Action Plans (IAPs).	% of implementation	%	--	100	90	90	90

\* Mandatory Objective(s)

## Section 4: Acronym

Sl.No	Acronym	Description
1	CPWD	Central Public Works Department
2	ESIC	Employees State Insurance Corporation
3	ESIS	Employees State Insurance Scheme.
4	IP	Insured Person
5	IT	Information Technology
6	MOU	Memorandum of understanding

## Section 4: Acronym

Sl.No	Acronym	Description
7	NOC	No objection Certificates
8	TOR	Term of Reference

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] New Centers opened	To extend ESI Scheme to more areas.	A centre is a specified geographical area for which coverage under ESI Scheme is notified through the gazette.	Additional No. of centres notified.	A centre is notified for 3000 or more workers in an industrial area after survey by ESIC Medical arrangement by State Government.
2	[1.1.2] Increase in Coverage of Employees	Every employee working in the factories and establishment covered under the ESI Act is required to be enrolled within 10 days of employment provided they are coverable as per rule.	Employees are the persons employed for wages in or in connection with work of the covered factories or establishment and drawing wages up to Rs15000/- per month. (Rs 25000/- per month in case of disabled).	% increase of employee over previous year.	Employees are the worker for which contribution is payable.
3	[2.1.1] Increase in Revenue (Contribution) Collection over the previous year.	Revenue Collection include Income from Contribution, Interest & Damages.	Contribution of an employee shall comprise contribution payable by the employer and by employees, whereas interest and damages are levied for delayed payment.	Increase in percentage from previous year.	-
4	[3.1.1] Capital Expenditure on Projects.	1. Construction of new buildings for Medical Education, Hospital/Dispensary and offices. 2. Renovation/ up gradation/ face-lifting of Hospital/ Dispensary buildings, office buildings	Expenditure is a measurement of extent of work done.	As per financial and physical progress of the project.	-

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
5	[3.1.2] Sign Memorandum of understanding with CPWD.	Entrusting several projects both new and ongoing and repair and maintenance of the existing buildings to CPWD on 'deposit work basis' for systematic implementation of construction work.	Signing of MOU clears the stage for undertaking activity by CPWD.	Increase in the number of capital construction projects being executed by CPWD.	
6	[3.1.2] Issue of Pehchan Cards to the Insured Persons (IPs).	Pehchan Card is a biometric card for the Identification of IPs and their members of their family.	No. of Pehchan Card issued.	Actual Nos Pehchan card issued.	Issuing of Pehchan Cards depends upon turnout of Employees and their family members to Pehchan Camp.
7	[4.1.1] Increase in bed strength including reserved beds in State Government hospitals.	Increase in bed strength including reserved beds in State Government hospitals.	Beds are increased keeping in view the increase in no. of workers vis-a-vis delivery of service.	Beds added as per actual requirement in existing hospitals based on occupancy and in new Hospitals as per ESIC Norms.	No. of Beds sanctioned for both ESIC and ESIS hospitals.
8	[4.1.2] Commissioning of one New ESIC Hospital	New hospitals are opened after due approval of ESIC. This involves creation of infrastructure and recruitment of personnel.	Corporation has specified norms for setting-up of new hospital.	OPD and/or IPD services at new hospital commenced.	-
9	[4.1.3] Percentage of posts of Medical Doctors which stand filled-up as on 31st March 2015.	Recruitment of Medical Personnel (Doctors) is done in ESIC for hospital, Dispensary and Medical College to fill up existing Vacancies and new post created. Recruitment of Doctors under ESIS is done by State	Doctors are required under ESIC and ESIS as per the extant rules and procedures	No. of appointment letters issued under ESIC.	-



## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
9	[4.1.3] Percentage of posts of Medical Doctors which stand filled-up as on 31st March 2015.	Government concerned.	Doctors are required under ESIC and ESIS as per the extant rules and procedures	No. of appointment letters issued under ESIC.	-
10	[4.1.4] Complete comprehensive review of Medical service and Medical education approved by the corporation on recommendation of 'Sub-committee on Medical service/Medical education'.	Periodic review of rendering Medical services State Government and Medical education run by the corporation.	State Government is responsible for providing reasonable medical care to the Insured persons and their family Corporation is empowered to establish medical colleges, nursing college etc in order to improve the quality of services provided under the Scheme.	Date of submission of reports.	Review will be done by a committee which has been constituted.
11	[5.1.1] Submit to Mol&E on time.	Budget Revenue Income and Expenditure of the Corporation along with allocation of budget for capital works	Document shows details of income and expenditure and the operating margin.	Date of submission to MoLE	-
12	[6.1.1] Submit to CAG on time.	Income & Expenditure Account of the year 2014-15 & balance sheet of the Corporation as on 31.03.2014.	Document Showing operating margin for the year and assets and liabilities as on 31.03.2014.	Document Showing operating margin for the year and assets and liabilities as on 31.03.2014.	-

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
13	[6.1.2] Submit to MoI&E on time.	Income & Expenditure Account of the year 2014-15 & balance sheet of the Corporation as on 31.03.2014	Document Showing operating margin for the year and assets and liabilities as on 31.03.2014.	Date of submission to MoLE	-
14	[7.1.1] Award work to M/s Wipro (System Integrator) for on-line monitoring of services level Benchmarks for cash benefit.	Monitoring system shall have time frame of different deliveries and that shall be compared to the Actual service rendered	Service to be provided in specified time frame declared in Citizen Charter and Medical service facilities will be input basis available at the point of delivery.	Date by which work shall be awarded.	-
15	[8.1.1] Wide publicity of the ESI Scheme and Increasing the Awareness amongst the target stakeholders.	Public Relation Branch in Hqrs. Chalks out the Action Plan of PR Activities of Hqrs. to be executed during the year via Print Outdoor, TV, Radio, Cinema, Internet etc.	To spread awareness among all ESIC Stakeholders as well as General Public about ESI Scheme and Benefits being provided through sustained media campaign in Print, Outdoor, Electronic etc. throughout India.	Amount Spent on the Public Relation Activities.	After sustained media campaign and wide publicity, Awareness and Coverage of ESI Scheme have been increased manifold.

## Section 5 : Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.
Central Government		Ministry	Ministry of Urban Development	[3.1.2] Sign Memorandum of understanding with CPWD.	To complete the projects with due diligence.	Presently, our projects suffer from large variation in cost and increase in completion period of the project. Thus, it has become indispensable to have a systematic arrangement for execution of projects and to contain time and cost overruns in ESIC projects.	-	The matter should be brought out at apex levels of CPWD and ESIC to resolve the issues which are coming in the way of achieving targets.
State Government	All States	Departments	State Departments	[1.1.2] Increase in Coverage of Employees  [4.1.2] Commissioning of one New ESIC Hospital  [4.1.1] Increase in bed strength including reserved beds in State Government hospitals.	To implement the scheme to a new center a dispensary within a distance of 8 Km is required to be opened by the state Government, where cluster of factory/establishment are functioning  To provide water supply, electric and sewerage etc  Proposal required from State Government for ESIS hospitals	For Providing Medical benefit to the Insured Persons (IPs) in newly implemented centers.  Statutory clearance such as Noc for fire, pollution control etc.  Additional beds are needed to be provided as per norms	Medical arrangements are to be provided by the State Governments for implementing the scheme to the new centers by opening dispensaries  -  Proposal should be as per norms laid down by ESIC	If dispensaries are not opened, New centers opening cannot be notified.  Commissioning may be delayed  Targets set will not be achieved

## Section 5 : Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.
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## Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17
1 Enhanced availability of Social Security Coverage to workers in organized sector.	State Governments	Number of persons covered under ESI Scheme.	Nos (in Crore)	1.77	1.76	1.90	1.95	2.00