



HEADQUARTERS OFFICE
EMPLOYEES' STATE INSURANCE CORPORATION
(ISO 9001:2008 CERTIFIED)
PANCHDEEP BHAWAN, C.I.G. ROAD, NEW DELHI-110002

Z-11/16/2/2013-IDCC (MSU)

Dated: 25/06/2014

OFFICE MEMORANDUM

Sub: Action Taken on the issue discuss during the interaction of the secretaries with Hon'ble Prime Minister-reg.

In pursuance of the Govt. of India OM No. Z-20025/2/2014-Admn.-I (Pt-I) dated 07.06.2014 the Director General has stressed upon ensuring improved work culture and work environment including hygiene and cleanliness of the work space. He has ordered to undertake the following on urgent basis:-

S. No.	Task	Action to be taken in Division / Office(s)
a	In each ESIC buildings work space of Offices / Hospitals should be cleared and spruced up. Passages and stairs should be cleaned up to make it unobstructed and no office material / almirah etc. should be found in these spaces. Inside the rooms too, the files / papers etc/ should be neatly stacked so that a positive work environment is created.	Weekly visit to be made by Deputy Directors / Joint Directors / Directors or equivalent. Review to be done regularly by Divisional Heads / Head of the Office.
b	Every Division should identify and repeal at least 10 rules or processes, and even archaic Acts that are redundant and would not lead to any loss of efficiency.	Action to be taken by Divisional Heads. Field units may give their inputs & feedback and P&D Hqrs to co-ordinate.
c	Every Division should identify forms that are in vogue and shorten them, where possible, to one page only. (Seeking of unnecessary or irrelevant information should be discouraged)	Action to be taken by Divisional Heads. Field units may give their inputs & feedback and MSU Hqrs to co-ordinate.
d	All Offices should encourage use of ICT in submission of information and eventually universalize it.	Divisional Heads / Head of the Offices. ICTD Hqrs to co-ordinate.
e	Decision making layers should be reduced, to a maximum of four layers.	Divisional Heads will review.
f	Files and papers should be weeded out in accordance with the rules of record keeping including digitization, wherever necessary. This exercise should be completed within 3-4 weeks.	Joint Director E-V / MSU will issue instructions and to be ensured by the concerned Joint Directors / Branch Heads and Head of the Offices.

वेबसाइट की विषय-सूची का प्रबन्धन.....
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g	Collaborative decision making and frequent consultation between Division must be done. Where issues remain unresolved, the Director General should be apprised for resolution.	Divisional Heads to ensure the action
h	Effective and timely resolution of public grievances must be ensured and monitored by the Divisional Heads of the Division concerned.	Each Division shall prepare status report. Nodal Officers (PG) shall submit the status report/system of functioning of the resolution of public grievances to the Divisional Heads. The same shall also be followed by all Head of the Offices / Hospitals / Medical Institutes.
i	Each Division should workout modalities for fulfilling promises / Commitment made to the IPs.	Division Heads/Heads of the Offices to ensure action.
j	Entire Department should work as team with every level should be encouraged to provide inputs and value addition in the exercise.	Division Heads/Heads of the Offices to ensure action.
k	Goals set for the period 2009-14, and the present status thereof, should be analyzed. (This information should also be included in the presentation to be made before the Hon'ble Union Minister / Chairman, if any)	Divisional Heads to ensure action



(A K SAHU)

JOINT DIRECTOR (MSU)

To,

1. PPS to the All Divisional Heads, ESIC, Hqrs/NTA, New Delhi.
2. All Regional Directors/Directors/Joint Directors(i/c) to initiate action in respective RO/SRO/BOs as enumerated in Sl No. (a) to (k) above and submit Action Taken Report
3. All SSMC/MS/Deans for similar action & submission of ATR
4. All Officers/Branches/Website content Manager, Hqrs, New Delhi

CC: PPS to the Director General/FC