



EMPLOYEES' STATE INSURANCE CORPORATION
HEADQUARTERS OFFICE
(ISO 9001:2008 CERTIFIED)
PANCHDEEP BHAWAN, C.I.G. ROAD, NEW DELHI
(<http://esic.nic.in>)

Z-11/19/2/2014/MSU (IAP)

Dated 08.08.2014

OFFICE MEMORANDUM

SUBJECT: INNOVATION ACTION PLAN 2014-15: IDEA MANAGEMENT PROCESS

The ESIC has signed a Memorandum of Understanding (MOU) with its administrative Ministry (MOL&E) to execute Innovation Action Plan 2014-15 with an intention to generate idea from different stakeholders of the ESIC Scheme viz IP, employers, their representatives/ associations, Central / State Governments, through various sources, which shall be reviewed at Regional and Hqrs. level, before it being tested and launched as an innovation. The scope of the idea is with regard to improvement of services in delivering Medical Care, Cash Payment & Compliance of the Act. The action required to be carried out by the authority concerned is given below:

S. No.	Action	Authority responsible for execution
1.	Publicity for Inviting idea from the stakeholders	PR Branch Hqrs. to release advertisement, posters etc. and issue guidelines to field units for wider publicity among the stakeholder
2.	Developing application (online feedback form) for managing idea received through ESIC website / portal.	ICTD and Website Content Manager
3.	Idea received through Toll free No., letters and mails.	Application for manual entry and its integration with online feedback form to be developed by ICTD.
4.	Processing of idea and review	Stage I : All ROs, SROs, Hospitals, D(M)D / D(M)Noida. Stage II : The Divisional Head concerned at Hqrs.
5.	Selection of idea for implementation	A team of Middle Management Level officers at Hqrs. to be coordinated by MSU.
6.	Developing a design of innovation, its testing and implementation / launch of innovation.	Divisional Head Concerned with the approval of the competent authority.

केबलाइट की विषय-सूची का प्रबन्धन.....
Website Contents Management.....
डायरी सं./ Diary No. 579.....
दिनांक/ Date 8/8/2014.....

7	Training and development	NTA / ZTI to organize:- i. At least one session / lecture on innovation. ii. Brain storming Seminars on idea selected. iii. Promoting the idea generated.
8.	Maintaining challenge book on:- i. Pains of citizen, clients and stakeholders. ii. Trends affecting the department (Technology, Regulatory, Social) iii. Areas of waste (Human efforts and resources).	To be maintained by MSU on the basis of feedback PG Cell/CDAU, PR, ICTD, P&D, Medical, Benefit Branches and after work study.
9.	Review : The idea management process to be reviewed on quarterly basis and be published on the innovation dash board	To be processed by MSU and publication on dash board by Website Content Manager/ICTD.

The implementation of Innovation Action Plan is also a part of Success Indicators (mandatory) under RFD 2014-15. The authorities concerned are therefore expected to carry out the assigned action enumerated above in time-bound manner.



(A.K. SAHU)

Joint Director (MSU)

To,

1. PPS to All Divisional Heads, Hqrs. / NTA New Delhi.
2. All Regional Directors / Directors / Joint Directors (I/c),.....
3. All MS ESIC Hospitals / Deans, Medical Institutes / D(M)D / D(M) Noida,.....
4. All officers ESIC Hqrs.
5. Rajbhasha Shakha for issuance in Hindi.
6. Website Content Manager for uploading on website.