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Employees' State Insurance Corporation
(ISO 9001-2000 certified)
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No.E-14/15/13/2014-PR

Dated: 02.12.2014

CIRCULAR

It is informed that guidelines have been received from Performance Management Division, Cabinet Secretariat, Govt. of India vide Office Memorandum No. P-59/01/2013 dated 21st April, 2014 defining '**Innovation**' in Government as "the Implementation of a significant change in the way the Government operates or in the products and services it provides". These guidelines basically require all the Govt. Departments to come out with an Innovation Action Plan which will encourage new ideas/suggestions for innovation in the working of that particular department i.e. identify such major innovations which require to be designed and then finally implement such innovations.

The innovations can be of three types :-

1. Delivery of same goods and services-

i	At less cost	Process Innovation
ii	In less time	
iii	With more transparency	
iv	With least disruption	
v	With organizational restructuring/change	Organizational Innovation

2. Delivery of more goods/services:-

i	More quality	Product Innovation
ii	Better quality	

3. Identification of new needs (hence new goods and services):-

This will require communication innovation.

For this, the ESI Corporation has also signed a 'Memorandum of Understanding' (MOU) with Ministry of Labour & Employment , Govt. of India to execute Innovation Action Plan 2014-15 with an intention to generate ideas/suggestions from different stakeholders of the ESI Scheme viz Insured Persons, Employers, their representatives/associations, Central/State Governments or through various sources.

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For ESI Corporation, an Innovation Action Plan has been implemented by the Hqrs. vide Office Memorandum No. Z-11/19/2/2014/MSU(IAP) dated 08.08.2014 which envisages foolproof plan for getting the ideas/suggestions for innovation from different sources/stakeholders, selecting and implementing such ideas/suggestions which are found useful for this important social security organization. These innovations which should result in providing of medical care as well as cash benefits at less cost, in less time, with more transparency, with least disruption, may require some organizational change/restructuring. Such implementation of innovation may result in better quality of our services, serving more and more number of beneficiaries with same human resource at our disposal.

Hence, all ROs/SROs/Dos/Branch Offices/D(M)D/D(M), Noida, ESIC Hospitals/ESIC Hospitals/Dispensaries are requested to give adequate publicity through circulars, website, Notice Boards and also through all field offices for getting innovative ideas/suggestion from stakeholders and beneficiaries. The ideas/suggestion received will be processed at two different stages i.e. (i) at ROs/SROs/Hospitals/D(M)D, D(M), Noida and (ii) at Divisional Head concerned at Hqrs. After this, all these ideas/suggestions will be evaluated by a team of middle Management Level Officers at Hqrs. coordinated by MSU and publication in ESI Samachar and on dash board by Website Content Manager/ICTD.

This is for kind information and strict compliance.

It issues with approval of Director General, ESIC.

2.12.14
(R.K.Gautam)
Jt. Director (PR)

Copy to :

1. PPS/PS to DG/FC/MC/All ICs/All ACs/All Directors/All Branch Officers/ Jt.Directors of Hqrs./NTA.
2. All Regional Offices/Sub-Regional Offices/Divisional Offices/All ESIC Hospitals.
3. All MSs, SSMCs, SMCs, DMCs/D(M)D/D(M), Noida/ESIC Websites.
4. MSU in reference to their Hqrs.Office Memorandum no. Z-11/19/2/2014/ MSU(IAP) dt. 08.08.2014/IDCC , Hqrs.Office.
5. Notice Board/Rajbhasha Shakha (for Hindi Translation)Guard File.