



ESIC MODEL DISPENSARY AND DIAGNOSTIC CENTRE

(An extension of ESIC Hospital & ODC(EZ), Joka, Kolkata-104)

(A Statutory Body under Ministry of Labour, Govt. of India)


FALTA, Sector II, P.O.-Falta, P.S.-Ramnagar, District- South 24Parganas

Pin Code: 743504, Phone: 03174-222376



Performance Scores of ESIC Dispensaries/MDDCs on the basis of defined KPIs										
Name of the Office reporting:		MDDC, FALTA								
Report for the Month & Year:		February 2017								
Date of Reporting:		01.03.2017								
S. N.	Key Performance Indicators	Weightage (100)	Dispensary Alerts		Dispensary Rooms		Dispensary Alerts		Dispensary Alerts	
			Score	Score	Score	Score	Score	Score	Score	Score
1	Aadhaar Seeding activities in 'Panchdeep' database (Advertisement & Counselling; Motivational Initiatives)	6	04							
2	Biometric Attendance System & Punctuality (Provisions and Compliance)	6	0							
3	Clean Dispensary - Inside & Outside Premises & Display of cleaning schedule	6	05							
4	Courteousness & Hospitality (Behaviour of Staff towards Patients, Relatives & Guests, Behavioral training provisions)	6	06							
5	Drug Dispensing Provisions (Availability of Basic Drugs; Online distribution through Dhamwantri)	6	06							
6	ECG Facility (Online prescription and Data recording)	6	0							
7	Imaging Facilities (X-ray Tests, Online prescription, Data recording)	6	0							
8	Pathology Laboratory Facilities (Lab Tests, Online Prescription, Report Generation and authentication)	6	04							
9	Panchdeep Implementation (Functional IT Infrastructure including Hardware; all out involvement of staff for Dhamwantri adoption)	16	15							
10	Portable Water Facility (Safe, Filtered & Purified cool drinking water)	6	06							
11	Public Addressing System (At critical areas)	6	0							
12	National Health Programmes and Mother & Child Health provisions	6	0							
13	Rest Room Amenities (Clean, Fresh, Hygienic Toilets & Washrooms; Hourly Cleaning & Display of schedule)	6	03							
14	Seating Arrangement at Patient waiting area & Queue Management in OPO (Comfort, Amenities; Efficiency)	6	06							
15	Signage (Content, Appropriateness, Adequacy, Size, Colour, Font, 3 Language, Aesthetics, Glow Signs, Uniformity)	6	05							

Total : 60


 01.03.2017
 Hospital Manager
 ESIC Model Dispensary cum Diagnostic Centre
 Sector II, Falta, 24 Parganas(S)
 Falta, 743504, Pin No. XIII-SD-2
 Phone No. 03174-222376

01/03/17
 Hospital Manager