ESIC Hqrs. Office, CIG Marg, New Delhi 110002
www.esic.nic.in

G-32/11/6/50/11-ISD (Dhanwantri)/ESIC Dispensaries/MDDCs Dated: 14.02.2017

MEMORANDUM

Sub: Monitoring & Evaluation of Performance of ESIC Dispensaries/MDDCs – reg.

The Competent Authority has directed that monitoring & evaluation of ESIC Dispensaries / Model Dispensary cum Diagnostic Centres (MDDCc) is to be done on the basis of following Key Performance Indicators (KPIs) **to be effective from 1st March, 2017**. The Controlling Officers of these ESIC Dispensaries [*i.e. D(M)D, D(M)N, & M.Ss of hospitals controlling ESIC Dispensaries/MDDCs*] shall be required to forward the self-evaluated monthly report of each Dispensaries under their control to the ESIC Hqrs. Office as per the following proforma by 7th day of the next month in 'MS Excel' format by e-mail:

Performance Scores of ESIC Dispensaries/MDDCs on the basis of defined KPIs							
Name of the Office reporting:			ESIC MDDC HALDIA				
Report for the Month & Year:			February 2017				
Date of Reporting:			02/3/17.				
S. N.	Key Performance Indicators	Weightage (100)	Dispensary Name Score	Dispensary Name Score	Dispensary Name Score	Dispensary Name Score	Dispensary Name Score
1	Aadhaar Seeding activities in 'Panchdeep' database (Advertisement & Counselling; Motivational initiatives)	6	3				
2	Biometric Attendance System & Punctuality (Provisions and Compliance)	6	3				
3	Clean Dispensary -Inside & Outside Premises & Display of cleaning schedule	6	4				
4	Courteousness & Hospitality (Behaviour of Staff towards Patients, Relatives & Guests, Behavioral training provisions)	6	4				
5	Drug Dispensing Provisions (Availability of Basic Drugs; Online distribution through Dhanwantri)	6	4				
6	ECG Facility (Online prescription and Data recording)	6	6				
7	Imaging Facilities (X-ray Tests, Online prescription, Data recording)	6	4				
8	Pathology Laboratory Facilities (Lab Tests, Online Prescription, Report Generation and authentication)	6	3				
9	Panchdeep Implementation (Functional IT Infrastructure including Hardware; all out Involvement of staff for Dhanwantri adoption)	16	8				
10	Potable Water Facility (Safe, Filtered & Purified cool drinking water)	6	6				
11	Public Addressing System (At critical areas)	6	6				
12	National Health Programmes and Mother & Child Health provisions	6	6				
13	Rest Room Amenities (Clean, Fresh, Hygienic Toilets & Washrooms; Hourly Cleaning & Display of schedule)	6	4				
14	Seating Arrangement at Patient waiting area & Queue Management in OPD (Comfort, Amenities; Efficiency)	6	3				
15	Signage (Contents, Appropriateness, Adequacy, Size, Colour, Font, 3 Language, Aesthetics, Glow Signs, Uniformity)	6	3				

Total - 67

02/03/17.
Dr. Debajit Deb
CMO - ESIC
CMO - UC - ESIC - MDDC
Haldia, Purba Medinipur

Scanned by CamScanner

(M)

7/3/17