



कर्मचारी राज्य बीमा निगम  
(श्रम एवं रोजगार मंत्रालय,  
भारत सरकार)  
Employees' State  
Insurance Corporation  
(Ministry of Labour &  
Employment,  
Govt. of India)



सुचना एवं संप्रेषण प्रौद्योगिकी प्रभाग  
Information and Communication  
Technology Division  
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पंचदीप भवन, सी. आई. जी. मार्ग,  
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Panchdeep Bhawan, C.I.G. Marg, New  
Delhi – 110002  
Website: <https://esic.gov.in>

## Invitation for Industry Consultation

Date : 06.02.2025

Dear Sir/Madam,

Greetings!!

The Employees' State Insurance Corporation, (ESIC) had rolled out an ambitious project "Panchdeep 1.0" in 2011 through a national digital network in all the 2300+ locations with a view to provide hassle-free health and social security services to the stakeholders as well as for transforming its business into total e-governance.

2. Project Panchdeep 1.0 is one of the largest e- governance programmes of the country to provide online facilities to the employers, insured persons, ESI staff, third parties, government agencies, suppliers, and other stakeholders. It provides key functionalities such as registration of employers and beneficiaries, deposition of contribution, disbursement of cash benefits and documentation of medical services for all insured people.

3. Further, over recent years, the complexity of tasks undertaken by ESIC has notably intensified. Furthermore, in the coming years, the functions that will be performed by the ESI Corporation would become more and more diverse, and therefore, expectations of our IPs/ beneficiaries are bound to increase. In these circumstances, we have to leverage information technology to ensure that delivery standards are continuously upgraded and complexities of managing a large and diverse organization like ESIC and its related offices under the State Governments, are properly addressed. However, the existing e-governance platform of ESIC, Panchdeep 1.0, is becoming technologically outdated and is less scalable. It has started showing strains in terms of its adaptability, user friendliness and infrastructural / connectivity facilities.

4. A new platform shall be needed which shall be future-ready without showing strains in any aspect, whether connectivity or adaptability or ease of operation or Security. ESIC aims to build a new-age e-governance project (Panchdeep 2.0)

5. In this context, ESIC has engaged M/s Deloitte as Consulting Entity for Project Management (CEPM) agency. This consulting entity is assisting ESIC, in designing roadmap for Panchdeep 2.0 and getting it implemented through technological improvisations in terms of hardware, software, connectivity and business re-engineering to make it more flexible, adaptable and user friendly.

6. To implement the best available solutions and leverage emerging technologies for building Panchdeep 2.0 that deliver a seamless experience to its stakeholders, ESIC has been following a consultative approach to engage with the industry participants for their viewpoints, suggestions, and concerns on Panchdeep 2.0. These inputs will help in drafting an informed Scope of work for proposed Request for Proposal (RFP) for Panchdeep 2.0.

7. With above background, the ESIC shall be organizing an Industry Consultation Meeting with the stakeholders that have prior experience in providing similar services and their solutions in **Large Turnkey IT Public Projects**, to understand their concerns and to discuss their suggestions. Accordingly, all such organisations/institutions are requested to attend the above meeting. The **agenda of the meeting** will comprise of the following:

- i. Overview of ESIC and its role in employee welfare.
- ii. Brief introduction to ESIC's digital transformation journey.
- iii. Current Technology Landscape.
- iv. Vision and Scope for Panchdeep 2.0.
- v. Indicative Scope, Functional and Technical aspects with Emerging technology.
- vi. Implementation Roadmap.
- vii. Q&A & Feedback.

8. Interested entities are requested send their willingness to participate in the process along with an introduction to their domain area to the email ID **dmc-ict.hq@esic.nic.in** **within 7 days** from the date of issue of this invitation. Date, time and venue of the meeting will be communicated individually to interested entities on the basis of the willingness to participate and make their presentation before ESIC and the domain of their work.

**With best regards,**

(Dr. Mona Varma)  
Deputy Medical Commissioner  
ICT Division, Headquarters,  
Employees State Insurance Corporation (ESIC)