



International
Labour
Organization

Panel discussion and report launch:

Digital innovations in social health protection for India

17 February 2022, 2.00 PM – 3.30 PM [IST] | Online

Concept Note

The ILO project [“Technical support to Employees’ State Insurance Corporation of India for improving and expanding access to health care services in India – A transition to formality”](#) (ILO-ESIS project), supported by the Bill & Melinda Gates Foundation (BMGF), is organizing a panel discussion to launch its report on “Digital innovations in Social Health Protection for India” on 17 February 2022, 2.00 PM to 3.30 PM IST.

Background

Social Health Protection

Countries across the world have been advancing towards Universal Health Coverage over the last few decades. Institutions of Social Health Insurance (SHI) have led the way in realizing the Sustainable Development Goal (SDG) 3 - “Ensure healthy lives and promote well-being for all at all ages”.

ILO framework for Social Health Protection

The International Labour Organization (ILO) focuses on social health protection as part of its larger goal of developing strong Social Protection Systems to increase resilience, contribute to preventing poverty, unemployment, and informality. The ILO lays special emphasis on the financial protection of vulnerable working populations accessing health services. ILO has been working with governments in combining health interventions with social protection measures, so they can respond effectively to crisis such as COVID-19. This is a core pillar of ILO’s response to the health and economic crises emerging from this pandemic. We believe that the extension of protection to those not yet covered, including in the ‘missing middle’, should be at the centre of policy efforts in countries with a large informal economy.

Report on Digital innovations in Social Health Protection for India



The ILO in India, through the ILO-ESIS project, has been providing technical support to the Employees' State Insurance Corporation (ESIC) to strengthen its health services while increasing coverage and financial protection of working people in India. While studying ESIC's core social health protection role, the ILO has also developed a technical resource document, *Digital Innovations in Social Health Protection for India*. This document brings in successful best practices of deploying innovative digital technologies for improving core business processes of SHI. The document is aimed at providing latest information and lessons from countries across the world to support the ESIC's ongoing digital initiatives. It is a repository of relevant knowledge that can support ESIC and other health systems' ongoing digital transition.

Project Panchdeep of the Employees' State Insurance Corporation (ESIC):

The ESIS is among the largest social health protection schemes in the world covering roughly a tenth of India's population with health and social security benefits. In order to provide hassle-free health and social security services to the stakeholders the ESIC rolled out its e-Governance project "Panchdeep" through a national digital network, in all of its 2200+ field locations. "Panchdeep" programs were envisaged to provide online services to the Employers, Insured Persons, ESI Staff, Third party & government agencies, Suppliers and other stakeholders. It provides registration of employers & beneficiaries, deposition of contribution, disbursement of cashless monetary benefits and documentation of medical services for all insured Persons.

The project has five components. '**Pehchan**' includes all services related to identification, authentication and verification of Insured Persons (IPs) and their family members. With the inclusion of the paper-based, downloadable e-'Pehchan', the physical tape-based cards were discontinued (Aadhaar is being planned to be implemented now); '**Milap**' comprises of all services related to provisioning connectivity, networking, bandwidth and integration; '**Pashaan**' consists of services related to hardware & Middleware, Power Back-up for Data Centre, Disaster Recovery Centre, Field units including end-user computing devices for 40,000+ users; '**Dhanwantri**' includes all services related to health information documentation and retrieval pertaining to Hospitals, Dispensaries, OPDs, IPDs, Laboratories, Imaging Services; and '**Pragati**' for all services related to ERP, Insurance, Benefit, Revenue, HRMS, Material Management, Finance, Accounts, Investment, Provident Fund, Pay Rolls, Budget. In addition, there are multiple Mobile based Apps and n-number of interdepartmental/ Governmental integrations.

With more than a decade of implementing this programme, ESIC has valuable insights to offer when it comes to digital innovations in one of the largest social health protection institutions in the world.

The Panel Discussion

- The ILO panel discussion is planned as a platform for knowledge-exchange on digital innovations in social health protection. It will bring together lessons from international and ESIC's experiences in deploying digital technologies towards strengthening of social health protection institutions.
- The knowledge-sharing by the experts and stakeholders in this programme, without being prescriptive, aims at contributing to India's ongoing endeavours under the National Digital Health Mission (with focus on ESIC and similar institutions). The discussion would also draw upon the [UN's Road map for digital cooperation](#): implementation of the recommendations of the High-level Panel on Digital Cooperation.

Panelists

	Mr. Michael Stahl ILO Consultant		Dr. Abhimanyu Panda Dy. Medical Commissioner (ICT), ESIC
Mr. Stahl will present the ILO Report on the potential advantages and inevitable challenges while identifying, adapting, and integrating innovative digital solutions in social health protection systems. Having contributed to this field for more than 20 years through his work with the UN, the EU, the ADB and many national governments, Michael Stahl would provide examples of how digitization is more reliable, sustainable, and cost-effective if undertaken as an organization-wide or even inter-sectoral transformation.		Dr. Panda will share the digitization journey of one of India's oldest and largest social security institutions through its Project Panchdeep. Dr. Panda would also throw light on the new phase of this journey as the ESIC's grows in significance in India's Universal Health Coverage agenda and consolidates its response to the COVID-19 pandemic.	

Agenda

► Timing	► Agenda	► Contributors
2.00 – 2.05	Welcome Note	Dagmar Walter <i>Director, ILO</i>
2.05 – 2.10	Opening Remarks	Mukhmeet S. Bhatia <i>Director General, ESIC</i>
2.10 – 2.15	Introduction to the Panel	Mariko Ouchi <i>Senior Technical Specialist on Social Protection, ILO</i>
2.15 – 2.45	International digital innovations in social health protection	Michael Stahl <i>ILO Consultant</i>
2.45 – 3.05	A decade of digital journey: ESIC's Project Panchdeep	Dr. Abhimanyu Panda, Dy. Medical Commissioner – ICT, ESIC
3.05 – 3.25	Moderated Discussion	Moderator: Vaibhav Raaj <i>National Project Coordinator, ILO</i>
3.25 – 3.30	Closing remarks	Mukhmeet S. Bhatia <i>Director General, ESIC</i> Mariko Ouchi <i>Senior Technical Specialist on Social Protection, ILO</i>

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