

**OFFICE OF THE DIRECTOR**  
**ALL INDIA INSTITUTE OF MEDICAL SCIENCES**  
Ansari Nagar, New Delhi-110029

F. No.40-30/2023-Estt.-I(DO)

Dated: 1<sup>st</sup> February, 2024

**OFFICE MEMORANDUM**

**Subject: Recognition of Skill Certification from recognized Institutes in subsequent tenders/contracts of outsourced services.**

AIIMS New Delhi, a hub of medical brilliance and research prowess, stands tall as a symbol of our nation's capability to excel on the global stage. Our dedicated doctors, nurses, researchers, and staff have worked tirelessly to ensure the health and well-being of our patients. It has been at the forefront of cutting-edge research, patient care, and medical education and has embraced technological advancements making quality healthcare accessible to all sections of the society.

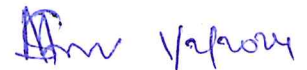
The modern medicine calls for not just treatment of disease in a paternalistic method but also stresses upon patient experience and quality of care. The plethora of information available has also made the patients more aware of their rights demanding standardization of hospital care. The changing perception of medical care on holistic wellbeing has greatly impacted the functioning of hospitals and healthcare workers.

The Group-C & Group -D staff constitute a major chunk of workforce in any institute and often have extensive interaction with the patients and attendants at varied places. Now it is time to match the allied aspects of healthcare with the par-excellence clinical care for providing an exceptional patient experience.

Healthcare Sector Skill Council (HSSC) is a recognized Awarding body by National Council for Vocational Education & Training (NCVET) under ambit of Ministry of Skill Development and Entrepreneurship (MSDE) for assessing and certifying candidates on skill qualifications in healthcare sector.

AIIMS has signed an MoU with the Healthcare Sector Skill Council (HSSC) and has been identified as its Centre of Excellence (CoE) under which it will provide skill (reskilling and upskilling) certification to various cadres of its staff in collaboration with HSSC for improved patient services. The present workforce shall be enrolled in these training programmes in phased manner and will be given certification. Such certification and training shall enhance individual's skill set and compliment the Institute's standards of providing the best patient care. The recognition of an employee's skill keeps them motivated, adds merit and provides horizon for future growth.

It is therefore decided that for subsequent outsourcing contracts, **similar skills certificate in relevant field; from an institute recognized by National Council for Vocational Education & Training (NCVET) or similar Government Organization; must be given preference in addition to the essential qualification criteria.** This is imperative to bring standardization and uniformity in the services that are outsourced.



**( Prof. M. Srinivas )**  
Director

**Distribution:** *(with a request to also circulate it to all officials under their control)*

1. Chiefs of all Centres / Head, NCI Jhajjar
2. Medical Superintendent- RPC / AIIMS
3. PIC Procurement /PIC Outsourcing
4. Prof. Incharge, CF – With a request to upload this on Institute's website.