

अखिल भारतीय आयुर्विज्ञान संस्थान, नई दिल्ली
निदेशक कार्यालय

फ.सं. 40-30/2026-स्थापना.।

17.03.2026

कार्यालय ज्ञापन

विषय: सुरक्षा संबंधी उपायों को व्यापक रूप से कार्यान्वित करने हेतु सुरक्षा कार्यक्षेत्रों की स्थापना के संदर्भ में।

नई दिल्ली स्थित एम्स में, अधोहस्ताक्षरी ने विभिन्न कार्यालय आदेशों और परिसर दौरों के माध्यम से लगातार इस तथ्य पर बल दिया है कि सुरक्षा केवल एक गौण चिंता का विषय नहीं बल्कि एक महत्वपूर्ण संस्थागत जिम्मेदारी है। एक सुरक्षित वातावरण स्वास्थ्य पेशेवरों को नैदानिक उपचार पर ध्यान केंद्रित करने में सक्षम बनाता है, रोगियों को उपचार के दौरान मानसिक शांति प्रदान करता है और एक प्रमुख स्वास्थ्य सुविधा के रूप में संस्थान की प्रतिष्ठा को बनाए रखता है।

अधोहस्ताक्षरी द्वारा सुरक्षा संबंधी सुधार, प्रवेश नियंत्रण, दलाली-विरोधी उपायों और सुरक्षा तैनाती एवं डैशबोर्ड साथ ही जियोफेंसिंग आदि को युक्तिसंगत बनाना, जैसे कई व्यापक कार्यालय आदेश जारी किए जाने के बावजूद (प्रति संलग्न), यह देखा गया है कि परिसर के विभिन्न क्षेत्रों में उक्त आदेशों से संबंधित दिशा-निर्देशों को कार्यान्वित करने से संबंधित कार्य अभी भी अपूर्ण हैं अधोहस्ताक्षरी ने हाल के दौरों के दौरान यह पाया है कि:

- सुरक्षा गार्ड निर्धारित चौकियों पर तैनात रहने के बजाय कुछ खास स्थानों पर ही इकट्ठा होते रहते हैं।
- अस्पताल परिसर में अभी भी कभी-कभार अनधिकृत व्यक्ति देखे जाते हैं।
- व्हाट्सएप आधारित शिकायत प्रणाली (9355023969) को और अधिक मजबूत निगरानी और त्वरित प्रतिक्रिया संबंधी व्यवस्था की आवश्यकता है।
- कई क्षेत्रों में महिला सुरक्षा प्रतिनिधित्व अपर्याप्त बना हुआ है।
- सुरक्षा चौकियों के लिए पर्यवेक्षण संबंधी व्यवस्था अभी भी स्पष्ट रूप से परिभाषित नहीं हैं।
- सुरक्षा गार्डों के लिए रोगी के प्रति संवेदनशीलता प्रशिक्षण नियमित रूप से आयोजित नहीं किया गया है।

यह अपूर्ण कार्यान्वयन, पूर्व आदेशों के माध्यम से स्थापित व्यापक सुरक्षा तंत्र के मूल उद्देश्य को ही विफल कर देता है तथा इसके लिए सुधारात्मक कार्रवाई की आवश्यकता है।

सुरक्षा सेवाओं को सुव्यवस्थित करने और स्पष्ट जवाबदेही सुनिश्चित करने के लिए, सभी पूर्व आदेशों का अधिक्रमण करते हुए, नई दिल्ली स्थित एम्स में सुरक्षा कार्यों को निम्नलिखित सात विशिष्ट कार्यक्षेत्रों में संगठित किया जाएगा, जिनमें से प्रत्येक के लिए नामित अधिकारी जिम्मेदार होंगे:

I. सुरक्षा सुव्यवस्थीकरण

प्रभारी: अपर निदेशक (प्रशासन)

उत्तरदायित्व का कार्य-क्षेत्र:

- बिना, इस वर्टिकल के माध्यम से आए सुरक्षा गार्ड के किसी भी नए पद की स्वीकृति नहीं दी जाएगी।
- अतिरिक्त सुरक्षा तैनाती के लिए सभी अनुरोधों की समीक्षा करें।
- नई आवश्यकताओं के अनुरूप मौजूदा सुरक्षा व्यवस्था को तर्कसंगत बनाएं।
- उपलब्ध सुरक्षा कर्मियों का अधिकतम उपयोग सुनिश्चित करें।
- कार्यात्मक मूल्यांकन के आधार पर विभिन्न क्षेत्रों में सुरक्षा कर्मियों की पुनः तैनाती को मंजूरी दें।
- समय सुरक्षा कार्यबल बजट और उसकी दक्षता की निगरानी करें।

II. तैनाती और निगरानी

प्रभारी: डॉ. (मेजर) एम.डी. रे, आचार्य, शल्यचिकित्सा अर्बुदविज्ञान

उत्तरदायित्व का कार्य-क्षेत्र:

- सभी क्षेत्रों में सुरक्षा गार्डों की दैनिक तैनाती
- निर्धारित स्थान पर गार्डों की उपस्थिति, समयनिष्ठा तथा मौजूदगी की निगरानी करें।
- निर्धारित स्थानों पर तैनात सुरक्षाकर्मियों की हाजिरी सुनिश्चित करने के लिए समय-समय पर सत्यापन दौरे करें।
- गार्डों के समूहीकरण और ड्यूटी से अनधिकृत अनुपस्थिति के मामलों पर ध्यान दें
- प्रभावी तैनाती के लिए पर्यवेक्षकों के साथ समन्वय करें
- तैनाती रोस्टर और ड्यूटी शेड्यूल बनाकर रखें
- शिफ्ट और विशेष आयोजनों के दौरान पर्याप्त व्यवस्था सुनिश्चित करें।

उक्त विभाग के प्रभारी एम्स के सभी भवनों/परिसरों के लिए नोडल अधिकारियों की पहचान करेंगे ताकि उचित निगरानी सुनिश्चित की जा सके, जैसे: मुख्य अस्पताल, डॉ. रा.प्र.केंद्र, ह.तं.केंद्र, डॉ. भी.रा.अं.सं.रो.कें.अ., दं.शि.अनु.केंद्र, न्यू आरएके ओपीडी, मातृ एवं शिशु ब्लॉक, सर्जरी ब्लॉक, रा.वृ.केंद्र, छात्रावास, ज.प्र.ना.ए.ट्रॉ.केंद्र, एनसीआई इज़्जर, आयुर्विज्ञान नगर, अंसारी नगर पश्चिम, अंसारी नगर पूर्व, त्रिलोकपुरी, रा.औ.नि.उ.केंद्र. गाजियाबाद, सीआरएचएसपी बल्लभगढ़ आदि। क्षेत्रों के नोडल अधिकारियों की बैठक मासिक आधार पर आयोजित की जाएगी।

III. प्रोटोकॉल, आवागमन एवं पार्किंग

प्रभारी: श्री बिजेन्द्र सिंह, उप मुख्य सुरक्षा अधिकारी

उत्तरदायित्व का कार्य-क्षेत्र:-

- महत्वपूर्ण आवागमन और प्रोटोकॉल व्यवस्थाएँ
- आधिकारिक दौरों एवं प्रतिनिधिमंडलों के लिए सुरक्षा व्यवस्था।
- विशेष आयोजनों के लिए बाह्य सुरक्षा एजेंसियों के साथ समन्वय।
- परिसर के भीतर वाहन आवागमन संबंधी नियंत्रण
- पार्किंग स्टिकर, प्रबंधन और नियंत्रण
- सुरक्षा कर्मियों के लिए प्रोटोकॉल प्रशिक्षण

IV. भुगतान एवं प्रशासन

प्रभारी: उप सचिव

उत्तरदायित्व का कार्य-क्षेत्र:

- सुरक्षा सेवा अनुबंधों को समय से पूरा करना
- सुरक्षा और संबंधित सेवाओं के लिए उचित जांच के बाद समय पर भुगतान।
- सुरक्षा सेवा प्रदाताओं का कार्य-प्रदर्शन मूल्यांकन
- अनुबंध नवीनीकरण और वित्तीय अनुपालन
- नियमित सुरक्षा कर्मचारियों के अवकाश रिकॉर्ड और उपस्थिति
- सुरक्षा मामलों से संबंधित प्रशासनिक पत्राचार

V. सुरक्षा, कल्याण और शिकायत निवारण

प्रभारी: डॉ. शैलेन्द्र कुमार, आचार्य, संवेदनाहरण विभाग

उत्तरदायित्व का कार्य-क्षेत्र:

- नियमित और आउटसोर्स कर्मचारियों सहित सुरक्षा कर्मियों का कल्याण
- महिला सुरक्षा गार्डों का कल्याण और लिंग-संवेदनशील तैनाती
- सुरक्षा विभाग और एम्स समुदाय के मध्य समन्वय
- सुरक्षा कर्मचारियों के लिए शिकायत निवारण

VI. दलालों के खिलाफ और अतिक्रमण विरोधी उपाय

प्रभारी: डॉ. अमित लाठवाल, आचार्य अस्पताल प्रशासन

उत्तरदायित्व का कार्य-क्षेत्र:

- दलालों, एजेंटों और अनधिकृत व्यक्तियों की उपस्थिति पर नज़र रखना और उन्हें हटाना।
- व्हाट्सएप शिकायत नंबर के संचालन की निगरानी करना।
- भ्रष्टाचार विरोधी हेल्पलाइन के सूचना-पट्ट को प्रमुखता से प्रदर्शित करना को सुनिश्चित करना।
- परिसर के अंदर अतिक्रमण विरोधी अभियान।
- एम्स की भूमि पर अनाधिकृत निर्माण या स्थान पर कब्जे की रोकथाम

VII. अग्नि सुरक्षा और प्रतिक्रिया

प्रभारी: अग्निशमन अधिकारी (नए अधिकारी के कार्यभार संभालने तक अंतरिम रूप से उप मु.सु.अ.)

उत्तरदायित्व का कार्य-क्षेत्र:

- अग्नि सुरक्षा ऑडिट और अनुपालन
- अग्निशामक यंत्र का रख-रखाव एवं स्थान-निर्धारण
- अग्नि सुरक्षा निकासी अभ्यास और कर्मचारियों का प्रशिक्षण
- अग्निशमन विभाग के साथ समन्वय
- अग्नि सुरक्षा उपकरणों की खरीद और परीक्षण

समन्वय और रिपोर्टिंग तंत्र

- प्रत्येक विभाग के अंतर्गत दी गई जिम्मेदारियाँ सांकेतिक हैं, संपूर्ण नहीं। संबंधित प्रभारी से अपेक्षा की जाती है कि वे अपने-अपने विभाग के सभी पहलुओं का समग्र रूप से ध्यान रखें।
- प्रत्येक विभाग के प्रभारी को प्रत्येक माह की 5 तारीख तक अपर निदेशक (प्रशासन) को मासिक प्रगति रिपोर्ट प्रस्तुत करनी होगी।
- सभी विभागों के प्रभारीगणों की त्रैमासिक समीक्षा बैठकों की अध्यक्षता अधोहस्ताक्षरी द्वारा की जाएगी।

प्रो एम श्रीनिवास
निदेशक

वितरण: (इसे अपने नियंत्रणाधीन सभी अधिकारियों को भी परिचालित करने के अनुरोध सहित)

1. संकायाध्यक्षगण (शैक्षिक, अनुसंधान, परीक्षा)
2. अपर निदेशक (प्रशासन)
3. चिकित्सा अधीक्षक (एम्स)
4. सभी केंद्र प्रमुखगण, अध्यक्ष, एनसीआई झज्जर
5. सभी विभागाध्यक्षगण
6. वरिष्ठ वित्त सलाहकार
7. उप सचिव
8. मुख्य सुरक्षा अधिकारी
9. उप मुख्य सुरक्षा अधिकारी
10. प्रभारी-आचार्य कम्प्यूटर सुविधा:- (इस कार्यालय जापन को एम्स वेबसाइट पर अपलोड करने के अनुरोध सहित)

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F.No. 40-30/2026-Estt.I

17.03.2026

OFFICE MEMORANDUM

Subject: Establishment of Security Verticals for comprehensive implementation of security measures reg.

At AIIMS New Delhi, the undersigned has consistently emphasized through various office orders and campus rounds that security is not merely a peripheral concern but a core institutional responsibility. A secure environment enables healthcare professionals to focus on clinical care, provides patients with peace of mind during treatment, and maintains the institution's standing as a premier healthcare facility.

Despite issuance of several comprehensive office orders by the undersigned regarding security improvements, access control, anti-tout measures, and rationalization of security deployment & dashboards, geofencing, etc. (copy attached), it has been observed that implementation of these directions remains incomplete across various areas of the campus. The undersigned has noted during recent rounds that:

- Security guards continue to cluster at certain locations instead of maintaining designated posts
- Unauthorized individuals are still occasionally observed within hospital premises
- The WhatsApp-based complaint system (9355023969) requires stronger monitoring and response mechanisms
- Female security representation remains inadequate in several areas
- Supervisory mechanisms for security posts remain poorly defined
- Patient sensitization training for security guards has not been conducted regularly

This incomplete implementation defeats the very purpose of the comprehensive security framework established through previous orders and necessitates immediate corrective action.



To streamline security services and ensure clear accountability, in supersession of all previous orders, the security functions at AIIMS New Delhi shall be organized into the following seven specialized verticals with designated officers responsible for each:

I. Security Rationalization

In-charge: Additional Director (Admin)

Scope of Responsibility:

- No new security guard positions shall be sanctioned except through this vertical
- Review all requests for additional security deployment
- Rationalize existing security deployment to meet emergent needs
- Ensure optimal utilization of available security manpower
- Approve redeployment of security personnel across areas based on functional assessment
- Monitor overall security manpower budget and efficiency

II. Deployment and Monitoring

In-charge: Dr. (Major) M.D. Ray, Professor of Surgical Oncology

Scope of Responsibility:

- Day-to-day deployment of security guards across all areas
- Monitor guard attendance, punctuality, and presence at designated posts
- Conduct periodic verification rounds to ensure guards at assigned locations
- Address clustering of guards and unauthorized absence from posts
- Coordinate with supervisors for effective deployment
- Maintain deployment rosters and duty schedules
- Ensure adequate coverage during shifts and special events

The Incharge for the said vertical shall identify nodal officials for all buildings / campuses of AIIMS to ensure appropriate monitoring, viz: Main Hospital, Dr RP Centre, CN Centre, Dr BRAIRCH, CDER, New RAK OPD, Mother & Child Block, Surgery Block, NCA, Hostels, JPNATC, NCI Jhajjar, Ayur Vigyan Nagar, Ansari Nagar West, Ansari Nagar

East, Trilokpuri, NDDTC Ghaziabad, CRHSP Ballabgarh, etc. A meeting of the areawise nodal officers shall be held on monthly basis.

III. Protocol, Movements & Parking

In-charge: Sh. Bijender Singh, Deputy Chief Security Officer

Scope of Responsibility:

- Important movements and protocol arrangements
- Security arrangements for official visits and delegations
- Coordination with external security agencies for special events
- Vehicle movement regulation within campus
- Parking stickers, management and control
- Protocol training for security staff

IV. Payments and Administration

In-charge: Deputy Secretary

Scope of Responsibility:

- Finalization of security service contracts in a timely manner
- Timely payments for security & related services after appropriate scrutiny
- Performance evaluation of security service providers
- Contract renewals and financial compliance
- Leave records and attendance for regular security staff
- Administrative correspondence related to security matters

V. Security Welfare & Grievance Redressal

In-charge: Dr. Shailendra Kumar, Professor of Anesthesiology

Scope of Responsibility:

- Welfare of security personnel including regular and outsourced staff
- Female security guard welfare and gender-sensitive deployment
- Interface between security department and AIIMS community
- Grievance redressal for security staff

VI. Anti-tout and Anti-encroachment Measures

In-charge: Dr. Amit Lathwal, Professor of Hospital Administration

Scope of Responsibility:

- Monitor and eliminate presence of touts, agents, and unauthorized persons
- Oversee operation of WhatsApp complaint number
- Ensure prominent display of anti-corruption helpline signage
- Anti-encroachment drives within campus
- Prevention of unauthorized construction or occupation of space on AIIMS land

VII. Fire Preparedness and Response

In-charge: Fire Officer (Deputy CSO in the interim till new incumbent joins)

Scope of Responsibility:

- Fire safety audits and compliance
- Fire extinguisher maintenance and placement
- Fire evacuation drills and staff training
- Coordination with fire department
- Fire safety equipment procurement and testing

Coordination and Reporting Mechanism

- The responsibilities detailed under each vertical are indicative and not exhaustive. Respective incharges are required to holistically look into all aspects of their respective vertical.
- Each vertical in-charge shall submit monthly progress reports to the Additional Director (Admin) by the 5th of every month.
- Quarterly review meetings of all vertical in-charges shall be chaired by the undersigned.

 17/3/2026

Prof. M Srinivas

Director

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

1. Dean/s (Academic, Research, Examination)
2. Addl. Director (Admin)
3. Medical Superintendent (AIIMS)
4. Chiefs' of all Centres / Head, NCI Jhajjar
5. Heads' of all Departments
6. Sr. Financial Advisor
7. Deputy Secretary
8. Chief Security Officer
9. Deputy Chief Security Officers
10. Prof. I/c Computer Facility (with a request to upload this OM on AIIMS website)

 17/3/2026

OFFICE OF THE DIRECTOR
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI

F. No.40-30/2022-Estt.-I(DO)

Dated: 7th October, 2022

CIRCULAR

Unauthorised / unidentified individuals from private establishments exploiting patients

It is observed that some unidentified / unauthorized individuals belonging to certain private companies / hospitals / Laboratories / Radiology Centers / establishments etc. are roaming inside AIIMS campus to seek monetary gain from the patients visiting AIIMS, New Delhi. It is also learnt that they are facilitating OPD cards and admissions at AIIMS. These agents are also offering and diverting patients for laboratory / Radiology investigations at private laboratories / Radiology centers. Some of these agents are selling medications, disposables, surgical items and implants etc. All such unidentified individuals/ vendors / agents etc. are strictly barred from AIIMS, New Delhi Campus.

All the doctors, nurses and staff members are hereby instructed that, even on slightest suspicion of presence of any unauthorized / unidentified person in the campus or around the departments / areas of the campus, be immediately reported to the special WhatsApp number **9355023969**. The security staff shall ensure that all such persons are handed over to the AIIMS police outpost for trespassing and exploiting patients. The information may also be shared confidentially to the official email ID **director@aiims.edu**. Identity of the staff who report about such unauthorized persons would be kept confidential and appropriate action will be taken to stop the exploitation of the patients.

Wearing designated uniform and displaying ID cards is a simple method to enhance the security at workplace. This will enable us to identify any unauthorized or unidentified individuals within the campus. Hence all the staff of AIIMS shall ensure that ID cards are worn within the campus. In addition, the staff working in Operation theatre shall have their names embroidered on their scrubs.

Heads of the departments are also hereby requested to ensure that, all the waiting lists are attended which will prevent the patients from falling into the trap of these agents and getting exploited financially. Administration shall provide necessary support to all the Heads of the departments as and where necessary which will enable them to complete the waiting lists.

If any such unauthorized person / agent is found in any part of the campus, the respective area in-charges [Senior Resident doctor / Faculty / Nursing officer / other staff] shall also be held responsible and deemed to be helping these agents/ touts and disciplinary action as deemed fit shall be taken.

It is reiterated again that All the Doctors, Nursing staff and other staff are hereby being informed to specifically report any such presence/ movement of unauthorized agents at hospital premises



(Prof. M. Srinivas)
Director

Distribution:

All Faculty, Nursing Staff, Resident Doctors, All Staff

OFFICE ORDER

Sub: Special measures against fleecing of patients by unauthorized individuals reg.

During the undersigned's interaction with patients & their relatives, it has been noted that few patients visiting AIIMS New Delhi are being fleeced by touts / agents in the guise of supplying them medicines or helping them with investigations outside AIIMS, or referring them to other hospitals for faster turnaround times, etc.

Accordingly, the following special measures shall be initiated in a mission mode to combat this menace and to ensure that no patient is approached by touts / agents:

1. A dedicated WhatsApp Number (**9355023969**) for messaging of complaints & evidences related to fleecing / seeking bribe shall be operationalized by 29th February 2024. The following signage in English & Hindi shall be prominently in all areas including OPD, Wards, Waiting Areas, Stores, Pharmacies, etc.:

एम्स नई दिल्ली - भ्रष्टाचार विरोधी हेल्पलाइन

यदि कोई दलाल/एजेंट आपको धोखा दे रहा है या कोई एम्स नई दिल्ली में सेवाओं के लिए रिश्वत मांग रहा है, तो कृपया प्रदर्शित नंबर पर व्हाट्सएप के माध्यम से ऑडियो/वीडियो साक्ष्य और स्थान अग्रेषित करें।

AIIMS NEW DELHI – ANTI CORRUPTION HELPLINE

In case any tout / agent is fleecing you or anyone is seeking bribe for services at AIIMS New Delhi, please forward the audio or video evidence & location via WhatsApp on this number:



WhatsApp

+91-9355023969

This number shall not entertain routine grievances but shall ONLY take cognizance of the complaints related to fleecing of patients by touts / agents or for complaints in cases where anyone from AIIMS New Delhi is seeking bribe in lieu of any services at AIIMS. This number shall be monitored on 24x7 basis by the Security Department. To ensure prompt verification of complaints and for taking requisite action on an urgent basis, a team of regular security staff shall be positioned in the paging room next to the AIIMS Control Room (Room No. 12, Old Private Ward) on a 24x7 basis. On receiving any complaint on the said WhatsApp Number, a team shall be immediately mobilized in consultation with the Duty Officer in the Control Room to verify the complaint. If on preliminary verification, the complaint is noted to be genuine, Duty Officer shall take immediate action in consultation with the administrative incharge of the respective area & the undersigned. The security department shall maintain a log book of all complaints received including time of complaint, time of verification and findings thereof, action taken with regard to the said complaint, etc. A summary of the said log shall be furnished to the office of the undersigned & to the office of Addl. Director (Admin) on a daily basis by 9.00am.

Action: PIC (Security); Medical Superintendent (H)

2. It is emphasised that ensuring a tout free & bribe free AIIMS is the combined responsibility of every staff member of AIIMS including Chiefs of Centres, Medical Superintendent, Senior Officers, Faculty, etc. However, as the security department is directly responsible for stopping such activities, in case of verified complaints of fleecing or bribing of patients or their attendants from any area, the entire outsourced security staff posted in the said area shall be relieved and regular AIIMS security staff posted / incharge of the said area shall be suspended pending fact finding & disciplinary proceedings. In addition to taking requisite action against the culprits, action as deemed necessary shall also be initiated against those responsible for supervisory oversight of the respective areas after appropriate fact finding & as per prescribed rules.

Action: Additional Director (Admin)

Am 21/12/2024

Prof. M Srinivas
Director

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

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ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F.No. 40-30/2024-Estt.I

18.11.2024

Subject: Deployment of adequate number of female security officers & personnel reg.

The undersigned has interacted with security guards deployed in various areas and has during the daily rounds, also reviewed the deployment of security personnel. It has been noted that the number of female security guards deployed is inadequate vis a vis the female population visiting the respective areas. Also, most of the Security Supervisors & Assignment Managers (deployed by outsourced agencies) & Security Officers of AIIMS New Delhi are males. This has been viewed with concern as it may lead to lesser sensitivity towards the concerns of female security guards as well as the female workers / visitors.

Accordingly, it has been decided that at least 1/3rd of the Security Guards deployed at AIIMS New Delhi should be females. Appropriate sensitivity & compassion must be reflected while deploying the female security guards and their deployment, especially in night shifts, should be strictly based on the needs of a female security guard in the respective areas.

Also, adequate representation of females must be ensured in the regular cadre of Security at all levels. If required, necessary changes in recruitment rules may be done to ensure lateral entry at senior levels to correct the current aberration and in all future recruitments. Till such correction is implemented, no regular recruitments / promotions should be done in the security cadre.

Action: Chief Security Officer

 18/11/2024

Prof. M Srinivas

Director

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ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F. No. 40-30/2025-Estt.I

02.06.2025

Sub: Rationalization of deployment of Security Guards in AIIMS Campus reg.

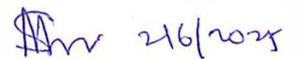
The undersigned has been taking detailed rounds of the AIIMS Campuses and has noted that many times security guards are standing in a cluster at one location, which serves no purpose. On enquiry, it has been noted that usually these guards are posted at different nearby locations but have gathered at the said location. This is not an acceptable practice and indicates lax supervision by security department or excess deployment in some areas.

Accordingly, to ensure optimal deployment of security guards in AIIMS Campuses, it has been decided that a mission mode review of deployment of security guards in AIIMS shall be completed by the security department by 30th June 2025. As a part of this exercise, it shall be ensured that the deployment of security guards is mapped to various guard posts and areas as per the functional requirement and excess deployment if any, shall be diverted against new requirement raised for newly commissioned areas. Supervisory matrix for every guard post shall also be clearly mapped, and the said supervisor shall be held responsible along with the respective guard for any laxity in services in future.

Action: Chief Security Officer

Further, it is also noted that Security Guards are often the first point of contact for patients & their attendants in need of information regarding services. Accordingly, to ensure the security guards can guide them appropriately, sensitization sessions in patient facilitation should be organized for security guards on periodic basis.

Action: Medical Superintendent (H)

 21/6/2025

Prof. M Srinivas
Director

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