

अखिल भारतीय आयुर्विज्ञान संस्थान
अंसारी नगर, नई दिल्ली-29

फा.सं.40-30/2022-स्था.।

दिनांक: 31.08.2024

कार्यालय ज्ञापन

विषय:- गैराज एवं परिक्रमा सेवाओं का परिवहन विभाग के अन्तर्गत विस्तार संबंधी।

अधोहस्ताक्षरी ने एम्स परिसर में यातायात, परिवहन एवं परिक्रमा सेवाओं को सुव्यवस्थित करने हेतु कई कार्यालय ज्ञापन जारी किए हैं (प्रतिलिपि संलग्न)। मस्जिद मोठ में एम्स अस्पताल की सेवाओं के विस्तार से मरीजों, डॉक्टरों, नर्सों एवं अन्य अस्पताल कर्मचारियों के लिए मुख्य परिसर की आपातकालीन एवं अन्य स्थलों के लिए यात्रा की दूरी बढ़ गई है। एम्स में इलेक्ट्रिक एवं परिक्रमा वाहनों के उपयोग को बढ़ाकर हरित पहल की गई है। परिवहन विभाग को और अधिक मजबूत करने के लिए निम्नलिखित उपाय किए जायेंगे।

1. एम्स हेतु तीन गैराज क्षेत्र होंगे, सभी का प्रबंधन परिवहन अनुभाग के अन्तर्गत किया जाएगा।
 - क. मुख्य गैराज
 - ख. गेट नं. 3 के सामने परिसर गैराज
 - ग. शिवा रोड़ टर्मिनस गैराज
2. संपूर्ण परिवहन अनुभाग का प्रबंधन उप-सचिव (एम्स) के अधीन सुव्यवस्थित किया जाएगा, जिसे अनुरोध किया गया है कि वे आंतरिक परिवहन शटल के कामकाज की निगरानी हेतु एक प्रशासनिक अधिकारी को नियुक्त करें, जिसके लिए श्री सुमित, श्री रजत एवं भंडार अधिकारी (नि.का.) सहायता प्रदान करेंगे। यदि आवश्यक हुआ तो सहायता हेतु संविदा आधार पर अतिरिक्त कर्मचारियों की नियुक्ति की जाएगी।
3. प्रो. अनंत मोहन की अध्यक्षता वाली **परिवहन समिति** की निगरानी में **पुरानी गैराज** सेवाएं पहले की तरह जारी रहेंगी, जिसमें प्रो. संजय राय, प्रो. संदीप माथुर, डॉ. प्रमोद गौतम एवं डॉ. महेंद्र सिरवी समिति के सदस्य होंगे।
4. **परिसर गैराज की आंतरिक** सेवाओं का पर्यवेक्षण प्रो.वी.के.अय्यर की अध्यक्षता वाली **यातायात समिति** द्वारा किया जाएगा जिसमें प्रो. सुमन जैन, प्रो. वी.पी. माथुर, प्रो. सूरज सिंह सेंजम, डॉ. जयंत कुमार, डॉ.पार्थ हल्दर, डॉ. बिन्दु प्रकाश, डॉ. बिस्वरूप चक्रवर्ती एवं डॉ. अरुण वर्मा, शामिल होंगे।

5. **शिवा रोड़ टर्मिनस** का उपयोग नई इलेक्ट्रिक बसों के साथ-साथ परिक्रमा एवं अन्य कारों सहित इलेक्ट्रिक वाहनों को चार्ज करने के लिए किया जाएगा।
6. **परिक्रमा सेवाएं:** प्रो. सूरज सिंह सेंजम, डॉ. बिस्वरूप चक्रवर्ती, डॉ. पार्थ हल्दर एवं डॉ. अरुण वर्मा, उप-सचिव द्वारा नियुक्त प्रशासनिक स्टाफ के अधीन परिक्रमा सेवाओं को सुव्यवस्थित करने की निगरानी करेंगे। उन्हें निम्नलिखित के संबंध में सभी उपाय करने होंगे:-
- क. उनकी संख्या बढ़ाना
 - ख. निम्नलिखित हेतु समर्पित वाहन तैनात करना
 - गर्भवती महिलाएं एवं बच्चे
 - वरिष्ठ नागरिक
 - ग. मातृ एवं शिशु ब्लॉक इत्यादि हेतु संचालित वाहनों का एकीकरण
 - घ. परिक्रमा सेवाएं प्रदान करने वाली कई एजेंसियों का एकीकरण
 - ङ. तैनाती हेतु मार्ग
 - च. आवश्यकतानुसार अतिरिक्त वाहनों को किराए पर लेना एवं खरीदना जिसमें सीएसआर समिति के साथ संपर्क करना भी शामिल हैं।
7. **परिसर परिवहन:** डॉ. प्रमोद गौतम और डॉ. महेन्द्र सिरवी के साथ मिलकर डॉ. जंयत कुमार और डॉ. बिन्दु प्रकाश विभिन्न स्तरों पर स्टाफ सदस्यों के लिए आंतरिक परिवहन बढ़ाने के लिए सभी कारों की पूलिंग के कार्य का निरीक्षण करेंगे।
- क. सीएसआर (वर्तमान में 13 ई-वाहन) के अंतर्गत दिए गए सभी ई-वाहनों को परिसर की गैराज सेवा में स्थानांतरित किया जाएगा एवं संयुक्त रूप से उपयोग में लाया जाएगा। ऐसी सेवाओं को बढ़ाने के लिए यातायात समिति सीएसआर के अध्यक्ष के साथ संपर्क करेगी।
 - ख. सीएसआर के तहत प्राप्त मौजूदा ई-वाहन कारों को परिसर गैराज से आंतरिक परिवहन प्रदान करने के लिए उपयोग में लाया जाएगा।
 - ग. मुख्य गैराज की सभी कारों एवं केन्द्रों तथा अन्य उपयोगकर्ताओं को दी गई कारों के बेहतर प्रयोग के लिए पूल उपयोग में लाया जाएगा।
 - घ. बेहतर उपयोग के लिए सभी चालकों का भी पूल बनाया जाएगा।
 - ङ. प्रत्येक कार के लिए कम से कम दो चालक होंगे ताकि वाहन को दो या तीन पारी में तैनात किया जा सके। रोस्टर के द्वारा दिन-रात सेवाएं प्रदान की जा सकेंगी।
 - च. परिवहन अनुभाग से केन्द्रों को दी गई कारों को परिसर में आंतरिक परिवहन में पुनः तैनाती के लिए वापिस लिया जाएगा।
 - छ. हर केन्द्र के अलग परिवहन अनुभाग हैं जिन्हें अपने उपयोग के लिए आवश्यक गाड़ी अलग से खरीदनी चाहिए।
 - ज. मस्जिद मोठ अस्पताल परिसर और एचएमबी के अध्यक्षगण से पूल की गई कारों की तैनाती के लिए सुझाव लिए जा सकते हैं।

8. यह अपेक्षित है कि परिक्रमा वाहनों और अन्य ई-वाहनों की संख्या बढ़ाई जाए, ताकि रोगी सेवा और स्टाफ सेवाओं की दक्षता बढ़ाई जा सके। अतः परिवहन और यातायात समितियों को नियमित बैठके आयोजित करने और वाहनों की संख्या बढ़ाने के लिए सक्रिय कदम उठाने के लिए कहा गया है। इन उपायों में सीएसआर के साथ संपर्क करना, वाहनों की सीधी खरीद, संविदा आधार पर वाहनों और चालकों को नियुक्त करना और शिफ्ट के आधार पर तैनात किए जाने वाले अतिरिक्त चालकों को संविदा पर नियुक्त करना भी शामिल है। ताकि उक्त वाहनों का इस्तेमाल शिफ्ट ड्यूटी में किया जा सके।
9. **वैलै पार्किंग सेवाएं:** कई बुजुर्ग, दिव्यांग मरीज या सेवानिवृत्त स्टाफ सदस्यों जो स्वयं चालित वाहनों से आते हैं उन्हें परिसर में परेशानी का सामना करना पड़ता है। परिसर को अधिक सुलभ बनाने के लिए, मामूली शुल्क भुगतान पर वैलै पार्किंग के लिए चालकों/एजेंसियों को नियुक्त किया जाए।
10. सभी वाहनों की सर्विस और रखरखाव का विवरण लॉग बुक में दर्ज किया जाए।
11. वाहन के उपयोग संबंधी लॉग बुक को कंप्यूटरीकरण /इंट्रानेट डेटाबेस पर उपलब्ध कराया जाए। उपयोग के आधार पर कारों को मुख्य गैराज से परिसर गैराज में एवं परिसर गैराज से मुख्य गैराज में स्थानांतरित किया जाए ताकि वाहनों का इष्टतम उपयोग किया जा सके।
12. सभी वाहनों में जीपीएस ट्रैकिंग चालू की जाए।
13. एम्स परिसर में ई-वाहनों के उपयोग के संबंध में एनजीटी को दी गई वचनबद्धताओं को पूरा करने के लिए सक्रिय कदम उठाए जाएं।
14. जरूरी सुरक्षा उपायों जैसे सुरक्षा गार्ड एवं सीसीटीवी कैमरा भी उपलब्ध कराए जाएं।

प्रो. एम. श्रीनिवास
निदेशक

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

1. संकायाध्यक्षगण (शैक्षिक, अनुसंधान, परीक्षा)
2. अपर निदेशक (प्रशासन)
3. चिकित्सा अधीक्षक (एम्स)
4. सभी केंद्र प्रमुखगण/अध्यक्ष, एन.सी.आई. झज्जर/सभी विभागाध्यक्षगण
5. वरिष्ठ वित्त सलाहकार

ALL INDIA INSTITUTE OF MEDICAL SCIENCES

Ansari Nagar, New Delhi-29

No. 40-30/2024-Estt.I

31.08.2024

OFFICE MEMORANDUM

Sub: Expansion of Garage and Parikrama Services under Transport Section

The undersigned has issued multiple OM's for streamlining of traffic, transport & parikrama services in the AIIMS Campus. (Copies attached). Expansion of AIIMS hospital services into Masjid Moth has increased travel distances for patients, doctors, nurses and other hospital staff, for emergency and other locations in main campus. There has also been a green initiative at AIIMS with increased usage of electric and Parikrama vehicles. For further strengthening of transport section, the following measures shall be taken:


1. There shall be three garage areas for AIIMS, all managed under the transport section:
 - a. Main Garage
 - b. Campus Garage opposite Gate No 3
 - c. Shiva Road Terminus Garage
2. Management of entire Transport Section shall be streamlined under the Deputy Secretary (AIIMS), who is requested to assign an AO to supervise the functioning of Intramural Transport Shuttles, for which Mr. Sumit, Mr. Rajat and Store Officer (DO) are to provide assistance. Additional staff to be appointed on contract basis for support if required.
3. **Old Garage** services to continue as before under the oversight of **Transport Committee** chaired by Prof. Anant Mohan, with Prof. Sanjay Rai, Prof. Sandeep Mathur, Dr. Pramod Gautam and Dr. Mahendra Seervi as committee members.
4. **Campus Garage Intramural** services are to be supervised by the **Traffic Committee** chaired by Prof. VK Iyer with Prof. Suman Jain, Prof. VP Mathur, Prof. Suraj Singh Senjam, Dr. Jayanth Kumar, Dr. Partha Haldar, Dr. Bindu Prakash, Dr. Biswaroop Chakrabarty and Dr. Arun Verma.
5. **Shiva Road Terminus** to be used for charging of bigger electric vehicles including newer electric buses as well as parikrama and other cars



6. **Parikrama Services:** Prof. Suraj Singh Senjam, Dr. Biswaroop Chakrabarty, Dr. Partha Haldar and Dr. Arun Verma to oversee streamlining of Parikrama Services under the assigned administrative staff deputed by the Deputy Secretary. They are to take all measures with regard to:
- a. Increasing their number
 - b. Deputing dedicated vehicles for:
 - Pregnant Women & Children
 - Senior Citizens
 - c. Integration of vehicles operating for MCH Block, etc.
 - d. Integration of multiple agencies providing parikrama services
 - e. Routes for deployment
 - f. Hiring and purchase of extra vehicles as required, including liaison with CSR Committee
7. **Campus Transport:** Dr. Jayanth Kumar and Dr. Bindu Prakash along with Dr. Pramod Gautam and Dr. Mahendra Seervi are to supervise pooling of all cars to enhance Intramural Transport for staff at various levels. The following measures are to be taken:
- a. All e-vehicles provided under CSR (presently 13 e-vehicles) are to be transferred to the Campus Garage service and used as intended in pooled manner. The Traffic committee is to liaise with the Chairman of CSR committee for increasing such services
 - b. Existing e vehicle cars acquired through CSR are to be deployed from the Campus Garage for providing intramural transport.
 - c. All cars of main garage and those given to centers and other users are to be pooled together for efficient fleet utilization.
 - d. All drivers are also to be pooled for better efficiency of fleet utilization.
 - e. Every car should have at least two drivers, so that the vehicle can be deployed in two or three shifts. By rostering, round the clock services can be provided.
 - f. Cars provided to centers from transport section are to be taken back for redeployment in Campus intramural transport.
 - g. All centers have separate transport sections which should buy the cars needed for their running separately.
 - h. Inputs from the Chairpersons of Masjid Moth Hospital Complex and HMB may be taken for deployment of pooled cars



8. It is expected that both Parikrama vehicles and other electric vehicles are to increase in number, so that both patient and staff services as well as efficiency are improved. The Transport and Traffic Committees are therefore tasked with holding regular meetings and taking proactive steps for increasing vehicle numbers. These measures include liaison with the CSR committee, outright purchases of vehicles, hiring of vehicles and drivers on contract basis and hiring of extra drivers to be deployed on shift basis, so that the same vehicles can be used on shift duty.
9. **Valet parking services:** Many elderly, disabled patients or retired staff members in self-driven cars face difficulty within the campus. To make the campus more accessible, drivers/agencies may be hired for valet parking on payment of a nominal fee.
10. Servicing and maintenance of all vehicles to be entered in logbooks
11. Vehicle usage logbook to be made available on a computerized/intranet database. Based on usage, cars may be transferred from Main Garage to Campus Garage and vice versa, to achieve the best fleet utilization.
12. GPS tracking of all vehicles to be enabled
13. Proactive measures for fulfilment of commitments made to the NGT regarding e-vehicles usage within the AIIMS campus are to be taken.
14. Necessary security measures including guards and CCTV cameras are to be provided.

 31/8/2024

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 & Heads' of all Departments
5. Sr. Financial Advisor

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI

OFFICE OF DIRECTOR

F. No. 40-30/2022-Estt.I

30.07.2024


OFFICE MEMORANDUM

Sub: Seamless connectivity of AIIMS Campus with public transit points & augmentation of internal transport services for patients visiting AIIMS reg.

AIIMS New Delhi has taken multiple steps to streamline its transport services vide OM's dt. 15.05.2024, 10.11.2023, 18.10.2023, etc. (Copies attached). The undersigned has been extensively interacting with patients & their attendants at AIIMS New Delhi and it has emerged that all weather connectivity of AIIMS Campus with nearby public transit points viz. AIIMS / South Ex Metro Stations & nearby bus stops is a major point of concern for all. The weak & frail patients often have to walk long distances or take auto rickshaws, etc. at exorbitant rates from these transit points to reach their destination within AIIMS Campus. Also, as the AIIMS Campus is nearly spread over 200 acres, patients visiting Masjid Moth or Trauma Centre areas often have to walk long distances from even the AIIMS Metro Station. Some patients have also complained about being fleeced by autorickshaws by charging fare which is not commensurate with the distance.

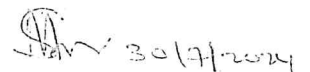
Accordingly, to improve the experience of patients & their care providers, it has been decided that, in addition to the parikrama seva, electric buses shall be introduced for commute to & from the nearby public transit points to various areas within the AIIMS campus. These electric buses shall be leased on outsourcing basis & the following shall be ensured while finalizing the contract:

- The electric buses (eBuses) shall be approx. 20-seater, airconditioned & low floor to ensure easy boarding for patients and shall also have the option to load a patient on wheelchair if required. The service provider shall ensure all statutory compliances.
- These eBuses shall only pick & drop AIIMS patients & their care providers.
- The service provider shall ensure that all occupants are properly seated inside the bus and the number of passengers in the bus is not more than the seating capacity.
- The service provider shall increase / decrease the number of eBuses, such that there is an assured service every 10 minutes during peak hours (7am – 7pm) & every 15 minutes during lean hours (7pm – 7am & on all public holidays / Sundays).


23/07/2024

- The eBuses shall have designated stops at key drop off locations within the AIIMS campus. These stops shall be recessed from the road and shall have a shade to ensure protection from direct sunshine / rain for the waiting passengers. These stops shall have a call button which patients can press to inform the eBus service provider that they are waiting at a designated stop so that patient's waiting time can be captured for audit.
- The eBuses shall be fitted with CCTV Cameras & GPS tracking system and AIIMS shall also have access to the real-time CCTV feed & GPS tracking.
- A patient app showing the expected time of arrival of the eBus based on real-time GPS tracking shall be developed & made available free of cost for both iOS & Android app stores. The app shall also have an option for patients to lodge a complaint regarding deficiency in service if any.
- The eBuses shall be operated by the outsourced service provider on self-sustaining basis by charging fares which have been duly finalized through an open tender & no additional cost shall be incurred by AIIMS New Delhi.
- The fare collection shall only be done via UPI / AIIMS Smart Card (no cash).
- The eBuses service provider may use the AIIMS charging infrastructure on payment basis or can install their dedicated chargers at their own cost including the cost of equipment, electricity, etc.
- Service provider shall always ensure full compliance with all rules, regulations & statutory requirements in all aspects. AIIMS New Delhi shall not be responsible for non-compliances if any.
- Strict penalty clauses shall be included in the tender to ensure strong deterrence against any deficiency of service.

Action: Prof. I/c (ITS & Traffic Management Committee); SE AIIMS



Prof. M Srinivas

Director

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

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5. Heads' of all Departments
6. Sr. Financial Advisor
7. Prof. I/c Computer Facility

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

F.No. 40-30/2022-Estt.I

15.05.2024

OFFICE ORDER

Sub: Transparency & Prudence in 'Transport Services' at AIIMS New Delhi reg.
AIIMS New Delhi provides transport services for admitted patients & staff for inter/intra campus transfers. These services are provided both in-house & on outsourcing basis. The undersigned has been made aware that there is inordinate delay in clearing the bills of outsourced transport service providers for many months, which is not acceptable. Also, it has been brought to the notice of the undersigned, that in certain cases appropriate log books are not being maintained for staff cars, etc.

Accordingly, to ensure transparency & prudence in transport services, the following instructions are issued:

- No faculty / official / secretarial staff / driver, etc. shall be the incharge of the administrative work in any of the transport services (viz. Main Garage, Main Hospital / Centres, etc.) for more than 3 years. A clear matrix for various administrative works related to transport services shall be prepared and copy of the same shall also be submitted to the office of Addl. Director (Admin) for information. Respective competent authorities are requested to review the administrative arrangements for their transport services and ensure the same before 31st May 2024.

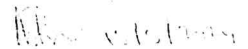
Action: Chiefs of Centres; Medical Superintendent (H); Deputy Secretary

- All in-house staff cars, buses, ambulances, etc. shall be fitted with GPS tracking & monitoring system. The entries in the vehicle log book, commensurate fuel consumption, maintenance costs, etc. shall be reconciled on a monthly basis with the GPS & maintenance records.

Action: Faculty / Official Incharge of respective transport services



- All outsourced transport service providers, shall be mandated to fix GPS tracking devices, at their cost, in their vehicles before 30th June 2024. They shall also be required to provide an access of their GPS tracking & monitoring dashboard to the respective transport incharges at AIIMS. The verification of the bills of the outsourced transport services providers shall then onwards, be done based on the duty assignment records & the commensurate GPS records. The duty slips shall be duly signed by the users, immediately after availing the transport services and no bills shall be kept pending user verification.



Prof. M Srinivas
Director

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6. Sr. Financial Advisor
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8. Prof. I/c Computer Facility

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

F.No. 40-30/2022-Estt.I

18.10.2023


OFFICE MEMORANDUM

Sub: Streamlining of Intramural Transport Services within AIIMS Campuses reg.

AIIMS New Delhi has in the past one year inducted over 30 electric vehicles (EVs) for the convenience of patients, their attendants and AIIMS staff while remaining carbon neutral. Also, efforts are on to induct additional EVs for patient & staff transit within the campus in the coming days.

As an interim arrangement, Central Transport has been managing the electric shuttles & electric cars based intramural transport services. However, there is a felt need to align the transport services within AIIMS Campuses with the traffic management plan.

Accordingly it has been decided to designate Prof. Venkat Iyer, Head, Dept. of Pathology as Prof. I/c (Intramural Transport Services (ITS)) in addition to his existing duties and responsibilities. He shall be assisted by the staff of Central Transport for managing and deploying electric shuttles and electric vehicles for intramural transport within AIIMS Campuses. In addition, PIC (ITS) shall also advise the engineering department in development of appropriate recessed bays in the campus for boarding/deboarding from electric shuttles, installation of traffic lights at key points for streamlining traffic movement, etc. All drivers & staff working on the electric shuttles & vehicles shall be under the administrative control of PIC (ITS).


15/10/2023
Prof. M Srinivas
Director

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

F.No. 40-30/2023-Estt.I

10.11.2023

OFFICE MEMORANDUM

Sub: Streamlining of Parikrama Service within AIIMS Campus reg.

During the daily rounds of the undersigned, it has been noticed that the Electric Shuttles operating in AIIMS Campus as Parikrama Service are not working in a streamlined manner. Sometimes, they are also being used by outsiders who are neither AIIMS patients or their attendants or AIIMS staff, etc. It has also been noted that the shuttles are stopping at non-designated points as well thereby blocking traffic and causing inconvenience to all.

To streamline the Parikrama Service within the AIIMS Campus, the following steps shall be undertaken:

- Designated pickup and drop bays for the shuttles shall be earmarked within the AIIMS Campus. These bays shall be clearly marked & shall be preferably recessed so that the regular traffic movement is not affected whenever the shuttle stops.

The shuttles shall only stop at the above designated bays and nowhere in-between.

- A security guard shall be posted at the designated shuttle bays to ensure proper queuing and for verifying that those boarding the shuttles are AIIMS patients or their attendants only.
- All electric shuttles shall be fitted with GPS system by 31st December 2023 and a control room shall be created in central transport to monitor their movement within the AIIMS campus.

Action: Prof. I/c Traffic Management Committee, SE AIIMS

Prof. M Srinivas
Director

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