

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI**

**OFFICE OF DIRECTOR**

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

19-05-2023

**OFFICE MEMORANDUM**

**Sub: Establishment of 'Outsourcing Cell' to streamline engagement of outsourced staff**

The undersigned has been interacting with various staff at AIIMS including outsourced staff and it has been noted that sometimes the agencies providing outsourced staff are not engaging them in a transparent manner or are not paying them on timely basis. As the recruitment cell is handling the work related to both regular employees & outsourced staff, it is leading to inadequate monitoring of the functioning of outsourced agencies.

Accordingly, it has been decided to create a dedicated '**Outsourcing Cell**' separate from the Recruitment Cell with Dr. Shah Alam, Prof. of Orthopaedics as Prof. Incharge (Outsourcing), assisted by Dr. Anant Gupta, Asst. Prof. of Hospital Administration. This cell shall be supported in its activities by the existing staff handling outsourcing in recruitment cell and shall share the space with recruitment cell.

The Outsourcing Cell shall be responsible for the following activities with immediate effect:

- Finalization of standard terms & conditions to be included in all tenders under which any sort of manpower is being provided to AIIMS on outsourced basis.
- Finalize a SOP for engagement of outsourced manpower via the outsourcing service provider/s so that the process is visibly fair, transparent & corruption free.
- Examine any requests for new manpower on outsourced basis with a view to rationalize the number of outsourced manpower at AIIMS, New Delhi.
- Manage outsourced manpower currently engaged via recruitment cell.
- Develop a grievance redressal system for the outsourced manpower.
- Monitor the functioning of all outsourcing service providers at AIIMS, New Delhi including the process of engaging the outsourced staff, payment of their wages on timely basis, payment of statutory dues like ESI, EPF, TDS, etc. on regular basis, etc. as per instructions enshrined in OM No.40-30/2022-Estt.-I(DO), Dated: 07th February, 2023 issued by the undersigned.
- Monitor the deployment & operationalization of electronic HRMS systems by all outsourced agencies at their own cost to provide digital salary slips, details of deductions, etc. to all their outsourced staff engaged at AIIMS.
- Develop in collaboration with computer facility a grievance redressal system for all outsourced staff to provide their feedback and complaints regarding their engaging outsourced agency if their wages are not paid on time or fully or in case of any corrupt practices in their engagement, deployment, etc.

However, the functioning of outsourced services like sanitation, security, etc. shall continue under the supervision of their respective incharges with welfare of outsourced staff in such services also being supervised by the outsourcing cell.

 19/5/2023

**Prof. M Srinivas**  
Director

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1. Dean/s (Academic, Research, Examination)
2. Addl. Director (Admin)
3. Medical Superintendent (AIIMS)
4. Chiefs' of all Centres / Head, NCI
5. Heads' of all Departments
6. Sr. Financial Advisor
7. Prof. I/c (Computer Facility)
8. Deputy Secretary

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

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

Dated: 07<sup>th</sup> February, 2023

**OFFICE MEMORANDUM**

**Subject: Streamlining of payment of wages to the outsourced staff at AIIMS, New Delhi.**


The Undersigned has interacted with the outsourced staff at AIIMS New Delhi, and it is learnt that often salaries are not being paid to outsourced staff (paramedical staff, security personnel, housekeeping, data entry operators etc.) on time and minimum wages, ESI, PF, bonus, etc. are not being credited to the accounts of outsourced staff deployed by various agencies. To streamline the payment of wages to the outsourced staff at AIIMS New Delhi, the following procedure shall be followed henceforth:

1. All the outsourced staff shall register themselves under the Biometric Attendance System. Subsequently, attendance marked in the biometric system shall only be utilised to calculate the salary of outsourced staff.
2. A duty Rota of all the outsourced staff shall be submitted to the concerned reporting officer, who shall verify the presence of concerned outsourced staff as per the Rota.
3. On the 1<sup>st</sup> day of every month, the biometric attendance data of outsourced staff shall be downloaded by the nodal officer and forwarded to the respective reporting officer of the outsourced staff.
4. The reporting officers shall verify the biometric attendance data and submit a consolidated report which includes (a) name of the employee, (b) designation, (c) number of days in the month, (d) number of weekly offs, (e) number of days absent and (f) number of days payable, etc. This report shall be submitted before 3<sup>rd</sup> of every month.
5. This report shall be forwarded to the concerned agency before 4<sup>th</sup> of every month so that the wages of all the outsourced staff members is deposited in their respective savings Bank Accounts, which is mapped to the same Aadhar number of the outsourced staff, before 7<sup>th</sup> of every month.
6. Beyond 7<sup>th</sup> of every month, a penalty of Rs. 100/- per outsourced staff per day shall be levied on the outsourced service provider for delay in payment of wages. The said deducted from the total bill of the outsourced service provider and the equivalent amount shall be credited to the accounts of the respective outsourced staff.
7. The agency/vendor/contractor should be made clear that "PAYMENT OF WAGES TO THE WORKERS IS NOT LINKED TO PAYMENT OF THE PENDING BILL(S) BY AIIMS."
8. All the payments to the workers shall be made by the Agency through Bank transactions only on or before 7<sup>th</sup> day of each month. Cash payment is strictly prohibited.
9. Proper Salary Slip with all the details like Days Present, Off Days, Days Absent, ESI, PF etc. shall be provided to all the outsourced staff. In case of failure to provide payslips, a penalty of Rs 1000/- per outsourced staff for whom the payslip was not issued shall be deducted from the monthly bill of the outsourced service provider.
10. It is instructed that administration shall release the bills of contractors / agencies which are found correct and as per the proforma within 7 days of submission of bills so that the contractors / agencies will be able to pay their staff promptly without any delay for the

next month. In case any discrepancies are found in the bill it shall be intimated immediately to the agency / vendor / contractor. Any bill which is found to be pending for more than 7 days, the concerned administrative / store / security officer shall indicate the reasons for such pendency in writing.

11. It is further instructed that a FIFO model (first in, first out) be adopted for payment of bills as this will prevent any favouritism and ensure the bills are not processed based on preference. The date of receiving of invoice in inward shall be considered as the date of invoice for the FIFO model and under any instance jumping of bill is to be avoided.
12. In case of any discrepancy in payment being credited to the savings accounts of outsourced staff or in case of contractor / agency demanding bribes from the outsourced staff, a proper grievance system should be in place at AIIMS New Delhi to address these concerns. The outsourced staff may be instructed to report such grievances on the official email ID of the undersigned - [director@aiims.edu](mailto:director@aiims.edu) - and each instance shall be noted and closed in a time-bound respective establishment.

This is for immediate compliance.

 7/4/2023

( Prof. M Srinivas )  
Director

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