

अखिल भारतीय आयुर्विज्ञान संस्थान, नई दिल्ली

निदेशक कार्यालय

फा.सं.40-30/2022-स्था।

दिनांक: 30.07.2024

कार्यालय ज्ञापन

विषय: एम्स परिसर के सार्वजनिक आवागमन स्थलों से निर्बाध कनेक्टिविटी की सुविधा एवं एम्स में आने वाले रोगियों के लिए आंतरिक परिवहन सेवाओं में वृद्धि करने संबंधी।

एम्स, नई दिल्ली ने दिनांक 15.05.2024, 10.11.2023 तथा 18.10.2023 आदि के कार्यालय ज्ञापनों के माध्यम से अपनी परिवहन सेवाओं को सुव्यवस्थित करने के लिए कई कदम उठाए हैं (प्रतिलिपियां संलग्न)। अधोहस्ताक्षरी ने एम्स, नई दिल्ली में रोगियों एवं उनके परिचरों के साथ विस्तृत रूप से चर्चा-परिचर्चा की है जिससे यह ज्ञात हुआ है कि एम्स परिसर के आसपास के सार्वजनिक आवागमन स्थलों जैसे एम्स/साउथ एक्सटेंशन मेट्रो स्टेशन एवं नजदीकी बस स्टॉप के साथ उपयुक्त कनेक्टिविटी बनाना, सबके लिए चिंता का एक मुख्य विषय होता है। कमजोर तथा दुर्बल रोगियों को अक्सर एम्स परिसर के भीतर अपने गंतव्य तक पहुंचने के लिए इन आवागमन स्थलों से पैदल चलकर अथवा अत्यधिक किराए पर ऑटोरिक्शा आदि लेकर लंबी दूरी तय करनी पड़ती है। इसके अतिरिक्त, चूंकि एम्स परिसर लगभग 200 एकड़ में फैला हुआ है, अतः मस्जिद मोठ या ट्रॉमा केन्द्र क्षेत्रों में जाने वाले रोगियों को अक्सर एम्स मेट्रो स्टेशन से भी लंबी दूरी तय करनी पड़ती है। कुछ रोगियों ने ऑटोरिक्शा द्वारा दूरी के हिसाब से किराया न वसूलने की शिकायतें भी की हैं।

तदनुसार, रोगियों एवं उनके देखभालकर्ताओं के अनुभव को बेहतर बनाने के लिए, यह निर्णय लिया गया है कि परिक्रमा सेवा के अलावा, एम्स परिसर के भीतर विभिन्न क्षेत्रों में निकटवर्ती सार्वजनिक आवागमन स्थलों से आने-जाने के लिए इलेक्ट्रिक बसें शुरू की जाएंगी। इन इलेक्ट्रिक बसों को आउटसोर्स आधार पर पट्टे पर लिया जाएगा तथा अनुबंध को अंतिम रूप देते समय निम्नलिखित बिंदुओं को सुनिश्चित किया जाएगा:

- इलेक्ट्रिक बसें (ई-बसें) लगभग 20-सीटर, वातानुकूलित एवं लो फ्लोर होंगी ताकि रोगियों के लिए आसानी से चढ़ना सुनिश्चित हो सके तथा यदि आवश्यक हो, तो रोगी को बस में व्हीलचेयर पर ले जाने का विकल्प भी होगा। सेवा प्रदाता द्वारा सभी वैधानिक अनुपालनों को सुनिश्चित किया जाएगा।
- ये ई-बसें केवल एम्स के रोगियों एवं उनके देखभालकर्ताओं को ले जाने और छोड़ने के लिए होंगी।
- सेवा प्रदाता यह सुनिश्चित करेंगे कि सभी यात्री बस के अंदर ठीक से बैठे हों तथा बस में यात्रियों की संख्या उनके बैठने की क्षमता से अधिक न हो।
- सेवा प्रदाता द्वारा ई-बसों की संख्या में वृद्धि/कमी की जाएगी, ताकि व्यस्त समय (सुबह 7:00 बजे से शाम 7:00 बजे तक) के दौरान हर 10 मिनट में और कम व्यस्त समय (शाम 7:00 बजे से सुबह 7:00 बजे तक एवं सभी सार्वजनिक अवकाश/रविवार को) के दौरान हर 15 मिनट में सेवा सुनिश्चित हो सके।
- एम्स परिसर के भीतर मुख्य ड्रॉप-ऑफ लोकेशन पर ई-बसों के लिए निर्धारित स्टॉप होंगे। ये स्टॉप सड़क से दूर होंगे तथा इन स्टॉप पर प्रतीक्षारत यात्रियों को सीधी धूप/बारिश से बचाने के

लिए छायादार शेड बने होंगे। इन स्टॉप पर एक कॉल बटन होगा, जिसे दबाकर रोगी ई-बस सेवा प्रदाता को सूचित कर सकते हैं कि वे निर्दिष्ट स्टॉप पर प्रतीक्षा कर रहे हैं ताकि ऑडिट के लिए रोगी के प्रतीक्षा-समय को कैप्चर किया जा सके।

- ई-बसों में सी.सी.टी.वी. कैमरे एवं जी.पी.एस. ट्रैकिंग सिस्टम लगा होगा तथा एम्स के पास भी वास्तविक समय की सी.सी.टी.वी. फीड एवं जी.पी.एस. ट्रैकिंग तक पहुंच होगी।
- वास्तविक समय की जी.पी.एस. ट्रैकिंग के आधार पर ई-बस के आगमन का संभावित समय दिखाने वाला एक रोगी ऐप विकसित किया जाएगा तथा उसे आई.ओ.एस. और एंड्रॉइड ऐप स्टोर दोनों के लिए मुफ्त में उपलब्ध कराया जाएगा। इस ऐप में रोगियों को सेवा में कमी, यदि कोई हो, के बारे में शिकायत दर्ज कराने का विकल्प भी होगा।
- ई-बसों का संचालन आउटसोर्स सेवा प्रदाता द्वारा स्वतंत्र आधार पर किया जाएगा, जिसके लिए किराया खुली निविदा के माध्यम से तय किया जाएगा तथा एम्स, नई दिल्ली द्वारा कोई अतिरिक्त लागत वहन नहीं की जाएगी।
- किराया संग्रह केवल यू.पी.आई./एम्स स्मार्ट कार्ड (नकद नहीं) के माध्यम से किया जाएगा।
- ई-बस सेवा-प्रदाता भुगतान के आधार पर एम्स चार्जिंग इंफ्रास्ट्रक्चर का उपयोग कर सकते हैं अथवा उपकरण, बिजली आदि की लागत के साथ अपनी लागत पर अपने स्वयं के चार्जर लगा सकते हैं।
- सेवा प्रदाता द्वारा हमेशा हर तरह से सभी नियमों, विनियमों एवं वैधानिक आवश्यकताओं का पूर्ण अनुपालन सुनिश्चित किया जाएगा। इस संबंध में, अनुपालन न किए जाने की स्थिति में, एम्स, नई दिल्ली इसके लिए जिम्मेदार नहीं होगा।
- सेवा में किसी भी कमी के खिलाफ सख्त निवारण सुनिश्चित करने हेतु निविदा में कठोर दंड खंड शामिल किए जाएंगे।

कार्रवाई: प्रभारी-आचार्य (आई.टी.एस. एवं यातायात प्रबंधन समिति); अधीक्षण अभियंता एम्स

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 केन्द्रों के प्रमुखगण/अध्यक्ष, एन.सी.आई., झज्जर
5. सभी विभागाध्यक्ष
6. वरिष्ठ वित्त सलाहकार
7. प्रभारी-आचार्य कम्प्यूटर सुविधा

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).


25/07/2024

- 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

 30/7/2024

Prof. M Srinivas

Director

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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. 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).

 18/10/2023

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

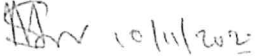
Sub: Streamlining of Parikrama Service within AIIMS Campus reg.

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

 10/11/2023

Prof. M Srinivas
Director

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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.

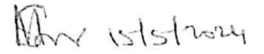
Action: Chiefs of Centres; Medical Superintendent (H); Deputy Secretary

- 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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7. PIC (Procurement)
8. Prof. I/c Computer Facility