

**PERSONAL ATTENTION**  
**URGENT**

**GOVERNMENT OF NCT OF DELHI**  
**HEALTH & FAMILY WELFARE DEPARTMENT**

**10<sup>TH</sup> LEVEL, A- WING, DELHI SECRETARIAT, I.P ESTATE, NEW DELHI -02**

F. No - 01/SS5HFW/07/2024 / 5424-28

Date: 29.08.2024

**ORDER**

The security and sanitation in the hospitals has been reviewed from time to time but it is regretted to inform that still it remains a matter of grave concern. The sanitation of the hospitals is necessary not only to ensure hygiene for the patients and doctors but also to ensure that no hospitals acquire infectious happens in the premises. Similarly, the proper security of the hospital premises, wards and most importantly the treating doctors is utmost necessary.

Therefore all the MS/MD/HODs of the hospitals are requested to ensure to following:-

1. The measure contained in D.O No.01/SCI/SMWR/DGHS/2024 dated 23.08.2024 be fully complied with (copy enclosed) and a report be submitted by 5/9/2024.
2. As suggested by Secretary, H&FW in the meeting held with all the MS/MDs at 4:30 PM dt. 27.08.24 a comprehensive security plan must be prepared by all the MS/MDs in consultation with security in-charge, concerned faculty members including resident doctors & police authorizes keeping in view requirements of concerned hospital and the same be shared with HQ. Such a plan must be prepared and implemented within a week time and positively w.e.f. 06.09.2024. The plan must be periodically reviewed and inputs from all stakeholders be incorporated in the security plan.
3. A proper control room be set up in each hospital where the entire CCTV feed should come and control room be manned 24x7. An alarm system may also be incorporate in the security plan with its access at control room, MS/MDs room and at other places as decided in the security plan.
4. As discussed in the meeting the access of the hospital must be controlled effectively so as to ensure that only one attendant accompanies the patient and

security guards must be properly trained in this regard especially those who are posted at the main gate and entrance of registration area.

5. All the staff of the hospitals must be issued a proper Identity Card and all the hospitals staff including the faculty/ doctors/ nurses/ paramedics or any other staff must wear the same all the time in the hospital premises.
6. There is proper regulation for general public and patient attendants coming to the hospital and no unwarranted person be allowed to enter the hospitals premises. As a rule, only one attended be allowed with the one patient. The area of OPD/IPD is segregated properly and no mixing of patients/ attendants be allowed. A proper pass system is implemented for the accompanying attended so that maximum one attended is allowed with one patient and only in case of exceptional circumstances with the proper approval of DMS/AMS or any other officer authorized by the MS/MD more than one attendant is allowed with one patient. Posters in this regard should also be displayed at the hospitals entrance, place of registration, and other important areas. The old and sick patient while coming to the hospital may have two attendants.
7. The attendants who are roaming around in the hospital premises be checked randomly by the MS/AMS/DMS or any other officer authorized by the MS to ensure no unauthorized person stays in the hospital premises.
8. It must be ensured that all the CCTVs function normally and wherever required additional CCTVs are installed and in case the earlier CCTVs are quite old with low resolution the same are also replaced/upgraded.



(S.K Jain)  
Special Secretary (H&FW)

To,

1. All MS/MD/HODs of the hospitals for strict compliance.

Copy for information:-

1. Secretary to Hon'ble Minister (Health)

2. Principal Secretary, PWD with the request to direct the concerned engineers to install/upgrade the CCTVs in the respective hospitals.
3. Secretary (H&FW)
4. All S.S, D.S in Health Department.



**(S.K Jain)**  
**Special Secretary (H&FW)**