

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

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

17.11.2022

OFFICE MEMORANDUM


Sub: Patients friendly initiatives in collaboration with SBI Bank reg.

It has been noted that patients or their attendants often travel long distances & stand in queues for making payments for various investigations & procedures or for getting snacks / food in cafeteria etc. Since majority payments are made in cash, providing balance change is also a challenge at many counters. Accordingly, it has been decided that Finance Division of AIIMS shall in collaboration with State Bank of India introduce 'AIIMS Smart Card' facility for patients & their attendants w.e.f. 1st April 2023. The said service shall be seamlessly integrated with the existing billing facility in the eHospital as well as arrangements shall be made for installing payment end points at multiple locations within AIIMS including in all patient care areas, cafeteria, etc.

Action: Sr. Financial Advisor, Prof. I/c Computer Facility, F/Ic Billing (Hosp Adm)

Once the said service is stabilized, no cash payment shall be accepted at any counters other than at the 'AIIMS Smart Card' top up counters which shall be operationalized in multiple locations within the OPDs, Hospital & Centres and shall operate on 24x7 basis. Other than electronic payments via UPI, Debit Cards, Credit Cards, etc., 'AIIMS Smart Card' be the only way to payments for all investigations & procedures. All payments shall be accepted at the payment end points installed nearest to the patient location and patients or their attendants shall not be asked to visit the central registration counters to make any payments. Payments in all cafeterias shall also be accepted via the AIIMS Smart Card w.e.f. 1st April 2023.

Action: Chiefs of all Centres; Medical Superintendent

 17/11/2022

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. Prof. I/c Computer Facility
8. Superintendent Engineer