

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

F.No. 40-30/2024-Estt.I

11.12.2024

OFFICE MEMORANDUM

Sub: Status report on comprehensive maintenance, cleaning & odour control in common patient & staff toilets at AIIMS New Delhi reg.

Ref. OM No. 40-30/2022-Estt.I dt. 27.09.2023 (copy attached), it had been directed that a comprehensive contract shall be executed for the maintenance, cleaning & odour control (MCO) in the patient & staff toilets at AIIMS New Delhi to ensure the highest quality of cleanliness & sanitation therein.

The undersigned has recently taken rounds of clinical and administrative areas at AIIMS New Delhi, during which it has been noted that the maintenance, cleanliness and odour control in patient toilets is still not at par with international standards.

Accordingly, it is desired that a status report regarding the execution of the MCO contract be submitted to the office of the undersigned by 15th December 2024.

Action: Chief Sanitation Officer

 11/12/2024

Prof. M Srinivas

Director

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5. Heads' of all Departments
6. Sr. Financial Advisor
7. Deputy Secretary

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

27.09.2023

OFFICE MEMORANDUM

Sub: Comprehensive maintenance, cleaning & odour control in common patient & staff toilets at AIIMS New Delhi reg.

The undersigned has taken extensive rounds of clinical and administrative areas of AIIMS New Delhi as a part of the ongoing Swachhta Pakhwada, during which it has emerged that the most common dissatisfier for patients is the maintenance, cleanliness and odour control in common toilets at AIIMS New Delhi.

The issue has been further examined and it is understood that currently the maintenance of toilets is done by the Engineering department while cleaning and sanitation is done by the outsourced agencies as per their contracted areas. It is also noted that the staff deployed by outsourced agencies are not scientifically trained in cleaning & odour control in toilets and are hence unable to keep the toilets clean and odour free.

Accordingly, it has been decided that as a part of the Swachhata Campaign, a comprehensive contract shall be executed for the maintenance, cleaning & odour control in the patient & staff toilets at AIIMS New Delhi to ensure the highest quality of cleanliness & sanitation therein. As and when the existing sanitation contract for a specific area shall lapse, the toilets in that areas shall be covered under the new comprehensive maintenance, cleaning and odour control (MCO) contract and not under the new general sanitation contract.

The MCO contract shall ensure the following for all toilets covered under it:

- Comprehensive repair, renovation & engineering maintenance of the toilets
- Deployment of trained and dedicated manpower for regular cleaning of toilets
- Odour control and aesthetics of all toilets
- User feedback based payment incentive to ensure quality of service
- Strict penal provisions in case of deficiency of service




27/9/2023

To execute, monitor & operationalize the MCO contract, the following committee is constituted:

- Medical Superintendent (Hospital) – Chairman
- Faculty I/c Sanitation – Member
- Superintending Engineer (AIIMS) – Member
- Superintending Engineer (NCI) – Member
- Chief Sanitation Officer – Member Secretary

The Chairman of the committee may co-opt other internal & external members to ensure finalization of the MCO contract before 31st December 2023.

 27/9/2023

Prof. M Srinivas

Director

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