

Z.28016/54/2024-PMSSY-I (E0-8291998 )  
Government of India  
Ministry of Health & Family Welfare  
(PMSSY-I Section)

Nirman Bhawan, New Delhi-110001  
Dated the 19th August, 2024

To

Head of all the Central Govt. Hospitals/ Institutes,  
AIIMS/INIs  
(As per standard list)

Subject: Enhancing security in all Central Govt. Hospitals/AIIMS/INIs-  
reg.

Sir,

It has been evidenced for a long time that Government hospitals are more permeable to public compared to private facilities, making it easier for unauthorized individuals to enter freely. While accessibility is important for providing care, it can also pose security risks. Hospitals sometimes become targetted by acts of violence, including assault on staff, which can be related to disputes, dissatisfaction with medical care, or external criminal activities. Ensuring safety of healthcare professionals is vital. Violence or harassment against staff can disrupt operations and affect quality of care provided to patients. Patient rush increases potential for conflicts and security breaches. Addressing these concerns requires a comprehensive approach to security that balances accessibility with effective measures to protect patients, staff and integrity of the facility.

2. In view of these challenges in ensuring security in government hospitals, it is requested to take following appropriate action to address the security issues in your institute:-

- i. Proper Display of relevant penal provisions of the State legislation to prevent violence against health care workers in Hospital premises.
- ii. Sufficient number of High-resolution CCTV cameras to be installed at strategic locations including entrances, exits, corridors, dark spots and sensitive areas. A control room should be setup in the Institute for quick response to an emergent situation. In the Control Room one admin staff should always be stationed along with security persons .
- iii. Employment of adequate number of well trained security guards for proper monitoring / patrolling/surveillance of the premises.
- iv. Entry and exist should be strictly monitored to allow entry to authorized personnel only. Identification badges for staff, patients, and visitors may be issued for easy identification of authorized personnel. Display of I Card by all Hospital Staff while on duty be made mandatory . Appropriate arrangements be made to ensure that all visitors are monitored.
- v. Only one or two attendants be allowed with a patient at any point in time including visiting hours and with an attendant pass only. Restricted access to certain areas may be devised.
- vi. Comprehensive plans may be drawn for tackling various types of emergencies . These Plans should be regularly updated and rehearsed including conduct of periodic mock drills to train staff and security personnel for effective responses in emergency scenarios.
- vii. All hospital staff, including doctors, nurses, and administrative personnel should be trained in recognizing and responding to security threats. They should equipped with appropriate skills to handle emergency situations

effectively.

viii. Public address systems should be devised to quickly disseminate information during emergencies.

ix Dark spots in the campus should be mapped and adequate lighting in the premises should be ensured particularly in the duty areas of the lady health care staff , parking lots , entryways etc .

x. Hospital Authority should ensure a coordinated response in case of incidents in close coordination with local police and emergency services. Security policies should be updated based on feedback and incident analysis.

xi. Adequate number of well secured duty rooms with basic amenities should be provided for female health professionals . Deployment of lady health professionals at night should be preferably done in more than one number . They should be escorted in premises while on duty and proper arrangement of secured transport should be made for them for any movement at night.

xii. Adequate number of Patient Facilitators and Patient Coordinators to be engaged for assisting patients , providing information and guiding the patients in the Hospitals/Institutes.

2. This issues with the approval of the competent authority.

Yours faithfully,  
Signed by

Raj Kumar  
(Raj Kumar )

Deputy Secretary to the Government of India  
Date: 19-08-2024 18:23:57  
Tel: 011-23065178

Copy to:-

1. PSO to Secretary (HFW), Govt. of India;
2. PSO to all AS, MoH&FW
3. PPS to JS (PMSSY) and all JS, MoH&FW
4. PSO to DGHS for ensuring compliance in institute comes under their administrative control