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E.S.I.C.

कर्मचारी राज्य बीमा निगम
(श्रम एवं रोज़गार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Government of India)



सत्यमेव जयते

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Date: 01.09.2025

OFFICE ORDER (833/2025)

Subject: Maintenance and Upkeep of ESIC Medical College & Hospital, Faridabad – Appointment of Overall In-Charge and Coordination Mechanism

The proper maintenance of the infrastructure and services at ESIC Medical College & Hospital, Faridabad is vital for ensuring the smooth functioning of academic, clinical, residential, and patient care services. In this regard, a coordinated mechanism involving the Housekeeping Agency, Security Agency, and Property Management Division (PMD) Branch is hereby instituted.

Further, to ensure effective oversight and streamlined implementation of all maintenance activities, the Competent Authority has appointed **Sh. Dushyant Pande, Joint Director**, as the **Overall In-Charge** for maintenance coordination.

1. Roles and Responsibilities

A. Housekeeping Agency

- Ensure cleanliness and sanitation in hospital wards, OPDs, ICUs, college buildings, hostels, residential areas, and the entire campus.
- Implement the three-bucket cleaning system, biomedical waste segregation, and periodic deep cleaning.
- Provide adequate training to housekeeping staff.
- Daily monitoring of manpower deployment and cleanliness standards.
- Shall ensure that all the housekeeping staff wears uniform, ID cards during the working hours and all shall mark biometric attendance without fail.
- Shall ensure compliance of all the terms and conditions of the contract.
- Shall changes duty points of the Housekeeping Staff/Supervisors on rotation basis while ensuring that services remain interrupted.

B. Security Agency

- Maintain round-the-clock security across the hospital, college, and residential campus.
- Regulate entry/exit points to ensure safety of patients, staff, students, and visitors.

- Assist in maintaining discipline, preventing theft, and responding to emergency situations.
- Take specific responsibility for control of stray dogs and other animal nuisances, in coordination with local authorities.
- Shall ensure that all the security staff wear proper uniform, ID cards during the working hours and all shall mark biometric attendance without fail.
- Shall ensure that security guards deployed are performing the assigned duties at the assigned location.
- Shall change duty points of the Security Guards/Supervisors on rotation basis while ensuring that services remain uninterrupted.
- Shall ensure compliance of all terms and conditions of the contract.

C. PMD (Property Management Division) Branch

- Ensure the upkeep and maintenance of hospital and college infrastructure, including civil, electrical, and mechanical components.
- Maintain utilities such as water supply, electricity, air-conditioning, lifts, and firefighting systems.
- Shall ensure proper cutting/trimming of grass/tress for beautification and maintain cleanliness.
- Ensure timely preventive and corrective maintenance regarding the issues reported by the Housekeeping Agency/Security Agency or input received from any other sources.
- Coordinate with external service providers/vendors for uninterrupted utility services.
- Shall ensure that all the outsourced staff deployed (by the concerned outsourcing agency) attend duties at the prescribed duty hours and at prescribed location.
- Shall ensure that all staff under the PMD Branch wear proper uniforms, ID card and mark biometric attendance on regular basis.

2. Coordination & Monitoring Mechanism

To achieve synergy among the three functional areas, the following coordination mechanism is to be strictly implemented:

- **Daily Meeting:** In-charges of Housekeeping, Security, and PMD shall meet every morning to assess campus status and shall assign daily task to their respective staff based on assessment at the meeting & inputs from all the concerned.
- **Weekly Meeting:** Heads/In-charges of Housekeeping, Security, and PMD along with Overall In-Charge i.e. Sh. Dushyant Pande, Joint Director, shall meet with the Dean/Medical Superintendent to review progress, address complaints, and propose improvements.
- **Monthly Review:** A joint coordination meeting under the Chairmanship of the Dean shall be held to evaluate overall functioning, major issues, and long-term planning.

It is informed that **Room No. 108, Casualty is designated as Hospital Control Room & Welfare Desk & is functional 24x7**. Doctors have been already assigned duties round the clock. All the concerned in-charges (of Housekeeping/Security/PMD) shall resolve the issues as per inputs received from the Doctors on duty posted **at Room No. 108 i.e. Hospital Control Room & Welfare Desk**.

3. Appointment of Overall In-Charge

The Competent Authority has designated:

Sh. Dushyant Pande, Joint Director, ESIC Medical College & Hospital, Faridabad as the **Overall In-Charge** for supervision and coordination of maintenance-related activities.

He will:

- Oversee the coordinated functioning of the Housekeeping, Security, and PMD branches.
- Monitor adherence to the daily, weekly, and monthly review mechanisms.
- Ensure prompt redressal of complaints and infrastructure issues.
- Liaise with external agencies, vendors, and local authorities when necessary.
- Submit periodic updates to the Dean/Medical Superintendent.

All concerned departments and agencies are directed to extend full cooperation and support to **Sh. Dushyant Pande, Joint Director**, in the execution of his duties.

This is for information & strict compliance by all concerned.

01.09.2025

Dr. Chavan Kalidas Dattatraya,
Dean.

Copy:

1. To Dean Cell/MS office for information & record.
2. Sh. Dushyant Pande, Joint Director (Administration) for information & necessary action.
3. Branch Officer, PMD Branch for information & necessary action.
4. All Branches & Head of Departments for information.
5. In-charge (Security Agency & Housekeeping Agency) for information & necessary action.
6. Dr. Avinash Thakur, Professor (Designated), Coordinator – Hospital Control Room & Welfare Desk for information & necessary action.
7. Director General, ESIC HQRS, for information.