GOVERNMENT OF INDIA
MINISTRY OF HEALTH AND FAMILY WELFARE
DEPARTMENT OF HEALTH AND FAMILY WELFARE

LOK SABHA
UNSTARRED QUESTION NO. 1837
TO BE ANSWERED ON 16th DECEMBER, 2022

CYBER-ATTACK IN AIIMS

1837   SHRI SUSHIL KUMAR SINGH:
ADV. ADOOR PRAKASH:
DR. PON GAUTHAM SIGAMANI:
SHRIMATI SAJDA AHMED:
SHRI ANTO ANTONY:
SHRI JAI PRAKASH:
SHRI HANUMAN BENIWAL:
SHRI RAKESH SINGH:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has conducted any probe/inquiry with regard to cyber-attack in which the servers of AIIMS, Delhi have been hacked and if so, the details thereof;

(b) whether the data of the patient/doctors/officials have been breached by the hackers and if so, the details thereof along with number of patient/doctors/officials whose data have been *prima facie* exposed;

(c) whether the hackers have demanded ransom and if so, the details thereof and the response of the Government thereto;

(d) whether the servers could not be normalized even days after the cyber-attack and if so, the details thereof along with the reasons therefor;

(e) the details of measures taken by the Government to ensure the IT/cyber security in important institutions like AIIMS along with the steps taken by the Government to secure its various digital programs including Ayushman Bharat Digital Mission;

(f) the necessary efforts being made by the Government to reduce the patient load on AIIMS, Delhi and to ensure better treatment across territorial AIIMS; and

(g) whether the cyber attack affected day to day operations/surgeries etc. and whether any mechanism has been adopted to ensure real time emergency bed availability and integrated unified dashboard of bed status in AIIMS and if so, the details thereof?

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE
(DR. BHARATI PRAVIN PAWAR)

(a) to (g): A First Information Report (FIR) No. 349/22 has been registered by the All India Institute of Medical Sciences with the Special Cell of Delhi Police under relevant sections of law, regarding the incident of cyber-attack.

Five physical servers of AIIMS, New Delhi on which e-Hospital application of NIC was hosted, were affected. No specific amount of ransom was demanded by the hackers though a message was discovered on the server suggesting that it was a cyber- attack. All the data for e-Hospital has been retrieved from a backup server which was unaffected and restored on new servers. Most of the functions of e-Hospital application like patient registration, appointment, admission, discharge etc. have been restored after two weeks of the cyber-attack.

The National Nodal Agency for responding to cyber security incidents i.e. Indian Computer Emergency Response Team (CERT-In) has "Empanelled Information Security Auditing Organizations" for auditing including vulnerability assessment and penetration testing of the computer systems, networks and applications involving public service delivery including Ayushman Bharat Digital Mission (ABDM). Immediate measures were taken by AIIMS, Delhi to enhance the security like endpoint hardening, string firewall policies and network segmentation to secure all the data of the Institute.

To reduce the patient load on AIIMS, Delhi, setting up of 22 new AIIMS and 75 projects of upgradation of existing Government medical colleges/institutions by way of setting up of superspeciality blocks/trauma centres have been approved under Pradhan Mantri Swasthya Suraksha Yojana (PMSSY) and are at various stages of offering inpatient and outpatient services to the needy.

The day to day operations/surgeries as well as associated activities and record keeping was done in a manual mode. In AIIMS, Delhi, the dashboard for the real time emergency bed availability has been developed in-house.

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