


COLLARATIONS OF COMMUNITY BENEFITS


DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

Tele: 011-25683476
ML: 36833

BY REGD POST / DD

Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD(Army)
Thimayya Marg
Near Gopinath Circle
Delhi Cantt - 110 010

B/49778/AG/ECHS/Claim Policy

22 Dec 21

(All Regional Centre ECHS)

**REMINDER: PROCESSING OF PENDING CLAIMS DELAY INTIMATION, SUBMISSION, NMI
QUERY REPLY AND DELAY DUE TO OBTAINING DIGITAL SIGNATURE**

1. Refer to the following:-

- (a) Central Organization ECHS letter No B/49778/AG/ECHS/Claims/Policy dt 30 Aug 2017.
- (b) Central Organization ECHS letters No B/49778/AG/ECHS/Claims/Policy dt 16 Jun 2020, B/49778/AG/ECHS/Claims/Policy dt 04 Jun 2021 and B/49778/AG/ECHS/Claims/Policy dt 09 Jul 2021.

2. In spite of issuance of letter at Para 1 (a), the emp HCOs could not do the needful. Subsequently, extension of period was given with advent of Covid-19 vide letter at Para 1 (b) dt 16 Jun 21 till 31 Dec 2020. Vide letters at para 1(b) above, the same was extended to 31 Mar 2021 and further extended to 31 Dec 2021 (for those remaining bills generated upto 31 May 2020 inclusive of bills which would be generated by 31 Jul 2021) vide Para 4 of ibid letter dt 09 Jul 21.

3. It is requested that all the claims struck/recommended for rejection for conditions as mentioned in Para 4 of the letter under reference at Para 1(b) dt 16 Jun 20 are to be processed and reverted in NMI basket for further processing on or before 31 Dec 21. Already rejected and settled claims will not be re-processed as mentioned in Para 7 of letter quoted above. Therefore, strict compliance has to be exercised by respective RC's i.a.w Para 6 of letter quoted above including the certification.

4. In view of the above, as directed in Para 6 of policy letter quoted above dt 16 Jun 2020, the RC's are to instruct all HCOs in their AOR to provide completion report by 1st week of Jan 2022 with a 'no due Certificate for bills till 31 July 21'.

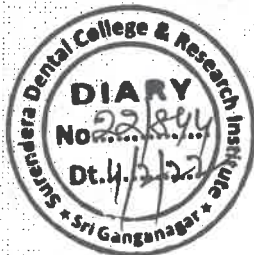
5. Apropos all RC's are requested to take necessary action from their end within stipulated time and in turn forward consolidated final completion report by Mid of Jan 2022 with a 'no due Certificate' as record of posterity.

6. Request acknowledge receipt.

Encls: As above

Copy to :-

UTI-TSL



(KB Raha)
Surg Capt
Jt Dir (Claim)
for MD ECHS

for information please DIRECTOR PRINCIPAL
SURENDERA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

To All Empanelment Hospitals

**PROCESSING OF PENDING CLAIMS DELAY IN INTIMATION, SUBMISSION, NMI QUERY
REPLY AND DELAY DUE TO OBTAINING DIGITAL SIGNATURE**

1. Please refer to Central Organisation ECHS letter No B/49778/AG/ECHS/Claims /Policy dt 22 Dec 2021(Copy enclosed).

2. Hospitals who have not submitted their certificate are intimated to forward the certificate on priority.

3. NMI Certificate is as under:-

"It is certified that there is no outstanding claims /Bills for delay in intimation, submission (online & physical bills), query reply under Need More Info (NMI) till 31 Jul 2021 and they will not prefer any such claim for consideration of processing thereafter".

4. No documents will be entertained after 15 Feb 2022.

5. For your information and early action.



(Kamal V Nair)

Col
Dir

Encls : As above.



**DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)**



हरियाणा HARYANA

MEMORANDUM OF AGREEMENT

Y 270676

An agreement made and entered into on this 30 day of Sep 2020 (month & year) between the President of India, acting through Director, Regional Centre ECHS Hisar (Station), for Ex-Servicemen Contributory Health Scheme, (hereinafter called "ECHS" which expression unless excluded by or repugnant to the subject or context, shall include its successors-in-office and assigns) of the First Part

AND

Dr/Mr/Mrs Gorav Gupta S/o, D/o Late Shri Surender Kumar Aggarwal owner or the authorized signatory of Dr Gorav Gupta (hereinafter called ("Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing Home, Hospices, Rehab Centre, Physiotherapy Centre, etc) which expression unless excluded by or repugnant to the subject or context shall mean to include its legal representative, successors and permitted assigns) of the Second Part

WHEREAS Surendera Dental College & Research Institute, Power House Road, Sri Ganganagar, PIN-335001 (Rajasthan) (name of corporate body/firm/trust/owner of medical facility) had applied for Empanelment under ECHS for treatment of the members of ECHS and their dependent beneficiaries, and ECHS proposes to extend empanelment to Surendera Dental College & Research Institute, Power House Road, Sri Ganganagar, PIN-335001 (Rajasthan) (name of Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing home, Hospices, Rehab Centre, Physiotherapy Centre, etc) for treatment of ECHS members and their dependent beneficiaries for the treatment / diagnostic facilities as given in the Annexure II of Appendix A to Government Sanction Letter No 22B(01)/09/45(WE)/D(Res) dated 15 Mar 2010

The said MoA shall be effective/ in operation with effect from 30 Sep 2020 (date with year) (i.e. Day of signing of MoA).

Director
Regional Centre (ECHS)
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDERA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

For Surendera Dental College and Research Institute

Authorised Signatory

NOW THEREFORE IT IS HEREBY AGREED between the Parties as follows:

1. List of Appendices and Annexures Under mentioned Appendices and Annexures shall deemed to be an integral part of this Agreement -

- (a) **Appendix - A** Admissions, treatment and rates in empanelled hospitals
- (b) **Appendix - B** Procedure for taking action against medical facilities empanelled
- (c) **Appendix - C** Agreement with respect to the Online Bill Processing
- (d) **Appendix - D** Format for Feedback on Empanelled Medical Facilities
- (d) **Annexure - I** List of Polyclinics which are authorized to issue the referral form
- (e) **Annexure - II** Attested photocopy of the relevant Annexure to the Government Sanction Letter for Empanelment giving out the facilities for which the hospital diagnostic / imaging facility is empanelled for
- (f) **Annexure - III** Rate List (CGHS /Negotiated rates provided less than CGHS rates/ECHS rates)

2. Definitions and Interpretations The following terms and expressions shall have the following meanings for purposes of this Agreement:-

- (a) **"Agreement"** shall mean this Agreement and all Schedules, supplements, appendices, appendages and modifications thereof made in accordance with the terms of this Agreement
- (b) **"Medical Facility"** shall mean Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing home, Hospices, Rehab Centre, Physiotherapy Centre etc under this agreement providing medical investigation, treatment and the health care for ECHS beneficiaries
- (c) **"Benefit"** shall mean the extent or degree of service the beneficiaries are entitled to receive as per the policies/rulings issued by Central Org ECHS/Govt of india (MoD)
- (d) **"Bill Processing Agency"** (BPA) means the agency appointed by ECHS for processing of Bills/ Data of all ECHS beneficiaries attending the empanelled Private medical facilities.
- (e) **"Card"** shall mean the ECHS Card /authorisation document issued by ECHS authority.
- (f) **"Card Holder"** shall mean an entitled person having a ECHS Card/authorisation document.
- (g) **"ECHS Beneficiary"** shall mean a person who is eligible for coverage of ECHS and holds a valid ECHS card/authorisation document for the benefit
- (h) **"Coverage"** shall mean the financial limit under ECHS scheme for treatment of ECHS beneficiaries. Scheme being capless and cashless, no charges will be levied on ECHS beneficiary by Empanelled medical facility even in emergency, when ECHS beneficiary gets admitted/treated for a particular specialty which is not empanelled.
- (i) **"Diagnostic Center"** shall mean the (Name of the Diagnostic Center) performing tests/Investigations.
- (k) **"Imaging Centre"** shall mean the (Name of the Imaging Centre) performing X-ray, CT Scan, MRI, USG, etc.

Director
Regional Centre (ECHS)
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDERA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ I)

Authorised Signatory

(l) **Emergency** Emergency shall mean any condition or symptom resulting from any cause, arising suddenly and if not treated at the early convenience, be detrimental to the health of the patient or will jeopardize the life of the patient

(m) **Empanelment** shall mean the hospitals, exclusive eye Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing home, Hospices, Rehab Centre, Physiotherapy Centre, etc authorized by the ECHS for treatment/ investigation purposes for a particular period.

(n) **Dis-empanelment of Medical Facility** shall mean removal of Empanelled medical facility on account of adopting unethical practices or fraudulent means in providing medical treatment to ECHS beneficiary or not following the good industry practices of the health care for the ECHS beneficiaries or violation of MoA or being beyond the requirement of ECHS as decided by Central Org, ECHS.

(o) **Party** shall mean either the ECHS or the medical facility and **Parties** shall mean both the ECHS and the medical facility

(p) **Health Care Organisation (HCO)** shall mean the (name of the hospital) while performing under this Agreement providing medical investigation treatment and the healthcare of human beings.

Conditions for Providing Treatment/Services

3 **General Conditions** The following will be governed in general conditions:-

(a) The hospitals, exclusive eye Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing Home, Hospices, Rehab Centre, Physiotherapy Centre, etc shall be empanelled for all facilities/services available in the healthcare organisation as approved by NABH/NABL/QCI and shall not be empanelled for the selected specialities/facilities

(b) Hospital being NABH/NABL Accredited, would offer all the services within NABH/NABL Scope to ECHS beneficiaries in order to claim NABH/NABL rates, failing which they will be entitled for Non-NABH/Non-NABL rates.

(c) The Hospital will be paid NABH/NABL rates subject to continued accreditation by NABH/NABL. If renewal of NABH/NABL Accreditation is not submitted prior to the expiry of current scope, Hospital will be paid Non NABH/Non NABL rates. Renewed NABH/NABL Scope will be ratified by MoD in the form of GL Note to enable payment at NABH/NABL rates

(d) The hospitals, exclusive eye Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing home, Hospices, Rehab Centre, Physiotherapy Centre, etc shall investigate/treat the ECHS beneficiary only for the condition for which they are referred with due authorisation letter.

(d) In case of unforeseen emergency of these patient during admission for approved 'procedure, **provisions of emergency treatment**' shall be applicable.

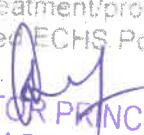
(e) It is agreed that ECHS beneficiaries shall be attended to on PRIORITY.

(f) ECHS has the right to monitor the treatment provided in the HCO.

4. **CGHS empanelled hospitals on empanelment with ECHS will adhere only to the ECHS empanelment norms for ECHS beneficiaries.**

5. **Authorisation Letter for Treatment** The treatment/procedure shall be performed on the basis of the authorisation letter issued by the concerned ECHS Polyclinic and on the production of a valid ECHS card by the beneficiary

Director
Regional Centre (ECHS)
Hisar Military Station


DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

For Surendra Dental College and Research Institute

Authorised Signatory

6. Investigation Prior to Admission All investigations regarding fitness for the surgery will be done prior to the admission for any elective procedure as a part of package

7. Additional Procedure/Investigation For any material/additional procedure/investigation other than the condition for which the patient was initially permitted, would require the permission of the competent authority except in the emergency

8. Procedure Where Referred Case Needs Specialised Treatment Not Available in The Hospital. HCO shall not undertake treatment of referred cases in specialities which are not available in the hospital. But it will provide necessary treatment to stabilize the patient and transport the patient safely to nearest recognized hospital under intimation to ECHS authorities. However, in such cases the Hospital will charge as per the CGHS rates only for the treatment provided.

9. Admissions, Treatment and Rates in Empanelled Hospitals Admission, treatment and rates in empanelled hospitals will be guided by the provisions mentioned in **Appendix A**

10. Revision of Rates The medical facility is not at liberty to revise the rates suo moto. The Rates fixed by the CGHS/ECHS shall continue to hold good unless revised. In case the notified rates are not acceptable to the empanelled medical facility, or for any other reason, the medical facility no longer wishes to continue on the list under ECHS, it can apply for exclusion/removal from the panel by giving 30 days notice. However, for patients undergoing treatment in the hospital shall continue to avail the treatment till the individual is discharged.

Emergency Admission

11. In emergency, patient shall be admitted and life & limb saving treatment will be given on production of ECHS card by the members, even in the absence of referral form. In emergency the hospital will not refuse admission or demand an advance payment from the beneficiary or his family member or a pensioner availing ECHS facilities. The refusal to provide the treatment to bonafide ECHS beneficiaries in emergency cases and other eligible categories of beneficiaries on credit basis, without valid ground, would attract disqualification for continuation of empanelment. The treatment should not be delayed even if the ECHS beneficiary is not in possession of the ECHS card which can be brought later. All emergencies will be treated on cashless basis till stabilization even if the specialty concerned for management of the case is not empanelled. The hospital will inform the nearest Polyclinic / Online about such emergency admission within 02 (Two) hours or as amended from time to time. Payments will NOT be recovered from ECHS patient in such cases. The following ailments may be treated as an **emergency which is illustrative only and not exhaustive** depending on the condition of the patient -

(a) Acute Cardiac Conditions/Syndromes including Myocardial Infarction, Unstable Angina, Ventricular Arrhythmias, Paroxysmal Supraventricular Tachycardia, Cardiac Tamponade, Acute Left Ventricular Failure/Severe Congestive Cardiac Failure, Accelerated hypertension, complete dissection of Aorta etc

(b) Vascular Catastrophies including Acute limb ischemia, Rupture of aneurysm, medical & surgical shock and peripheral circulatory failure

(c) Cerebro-Vascular Accidents including strokes, neurological emergencies including coma, cerebro-meningeal infections, convulsions, acute paralysis, acute visual loss.

(d) Acute Respiratory Emergencies including Respiratory failure and de-compensated lung disease.

(e) Acute abdomen including acute obstetrical and gynecological emergencies

(f) Life threatening injuries including Road traffic accidents, Head Injuries, Multiple Injuries, Crush Injuries and thermal injuries etc

Director
Regional Centre (ECHS)
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

[Signature]
For Surendra Dental College and Research Institute
Authorised Signatory

- (g) Acute poisonings, Monkey/Dog and snake bite.
- (h) Acute endocrine emergencies including Diabetic Ketoacidosis
- (i) Heat stroke and cold injuries of life threatening nature
- (k) Acute Renal Failure
- (l) Severe infections leading to life threatening sequelae including Septicemia disseminated/ military tuberculosis etc
- (m) Acute Manifestation of Psychiatric disorders. [Refer Appx 'D' of Central Organisation letter No B/49778/AG/ECHS/Policy dated 13 Nov 2007]
- (n) Dialysis treatment.
- (o) Any other condition in which delay could result in loss of life or limb. In all cases, of emergency, the onus of proof lies with the Empanelled hospital.

12. **Appropriateness of Emergency** The nature and appropriateness of the emergency is subject to verification, which may be verified, inspected or medically audited by the nominated authority including while processing of hospital bills. In case emergency is not proved, disciplinary action against the medical facility may be initiated including penal deductions.

13. **Entitlements for Various Types of Wards** ECHS beneficiaries are entitled to facilities of private, semi-private or general ward as per category given below as per GoI/MoD letter No 22D(04)/2010/WE/D(Res-I) dt 29 Dec 2017 :-

Ser No	Category	Ward Entitlement
(i)	Recruit to Havs & equivalent in Navy & Air Force	General
(ii)	Nb Sub/ Sub/ Sub Maj or equivalent in Navy & AF (including Hony Nb Sub/ MACP Nb Sub and Hony Lt/ Capt)	Semi Private
(iii)	All officers	Private

Definitions of Wards are as Under:-

- (a) **Private Ward** Private ward is defined as hospital room where single patient is accommodated and which has an attached toilet (lavatory and bath). The room should have furnishings like wardrobe, dressing table, bed-side table, sofa set, carpet, etc. as well as a bed for attendant. The room has to be air-conditioned.
- (b) **Semi Private Ward** Semi Private Ward is defined as a hospital room where two to three patients are accommodated and which has attached toilet facilities and necessary furnishing.
- (c) **General Ward** General ward is defined as a hall that accommodates four to ten patients.

Treatment in higher Category of accommodation than the entitled category is not permissible except if on payment to hospital by beneficiary of the difference between entitled category rates and the actually availed rates on the beneficiaries choice.

Information to Be Provided to The BPA by Hospitals

14. **Emergency Admissions.** Hospital will intimate to the BPA and to ECHS within two (02) hours of such admission and the BPA will respond with due authorisation in four (04) hours. Treatment in no case would be delayed or denied because authorisation by the BPA is only confirmation of the e-work flow in respect of such patient. Post discharge the hospital would upload bills and other documents as the requirements of ECHS within the time lines laid down.

Director
Regional Centers (ECHS)
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

[Signature]
Authorised Signatory

15. **Referred Admissions** Where the ECHS beneficiary visits the hosp with a proper referral and authorisation letter, the hospital will verify and submit information of admission to the BPA and to ECHS online. The BPA would respond with an authorisation within four (04) hours. Post discharge the hospital would upload bills and other documents as per the requirements of ECHS within the time lines laid down.

16. **Processing of Claims/Bills By The BPA.** The BPA during the course of auditing will restrict the claims as per ECHS/CGHS/Govt. of India (MoD) rules and regulations. BPA will also examine in terms of following:-

- (a) Appropriateness of treatment including screening of patients records to identify unnecessary admissions and unwarranted treatments
- (b) Whether the planned treatment is shown as emergency treatment
- (c) Whether the diagnostic medical or surgical procedures that were not required were conducted by hospital including unnecessary investigations
- (d) Maintaining database of such information of ECHS beneficiaries for future use
- (e) Whether the treatment procedures have been provided as per the approved rates and the packages.
- (f) Whether procedures performed were only those for which permission has been granted

17. Procedure for taking action against medical facilities empanelled with ECHS will be governed vide MoD/DoESW letter No. 25(02)/2018/WE/D(Res-1) dated 10.10.2019 given in **Appendix B.**

Duties and Responsibilities of Empanelled HCO

18. It shall be the duty and responsibility of HCO at all times to obtain, maintain and sustain the valid registration, recognition and high quality and standard of its services and health care and to have all statutory/mandatory licenses, permits or approvals of the concerned authorities under or as per the existing law

19. The HCO shall not assign in whole or in part, its obligations to perform under the agreement except with the ECHS's prior written consent at its sole discretions and on such terms and conditions as deemed fit by the ECHS. Any such assignment shall not relieve the HCO from any liability or obligation under this agreement.

20. **Services Being Provided by Hosp.** Surendra Dental College & Research Institute, Power House Road, Sri Ganganagar, PIN335001 (Rajasthan) (Name of Medical facility, NABH/NON NABH/NABL/NON NABL is recognized under ECHS for treatment of the ECHS members and their dependant beneficiaries for **Services attached at Annexure II (Copy of the relevant Annexure to the Government Sanction Letter to be attached)** (subject to the conditions hereinafter mentioned) NABH hospital to get NABL rates and their integrated laboratory have to be NABL accredited. The hospitals would follow the rules and procedures as mentioned in the Policies uploaded on the ECHS Site (www.echs.gov.in) including SOP for Online Billing, Authentication / integration with other application of ECHS and amendments issued from time to time. ECHS has all rights to install any equipment/device in the premises of empanelled medical facilities for the benefit of ECHS beneficiaries. Necessary support including expenditure on infrastructure and manpower will be provided by the concerned Medical Facilities by given date without any additional lien on agreed MoA. The facility will be developed by the empanelled facility by the date and time as specified by Central Org ECHS.

21. **Notification of Nodal Officers.** Empanelled hospital shall notify three Nodal officers for ECHS beneficiaries, one of them must be holding the designation of owner/CEO who can be contacted by ECHS beneficiaries in case of any eventuality. Any change in these Nodal officers must be intimated to the Regional Centre immediately so that the respective Polyclinics can be informed of the same. These details must also be displayed boldly at the reception of the empanelled hospital.

Director
Regional Centre (ECHS)
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

Authorised Signatory

The name, designation, email id and mobile number of the Nodal Officers will be specified as under:-

Ser No	Name	Designation	Mobile No	Email ID
(a)	Dr Gorav Gupta	Managing Director	9413385160 9829076285	skg@sgi.org.in sdcri@sgi.org.in gorav@sgi.org.in
(b)		MS/Dy MS/Addl MS		
(c)		Corporate Affairs/ Auth Signatory		

22. **Annual Report** HCO will submit an annual report regarding number of referrals received, admitted ECHS beneficiaries, bills submitted to the ECHS and payment received, details of monthly report submitted to the Additional Directors/Joint Additional Directors ECHS of concerned city. Annual audit report of the hospitals will also be submitted along with the statement. HCO shall submit all the medical records in digital format.

23. **EMR (Electronic Medical Records)/ EHR (Electronic Health Reports).** The empanelled Health Care Organization (Except Eye Hospital/Centre, Dental Clinics, Diagnostic Lab/Imaging Centres) shall have to implement Electronic Medical Records and EHR as per the standards and guidelines approved by Ministry of Health & Family Welfare within one year of its empanelment.

24. **No Commercial Publicity** HCO will not make any commercial publicity projecting the name of ECHS. However, the fact of empanelment under ECHS shall be displayed at the premises of the empanelled Health Care Organisation.

25. **Meetings.** Authorized signatory / representative of the empanelled hospital shall attend the periodic meetings held by Regional Centre required in connection with improvement of working conditions and for Redressal of Grievances. Concerned billing staff must also attend such periodic interactive sessions conducted by the Regional Centre so as to resolve the outstanding issues.

26. **Inspections** There shall be continuous Medical Audit of the services provided by the empanelled medical facility. During the visit by authorized representative of Polyclinics/ Stn Cdrs/ Regional Centres/ Central Organisation including BPA, the empanelled medical facility authorities will cooperate in carrying out the inspection. It shall be the duty and responsibility of the empanelled medical facility (Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing home, Hospices, Rehab Centre, Physiotherapy Centre) at all times, to obtain, maintain and sustain the valid registration, recognition and high quality and standard of its services and healthcare and to have all statutory / mandatory licenses, permits or approvals of the concerned authorities under or as per the existing laws".

27. **Integrity and Obligations of Empanelled Medical Facilities During Agreement Period** The empanelled medical facility is responsible for and obliged to conduct all contracted activities in accordance with the Agreement using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Agreement. The medical facility is obliged to act within its own authority and abide by the directives issued by the ECHS. The medical facility is responsible for managing the activities of its personnel and will hold itself responsible for their misdemeanors, negligence, misconduct or deficiency in services, if any.

28. **Application Form for Empanelment:** The terms and conditions stipulated in the Application for Empanelment with ECHS shall be read as part of this agreement.

29. **Agreement with respect to the Online Bill Processing & Patient Feedback** The medical facility must abide by the instructions as given at Appendix C i.e. Agreement with respect to the Online Bill Processing. The Bill Processing fees will be charged as per the rates given in the above mentioned Appendix. ECHS reserves the right to revise these charges from time to time. All digitally

Director
Regional Centre (ECHS)
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

Authorized Signatory

signed bills will be uploaded on BPA's portal and the summary of final bills will be authenticated and duly signed alongwith Mobile Number by the primary beneficiary or any of the dependent holding a valid ECHS card. For Diagnostic labs having multiple collection centre and providing reports online the referral issued by polyclinic will be authenticated and duly signed alongwith the Mobile Number by the beneficiary on the referral at the time of collection of sample. The same will be uploaded on the BPA portal. All IPD patients will be provided feedback proforma as per format given at Appendix D. The feedback proforma is to be obtained from the patient or any of the dependent holding a valid ECHS card. The feedback proforma is mandatorily to be attached with the bills on the BPA portal, failing which the claim will be forwarded to NMI basket. A Mobile Application for ECHS beneficiaries is also being developed which will enable beneficiaries to submit feedback through online mode which will be integrated with the BPA portal.

30. The hospital shall raise bills in the BPA portal online in respect of the treated ECHS members within seven days of the completion of the treatment/discharge of the patient or last OPD date.

31. **TDS.** Tax deduction at source as per Section 194J of the Income Tax Act, 1961 for Technical (Medical Expense) and professional Services fee for bills submitted for payment, shall be deducted after processing for reimbursement. Any other instructions issued by Govt authorities are binding.

32. **Changes in Infrastructure / Staff To Be Notified To ECHS.** The medical facility shall immediately communicate to Regional Centre about any closure of empanelled facility/renovation of infrastructure/shifting of premises. The empanelment will be temporarily withheld in case of shifting of the facility to any other location. The new establishment of the same Hospital shall attract a fresh certification from QCI/NABH/NABL etc. for consideration of continuation of empanelment.

33. **Retention of Payment.** The ECHS shall have a lien and also reserves the right to retain and set off against any sum which may from time to time be due to and payable to the hospital hereunder, any claim which the ECHS may have against the hospital under this or any other agreement. Retention of payment for audit liabilities/beneficiary liabilities or any other liability will be done by ECHS. In case dues against the empanelled facility is higher than the credit facility, empanelled facility will ensure payment.

34. **Audit by ECHS.** The hospital shall provide access to the financial and medical records for assessment and review by medical and financial auditors of the ECHS, as and when required and the decision of ECHS on necessity or requirement shall be final. Any third party / internal organisation hired / ordered by ECHS authorities to carry out surprise inspection / audit of the facility will be provided access to Medical as well as financial records by the empanelled hospitals. All medical documents / records / bills pertaining to the ECHS beneficiary will be retained in hard copy as well as soft copy till finalization of audit by CAG / CDA. No record shall be destroyed without obtaining written confirmation from Central Organisation ECHS.

35. **Performance Bank Guarantee(PBG)** Healthcare organisations that are recommended for empanelment after the initial assessment shall also have to furnish a Performance Bank Guarantee valid for a period of 30 months, i.e six months beyond empanelment period to ensure efficient service and to safeguard against any default. Following PBG will be applicable -

- (a) Empanelled Hospitals/Cancer units - Rs 10.00 Lakhs
- (b) Eye Centre - Rs 2.00 Lakhs
- (c) Dental Clinics - Rs 2.00 Lakhs
- (d) Physiotherapy Centres - Rs 2.00 Lakhs
- (e) Rehabilitative Centres and Hospices - Rs 2.00 Lakhs
- (f) Diagnostic Laboratories / Imaging Centres - Rs 2.00 Lakhs

(PBG for charitable organizations would be 50% of above amount)

Director
Regional Centre (EC) III
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

[Signature]
Suresh Kumar
Authorized Signatory

36. Forfeiture of PBG Action to be taken against hospitals regarding Forfeiture of PBG is indicated in Appendix B

37. The Performance Bank Guarantee shall be forfeited and the ECHS shall have the right to de-recognize the medical facility as the case may be. Such action could be initiated on the basis of a complaint, input from other sources, medical audit or inspections carried out by ECHS teams at random. The decision of the Ministry of Defense Department of ESW in this regard shall be final.

38. Indemnity The empanelled medical facility shall at all times indemnify and keep indemnified ECHS / the Government against all actions, suits, claims and demands brought or made against it in respect of anything done or purported to be done by the medical facility in execution of or in connection with the services under this Agreement and against any loss or damage to ECHS/the Government in consequence to any action or suit being brought against the ECHS / the Government alongwith (or otherwise), medical facility as a Party for anything done or purported to be done in the course of the execution of this Agreement. The medical facility will at all times abide by the job safety measures and other statutory requirements prevalent in India and will keep free and indemnify the ECHS from all demands or responsibilities arising from accidents or loss of life, the cause or result of which is the medical facility negligence or misconduct. The medical facility will pay all indemnities arising from such incidents without any extra cost to ECHS and will not hold the ECHS responsible or obligated. ECHS / the Government may at its discretion and shall always be entirely at the cost of the medical facility defend such suit, either jointly with the medical facility entered or singly in case the latter chooses not to defend the case.

39. Dissolution of Partnership Should the medical facility get wound up or partnership is dissolved, the ECHS shall have the right to terminate the Agreement. The termination of Agreement shall not relieve the medical facility or their heirs and legal representatives from the liability in respect of the services provided by the medical facility during the period when the Agreement was in force. The medical facility shall notify the Regional Centre of any material change in their status and their shareholdings or that of any Guarantor of the in particular where such change would have an impact on the performance of obligation under this Agreement.

40. Modification to Agreement This agreement may be modified or altered only after written confirmation from Central Org ECHS

41. Termination of Agreement The Regional Centre will obtain written concurrence of the Central Organisation, ECHS before taking the any decision of terminating the Agreement. The ECHS may, without prejudice to any other remedy for breach of Agreement, by written notice of default sent to the medical facility terminate the Agreement in whole or part without assigning any reason after giving 30 days notice.-

(a) Termination For Default

(i) If the empanelled medical facility fails to provide any or all of the services for which it has been empanelled within the period(s) specified in the Agreement or within any extension thereof if granted by the ECHS pursuant to Condition of Agreement

(ii) If the medical facility in the judgment of the ECHS has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement

(iii). Bribe or Malpractice In the event of any bribes, commission, gifts or advantage being given, promised or offered by or on behalf of the medical facility or any of them for their agent or anyone else on their behalf to any member, the family of any member or representative of the ECHS in relation to the obtaining or execution of this or any other Agreement with the ECHS, then the ECHS shall, notwithstanding any criminal liability which the medical facility may incur, cancel and/or terminate this Agreement and/or any other agreement entered into by the ECHS holding the medical

Director
Regional Centre (ECHS)
Hisar Military Station

[Signature]
DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

[Signature]
Authorized Signator

facility liable for any loss or damages resulting from any such cancellation. Any question or dispute as to the commission of any offence under this clause shall be decided by the ECHS in such manner and in such evidence of information as it shall think fit and sufficient and its decision shall be final, conclusive and binding upon the medical facility.

(iv) In case of any wrong doings as specified in Memorandum of Agreement by one medical facility of a particular group, ECHS reserves the right to remove all empanelled medical facility of that particular group from its empanelled list of medical facility.

(v) If the medical facility fails to perform any other obligation(s) under the Agreement

(b) **Dis-Empanelment** Appropriate action, including removal from ECHS empanelment and / or termination of this Agreement, may be initiated on the basis of a complaint, medical audit or inspections carried out by ECHS teams / appointed BPA (Bill Processing Agency)

(c) **Notice for Termination of Agreement** The Agreement may be terminated by either party serving 30 days notice in writing, upon the other party and the notice given by the ECHS shall be valid if given and signed by the competent authority on behalf of the ECHS


(d) **Authority to Issue Notice** Subject as otherwise provided in this contract, all notices may be given or taken by the ECHS or by any officer for the time being entrusted with functions of ECHS

(e) **Delivery of Notices** All notice and reference hereunder shall be deemed to have been duly served and given to the medical facility if delivered to the medical facility or their authorized agent or sent by registered post/speed post to the address of the hospital stated hereinbefore and to the ECHS if delivered to the Director, Regional Centre ECHS or sent by registered post/speed post or left at his office during office hours on any working days. Any notice given by one party to the other pursuant to this Agreement shall be sent to other party in writing by registered post to the other Party's address as below (in case of change in address, the same will be informed immediately to the other Party). The confirmation for this effect/ delivery notice be given on email or any other digital means of communications will also be held valid

Address of Medical Facility	Address of the Regional Centre
Surendera Dental College & Research Institute, Power House Road, Sri Ganganagar, PIN-335001 (Rajasthan)	Regional Centre, ECHS, Hisar PIN-900383 c/o 56 APO

42. **Arbitration** Any dispute or difference whatsoever arising between the parties to this agreement out of our relating to the construction, meaning, scope, operation or effect of this agreement or the validity of the breach thereof shall be resolved between the empanelled facility and the Regional Centre with mutual deliberation. If any of the party is not satisfied, the matter will be referred to Central Org ECHS for arbitration by mutual deliberation. Even after this, if the issue remains unresolved, it will be referred to an arbitrator to be appointed by mutual consent of both parties herein. If the parties cannot agree on appointment of the Arbitrator within a period of one month from notification by one party to the other of existence of such dispute, then the Arbitrator shall be nominated by the Secretary, Department of Legal Affairs, Ministry of Law and Justice. The provisions of the arbitration and conciliation Act, 1996 will be applicable and the award made hereunder shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliations Act, 1996 or of any modifications, Rules or reenactments thereof. The Arbitration proceedings will be held at New Delhi. Non adherence of this process will be considered adequate for termination of contract after 30 days notice

Director
Regional Centre (ECHS)
Hisar Military Station


DIRECTOR PRINCIPAL
SURENDERA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

For Surendera Dental College and Research Institute


Authorized Signatory

43. **Administrative Cost** The administrative cost of the documentation and creation of all infrastructure including manpower & hardware resources and bandwidth as well as recurring and all other expenses required by the medical facility for the purpose of this Agreement shall be borne by the medical facility.

44. **Retention of Agreement** The Original copy of this Agreement shall be kept at the office of Director, Regional Center ECHS, Hisar and a true copy shall be retained in the office of the medical facility. One extra copy to be provided at CO ECHS. Once digilocker concept is implemented, the docs can be kept in digilocker as well.

45. **Duration of Agreement.** This Agreement shall remain in force for a period of 02 years from 27/12/20 (Day of signing of MoA) to 30/12/22 (date), extendable on mutual agreement depending upon under mentioned conditions (whichever is the earliest) -

- (a) Two years or
- (b) Till the Performance Bank Guarantee is valid or
- (c) In case of CGHS Empanelled medical facilities, the date till empanelment with CGHS is valid. In case of CGHS Empanelled medical facilities, such medical facilities will inform the Regional Centre whenever their CGHS Empanelment expires and that they will automatically apply for renewal of CGHS Empanelment.
- (d) Till central/ State Govt does not suspend/terminate the facilities for conduct of medical business.

46. The empanelled facility will give copy of all diagnostic tests results, incl MRI/X-Ray/USG etc alongwith treatment rendered besides discharge summary and summary of bills to the beneficiary for further management of patient without any extra cost.

Miscellaneous

47. In addition to the above the following miscellaneous aspects will be applicable -
- (a) The healthcare organisation agrees that any liability arising due to any default or negligence will not represent or hold itself as agent of the ECHS.
 - (b) ECHS will not be responsible in any way for any negligence or misconduct of the healthcare organisation and its employees for any accident, injury or damage sustained or suffered by any ECHS beneficiary or any third party resulting from or by any operation conducted by and on behalf of the hospital or in the course of doing its performance of the medical services shall be borne exclusively by the hospital who shall alone be responsible for the defect and or deficiencies and rendering such services.
 - (c) Hospitals, exclusive eye Hospital, Diagnostic Centre, Dental Centre/Lab, Imaging Centre, Exclusive Eye Centre, Nursing home, Hospices, Rehab Centre, Physiotherapy Centre, etc shall notify to the ECHS of any material change in the status where such change would have an impact on the performance of obligation under this Agreement.
 - (d) This Agreement can be modify or altered only on written Agreement signed by both the parties.
 - (e) Should the hospitals, exclusive eye Hospital, Diagnostic Centre, Dental Centre/Lab Imaging Centre, Exclusive Eye Centre, Nursing home, Hospices, Rehab Centre, Physiotherapy Centre, etc get wound up or partnership is dissolve, ECHS shall have the right to terminate the Agreement. The termination of agreement shall not relive the hospital or their heirs and legal representatives from the liability in respect of the services provided by the Healthcare organisation during the period when the Agreement was in force.

Director
Regional Center (ECHS)
Hisar Military Station

DIRECTOR PRINCIPAL
SURENDRA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

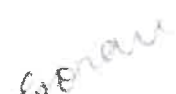
For Surendra Dental College and Research Institute

Authorised Signator,

In witness whereof, Director, Regional Centre ECHS, Hisar for and on behalf of the President of India and the above named medical facility have hereunto set their respective hands and seal the date and year first above written.


Director

Signature of Director, Regional Centre ECHS Hisar, for and on behalf of the President of India (With stamp of Name & Designation)


For Surendera Dental College and Research Institute


Signature of Authorized Signatory of the Hospital (With stamp of name & Designation)


Director

Witness of the signature of Director, Regional Centre ECHS Hisar (With stamp of Name & Designation)


Authorized Signatory

Witness to the signatory of the Hospital (With stamp of Name & Designation)


DIRECTOR PRINCIPAL
SURENDERA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ)

CLEFT LIP



The Charles Pinto Centre for Cleft Lip and Palate

(PARTNER ORGANISATION WITH SMILE TRAIN)

Autonomous Department under the Director

Jubilee Mission Medical College & Research Institute, Trichur- 680 005, Kerala, India

Tel: 2420361, 2420504, 2420259. Fax: 0091 - 487 - 2421864.

E-mail: charlespinto102@gmail.com



FOUNDER

The Late Prof. Charles Pinto

Patron

The Late Dr. M.H.Keswani

Consultant

Reconstructive Surgeons

Dr. H.S. Adenwalla

Dr. P.V. Narayanan

Dr. Vasant Radhakrishnan

Dr. Varun Menon P.

Consultant Maxillo Facial

Surgeon & Orthodontist

Dr. Philip Mathew

Consultant Orthodontist

Dr. Jayakrishnan Varma

Consultant Paediatrician

Dr. Sunny George

Dr. P. Sarojam

Consultant Cardiologist

Dr. T. Govindhan Unni

Dr. Manoj Ravi

Consultant ENT Surgeon

Dr. M.V. George

Dr. E. Ramesh

Consultant Anaesthesiologist

Dr. Mariam Thomas

Speech Pathologist

Ms. Anjana Merin Xavier

Speech Therapist

Mr. Anish Babu

Consultant Psychiatrist

Dr. James Antony

Secretary & Nurse Counsellor

Mrs. Frgi Rajeev

Director

Fr. Francis Pallikunnath

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Dr. Hemlata Solanki IInd year PG student (Oral & Maxillofacial Surgery), Surendera Dental College and Research Institute, Sriganaganagar** has worked in this department from 5/6/2018 to 3/7/2018, as a clinical observer. She has attended operating sessions, ward rounds and outpatient consulting sessions.

3rd July 2018

Dr. H.S. Adenwalla
Emeritus Professor of Surgery
Head of the Department of Plastic
Surgery, burns & The Charles Pinto
Centre for Cleft Lip, Palate and
Craniofacial Anomalies.
Member, Smile Train Medical Advisory
Board (South Asia)



DIRECTOR PRINCIPAL
SURENDERA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ I)

BLOOD BANK

Lic. No. 2409

All Subjects to Sri Ganganagar Jurisdiction

SWASTIK BLOOD BANK

2-A-17-18 BASEMENT, JAWAHAR NAGAR, SRI GANGANAGAR-335001 (RAJ.)

Ph. 0154-2463764,(M) 87693-55000

President
Dr. S.L. Sihag

Secretary
Ravinder Jain

Date.../.../...

To,

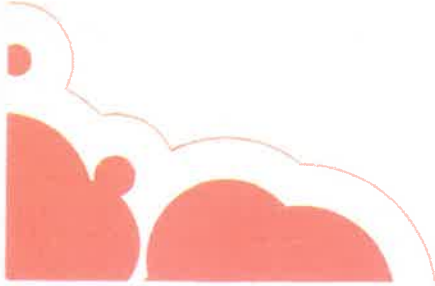
The Director
Surendera General. Hospital
H.H. Gardens,
Sri Ganganagar (Raj.)

Sub- Regarding services for Deptt.of blood & its
component

Sir,

Blood Bank Samiti hereby render services in its capacity for
whole blood & its component to **SURENDERA GENERAL
HOSPITAL** inclusive of transplant programme.

सचिव
स्वास्तिक ब्लड बैंक




DIRECTOR PRINCIPAL
SURENDERA DENTAL COLLEGE
& RESEARCH INSTITUTE
SRI GANGANAGAR (RAJ.)