

GUIDELINES FOR THE EMPANELMENT OF PRIVATE HOSPITALS UNDER RAJASTHAN GOVERNMENT HEALTH SCHEME (RGHS)

(Also includes diagnostic centres / imaging centres)

A. Introduction:

Empanelment of Private Hospitals would be a continuous process and eligible Hospitals may apply for empanelment at any time through online process. The RGHS will cover Ministers, MLAs, Ex MLAs, sitting and retired Judges, Serving and retired AIS Officers, pre and post 2004 employees, State Government pensioners, and employee and pensioners of Government Autonomous bodies.

B. Categories of Hospitals:

Following categories of Hospitals can apply under RGHS

1. Multi-specialty Hospital: -

General Medicine, General surgery, Obstetrics and Gynaecology, pediatric Medicine and Orthopaedics branches are must for hospital to be called a Multispecialty hospital. Along with these branches, hospital can have any of the specialty branch and may have Ayurveda branch.

2. Specialty Hospital:

A hospital any one or more than one specialty branches will be treated as specialty hospital. If specialty hospital more than one specialty the eligible criteria of bed capacity and financial turnover will be double that of the single specialty.

- i. Cardiac Surgery
- ii. Cardiology
- iii. Dentistry
- iv. ENT
- v. Gastroenterology
- vi. Nephrology
- vii. Neuro-Surgery
- viii. Oncology
- ix. Ophthalmology
- x. Orthopaedics
- xi. Urology
- xii. Chest / Thoracic / Pulmonary
- xiii. Any other speciality not mentioned above

3. Ayurvedic hospital

C. Submission of application

As there is no cut-off date prescribed for filing of application for empanelment, the application can be submitted anytime online. Application form is available at the website www.rghs.rajasthan.gov.in.

- (i) The hospitals which are already approved (including CGHS / NABH Route) and empanelled under RCS (MA) Rules, 2013 by HBEC will deemed to be included in RGHS without any further formalities. The administrative department will ensure automatic inclusion of these hospitals. The existing empanelled hospitals are required to submit consent for cashless facilities through online.

- (ii) The hospitals who apply afresh will have to deposit application fees of Rs 5,000/- and performance guarantee of Rs 1.00 lakh only. The following norms and procedure will be applicable for qualifying as approved hospitals under RGHS.
- (iii) The hospitals which are CGHS empanelled / NABH accredited shall be included without following norms as referred below. These hospitals shall deem to be approved. These hospitals will deposit application fees of Rs 5,000/- and performance guarantee of Rs 1.00 lakh only and apply online with CGHS empanelment order or NABH accreditation certificate along with affidavit as prescribed under EOI.
- (iv) The hospitals situated outside the State and which are CGHS empanelled / NABH accredited / NABL accredited shall be included without following norms as referred below. These hospitals shall deem to be approved. These hospitals will deposit application fees of Rs 5,000/- without any performance guarantee and apply online with CGHS empanelment order or NABH accreditation certificate along with affidavit as prescribed under EOI.
- (v) The diagnostic centres / imaging centres which are NABL accredited shall be included without following norms as referred below. These Centres shall deem to be approved. These Centres will deposit application fees of Rs 5,000/- and performance guarantee of Rs 1.00 lakh only and apply online with NABL accreditation certificate along with affidavit as prescribed under EOI.
- (vi) The hospitals who apply afresh should apply in the application form (**Annexure-1**) and also affidavit regarding norms as prescribed in EOI shall be submitted only through online. Agreement and affidavit should also be submitted online.

D. Norms and Parameters for empanelment of Hospital under RGHS

1. (a) **Category of Hospital:** Multispecialty / specialty / Ayurveda and (b) diagnostic centres/ imaging centres

2. Selection Criteria

(A) Multispecialty Hospitals: -

The hospitals shall be eligible to be empanelled when they fulfill the minimum required criteria of minimum number of beds, turnover (Not annualized) and availability of post graduate or equivalent qualified doctors. The criteria for Jaipur city are more rich than other places.

Place	Minimum number of beds	Minimum Turnover (Rs in Lacs)	Specialists (PG) doctor per branch
Jaipur City	100Beds	500.00	2
Other than Jaipur city	50 Beds	150.00	1

(B) Specialty Hospitals: -

The hospitals shall be eligible to be empanelled when they fulfill the minimum required criteria of minimum number of beds, and turnover (Not annualized). The criteria for Jaipur city are more rich than other places.

Specialty	Minimum No of beds		Minimum Turnover. (Rs in Lacs)	
	Beds	ICU	Jaipur city	Other places
Cardiology, Cardiac Surgery, Neuro Surgery, ENT, Gastroenterology, Nephrology, Oncology,	20	5	150.00	75.00
Urology, Orthopaedics and Chest / Thoracic / Pulmonary	20	2	75.00	50.00
Ophthalmology	5	1	75.00	50.0
Dental	-	-	75.00	50.00
Any other speciality (not mentioned above)	20	5	75.00	50.00
Ayurveda	10	-	50.00	30.00

Availability of qualified Consultants for specialty hospitals

- At least three in Jaipur and two specialists in other places with degree of DM / M.Ch. / MS in concerned specialty.
- At least one of the specialists should have 5 years of experience
- At least two senior residents with PG in related specialty. Sufficient numbers of resident doctors and specialty trained anesthetists.
- For dental at Least two dental surgeons with MDS and one of them is oral maxillofacial surgeon.
- In oncology At least one specialist in each Medical oncology, Surgical Oncology and Radiation oncology.
- Each specialty should have minimum required support staff, technical staff etc. should be available.

(C) Ayurveda Hospital: -

The Ayurveda hospital with following criteria will be eligible for empanelment under RGHS

- The minimum 10 bed hospital with minimum of total 3000 square feet construction. Which includes 2000 for beds/ ward and remaining for other facilities including pharmacy, kitchen, waiting area etc.
- Ayurveda Hospital should have general Ayurvedic care facilities along with Panchkarma, Ksharsootra and other Shalyakarma, Shalakyas, Manas rog upchara, yoga and naturopathy.
- The minimum annual turnover of Rs 50.0 lacs for Jaipur city and for other places Rs 25.0 lacs.
- The hospital should have adequate support services such as sterilization, laundry, 24 hours hot and cold-water supply, clean and safe drinking water supply.
- At least one fulltime doctor with recognized post graduate qualification preferably

in Kayachikitsa, Shalya, Shalakya, Panchkarma, Yoga and Naturopathy scholar / post graduate / graduate in Yoga and Naturopathy (BAMS) for Ayurveda.

- Two resident doctors for every 10 beds with recognized degree qualification in the concerned branch.
- Nursing staff and other support staff with required qualification.
- Since Ayurveda does not produce toxic pollutant, pollution certificate is not required. Similarly, Ayurveda hospitals are small in size and different in structure so does not need fire safety certificates.
- Sometimes Ayurveda medicines require dosage formulation at hospital itself, thus Ayurveda pharmacy with approved hospitals can dispense medicines without requiring no objection certificate, as done by Upbhokta Bhandar.

3. Paramedical Nursing and Technical Staff:

The standard requirement of nursing staff as per Indian Nursing Council (INC) norms, and adequate number of Nursing and Technical Staff in:

- (a) Medical, Surgical, Orthopaedics, Paediatrics, Gynaecology and Maternity Wards
- (b) Specialized ICU nursing care
- (c) OT Staff Nurse
- (d) For specialty hospitals qualified required technical staff and support staff should be available.

4. Casualty Medical Services:

The Hospital shall mandatorily operate round the clock Casualty Medical Services managed by consultants of critical care. CMC should be equipped with availability of Oxygen, Defibrillator, ventilator and other life-saving equipment.

5. Essential Laboratory Diagnostic Services:

The All Hospital shall mandatorily operate the following laboratories:

- (a) Haematology and Clinical Pathology (including Blood Analysis, Parasitological and Urine analysis).
- (b) Biochemistry (Full battery of Serum Bio-chemistry).

Note: Specialty hospitals along with above mentioned regular facilities should have following specific facilities also.

- (a) For cardiology – Noninvasive Lab consisting of Cardiac Cath lab, IABP, TMT, 2D ECHO, Holter monitor etc.
- (b) For cardiac surgery – Heart lung machine with accompanying other machines.
- (c) For gastroenterology – Upper GI scope, Sigmoidoscope, Colonoscope, USG with Doppler, CT Scan and Biopsy facilities with general surgical backup.
- (d) For nephrology – Haemodialysis, peritoneal dialysis, kidney biopsy and catheter insertion facility.
- (e) For Neurology – 24 hours emergency services for head injury, Multi scan CT scan, C-Arm and MRI.
- (f) For Oncology – 2 bed Bone Marrow Transplant unit, oncology OT, Linear Accelerator, Cobalt / Brachy Therapy.
- (g) For Urology – Laparoscopy, Endoscopy and Lithotripsy facilities, CT Scan, MRI

6. Radiology Investigation facilities:

The Hospital shall mandatory operate and maintain the following Radiological investigative facilities/ Investigation Units:
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- | |
|--|
| <ul style="list-style-type: none">• X-Ray unit (Minimum 300 MA, preferably 500 MA or digital / computerized X-Ray).• Ultra-Sonography Machine.• 2-D Colour Doppler |
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The Radiology Department shall observe regulations of International Commission on Radiological Protection, 1955.

7. Central Sterile Supply Department:

The Hospital shall have the central sterile supply Department.

8. Hospital Waste Disposal System:

The Hospital shall mandatory follow norms for disposal of biomedical waste laid down in Government of India Biomedical Waste Disposal (Management & Handling) Rules 1995, 1998 and Environment (Protection) Act.

9. Fire Safety and Security Services:

The Hospital shall have the fire safety certificate from municipal body and shall have adequate security services.

10. Adoption of Ethical and Professional Medical Conduct & Etiquette Regulations, 2002 of MCI (as amended)

The Private Hospital shall mandatory undertake the responsibility of discharging Medical Services in full consonance of Professional Conduct and Ethics and implementation of all Acts and Regulations of Government of India viz. PNDT Act and National and State Health Programmes during the period of agreement. The Private Hospital shall also undertake responsibility for its employees (Doctors and Paramedical personnel) for not committing any act of Professional Negligence or Violation of Acts (Parliamentary and State legislation) or Professional Conduct and Ethics.

11. The Hospital shall not refuse to the incumbent employee of Rajasthan Government to provide any Medical / Surgical treatment available in the Hospital on the agreed terms and condition.
12. Hospital shall be bound not to charge, from the State Government Employees and Pensioners, more than the rates as may be fixed by the State Government from time to time, for various treatments, investigations and implants.
13. Reference for higher / specialized treatment: The Hospital shall, in case of non-availability of any treatment/specialized treatment in the hospital, refer the patient to an attached hospital of Government Medical College, and not to any private Hospital/institution.
14. Hospital shall be bound to provide facilities for annual health check-up of the Officers of All India Services and State Services at the rate as may be determined by the State Government from time to time, and Hospitals shall be bound to appoint a Nodal Officer to facilitate these officers for such health check-up.
15. Hospital shall mandatorily communicate in advance if there is any change in ownership of hospital because of sale-purchase. Empanelment of hospital shall not be deemed transferred without the consent of the State Government.

E. Documents required during submission of proposal for empanelment as Multi-Specialty/Specialty/ Ayurveda Hospital:

1. For hospitals approved under RCS (MA) Rules, 2013 from HBEC:

The hospitals which are already approved (including CGHS / NABH Route) and empanelled under RCS (MA) Rules, 2013 by HBEC will be deemed to be included in RGHS without any further formalities. The administrative department will ensure automatic inclusion of these hospitals. The existing empanelled hospitals are required to submit consent for cashless facilities through online.

2. For hospitals having CGHS empanelment / NABH accreditation:

- (i) The hospitals which are CGHS empanelled / NABH accredited shall be included without following norms as referred below. These hospitals shall be deemed to be approved. These hospitals will deposit application fees of Rs 5,000/- and performance guarantee of Rs 1.00 lakh only and apply online with CGHS empanelment order or NABH accreditation certificate along with conditions prescribed under EOI. These conditions include to provide treatments / health services at rate fixed by the state government, disclosure of No Prosecution for Negligence or Violation of Acts of Central and State Government or Professional Medical Ethics Regulations.
- (ii) The hospitals situated outside the State and which are CGHS empanelled / NABH accredited shall be included without following norms as referred below. These hospitals shall be deemed to be approved. These hospitals will deposit application fees of Rs 5,000/- without any performance guarantee and apply online with CGHS empanelment order or NABH accreditation certificate along with affidavit as prescribed under EOI

3. For hospitals applying afresh:

1. Application Form will be submitted online, copy of affidavit and agreement shall be signed by authorized person or legal entity and submitted to nodal department.
2. Application Form fee Rs. 5000/- will be paid online on RGHS portal (rghs.rajasthan.gov.in).
3. Ownership of the hospital: - Individual/ Partnership/ Company/ Society/ Trust/ Others with supporting documents such as in case of consortium, letter of association/memorandum of understanding signed by all members. Legal authorization where application is made on behalf of company, trust etc. In case of partnership, a copy of partnership agreement duly attested by competent authority.
4. Profit & Loss Account of the hospital certified by CA, indicating the annual turnover for relevant financial year (not annualized) and it should not include income from sources like student fees, Rental income like cycle/Scooter Stand, Canteen income etc.
5. Copy of the agreement executed with authorized agency of Rajasthan Pollution Control Board for determining the number of beds.
6. To enlist online, of Specialist consultants employed at the Hospital with their

- qualifications, experience and registration with medical council.
7. Certificate from CA certifying that TDS has been deducted in the relevant assessment year from qualified consultant/paramedical staff and other staff shown in the list by the Hospital.
 8. An online affidavit cum declaration
 - that hospital shall be bound not to charge, from the State Government Employees and Pensioners, more than the rates as may be fixed by the State Government from time to time, for various treatments, investigations and implants.
 - That hospital discloses that it has No Prosecution for Negligence or Violation of Acts of Central and State Government or Professional Medical Ethics Regulations.
 - That the hospital has availability of Emergency Medical services/Central Sterile Supply Department/Security services.
 - That the applicant has followed norms prescribed by BARC for prevention of Radiation along with AERB registration of the machine.
 - of the oath that he/she will accept the norms and standards of Medical care to be provided under the scheme
 - for No Prosecution for Negligence or Violation of Acts of Central and State Government or Professional Medical Ethics Regulations.
 9. Fire safety certificate from Municipal Body.
 10. Ambulance registration in the name of Hospital or with a valid long-term agreement between the hospital and other part for making available the ambulance services 24x7.
 11. Agreement of the authorized agency of Rajasthan Pollution Control Board for Hospital waste disposal system.
 12. List of equipment and other accessories as per application form.

4. For Diagnostic centres / imaging centres

The diagnostic centres / imaging centres which are NABL accredited shall be included without following norms as referred below. These Centres shall deem to be approved. These Centres will deposit application fees of Rs 5,000/- and performance guarantee of Rs 1.00 lakh only and apply online with NABL accreditation certificate along with affidavit as prescribed under EOI.

F. " Scrutiny of the proposals:

The procedure for scrutiny of the proposals shall be as under:

- All application shall only be filed online by the applicant along with certified copies of documents, certificates, affidavits etc. and submitted on RGHS portal. It shall be mandatory for all levels to either approve or return the proposal in the scheduled time limit as mentioned below at every stage. If the proposal is not forwarded to next level in the scheduled time there shall be deemed or auto approval of that particular stage.
- The application shall be forwarded to all concerned in parallel manner online so that different channels can also work simultaneously.
- RGHS portal shall forward the fresh applications to Medical Education Department / Ayurveda Department as the case may be **within 2 days.**
- After submission of application along with all documents online to medical education department / Ayurveda. department shall scrutinize the proposal based on submitted documents and self-declaration affidavit by the applicant. The proposal shall be examined by Additional director/ OSD (who are medical/ Ayurveda doctors) of these departments. No

examination of secretaries (of medical/Ayurveda departments) are required.

- The concerned department shall either forward or return the application with observation to the applicant **within 3 days of submission of application.** The department shall forward application to HoD of Preventive Medicine department of the Government Medical college of that district or assigned district.
- The Head of department of Preventive and Social Medicine (Community medicine) shall be authorized person to make inspection of concerned hospital of that district or the nearby district, where government medical college is not existing. He shall submit an online report for clear and specific recommendation/rejection of the proposal **within 10 days to Finance Department (Rules- II) for necessary action.**
- For Ayurveda hospitals, HoD community medicine along with Deputy Director Ayurveda of that district shall jointly inspect the Ayurveda hospital and submit online report for recommendation/rejection of the proposal **within 10 days to Finance Department (Rules-II) for necessary action.**
- Joint Secretary, Finance (Rules) shall submit online report to FS (Budget) **within 3 days.**
- Finance Secretary (Budget) shall either approve or reject the proposal **within 3 days.** An online approval / order shall be generated w.r.t. to proposal submitted through RGHS portal.
- The final decision regarding approval / rejection on the proposal of special nature, new policy and also issues pertaining to package rates etc. shall be taken by the ACS / Principal Secretary, Finance as Chairman, HBEC. These matters should be forwarded to Chairman, HBEC **within 3 days by Finance Secretary (Budget).**
- After approval/rejection from Finance Secretary (Budget) or Chairman, HBEC, (ACS, Finance / PSF) the matter shall be referred back online to RGHS authority.
- In case of approval, MOA shall be executed by competent level in RGHS authority **within 3 days.**
- Approved hospitals under RGHS **shall** be bound to make arrangements for treatment **as soon as MOA is signed and executed.**

G. Duration of the Agreement:

The agreement shall be effected for 5 years. The STATE GOVERNMENT is free to terminate before the agreement if deemed appropriate at any point of time without giving any notice to the Private Hospital.

H. Memorandum of Agreement:

The format for agreement will be as per **Annexure 2.** This agreement, on Non-Judicial Stamp of Rs.1000/-, is to be executed between Director, SIPF (on behalf of RGHS) and authorized person of Hospital concerned. The approved hospital will submit three copies of MOA in this regard.

I. Inspection by the Committee:

Representatives appointed by the Chairperson of the Health Benefits Empowered Committee of Government of Rajasthan or Divisional Commissioners / Collectors or representative appointed by RGHS can inspect the hospital during M.O.A. period to ascertain that the parameter for which approval given are maintained properly by the

Hospital.

J. Penalty in case of violation of conditions of Agreement:

If at any stage, during the period of agreement, the private hospital violates any of the conditions of the agreement, especially the prescribed standards, the Medical Education Department / Ayurveda and Indian system of Medicine Department shall be competent to take action against the approved hospital on the report of RGHS.

K. Single Point Responsibility:

The Private Hospital shall be solely responsible for acts and performance of the Medical personnel, ethical and professional code of conduct for Medical services to provide to the employees of Rajasthan Government, administration, cleanliness, control of infections and full and true implementation of the Terms and Condition of this Agreement.

L. Dispute Resolution:

If any dispute or difference arises between the parties relating to any matter arising from or touching upon this agreement, the same shall be referred to the competent level in RGHS for resolution.

M. Clause of Rates:

The Hospital will display properly at the reception, Laboratory and Web site the rates of various Diagnostic tests, Operation Charges, Cost of Implants, Dialysis and Blood Bank Charges and Accommodation Charges along with the total discounts on bill amount offered to RGHS card holder. Hospital shall be bound not to charge, from the State Government Employees and Pensioners, more than the rates as may be fixed by the State Government from time to time, for various treatments, investigations and implants.

N. Annual Health Check-up of All India Services and State Service Officers:

Hospital shall be bound to provide facilities for annual health check-up to the Officers of All India Services and State Services at the rate as may be determined by the State Government from time to time, and Hospitals shall be bound to appoint a Nodal Officer to facilitate these officers for such health check-up.

O. Hospital shall mandatorily communicate in advance if there is any change in ownership of hospital because of sale-purchase. Empanelment of hospital shall not be deemed transferred without the consent of the State Government.

Application for Multi-Specialty Hospital / Specialty Hospital

(The documents should be submitted as per guidelines of empanelment of Hospitals and EOI shall be the integral part of this application form)

GOVERNMENT OF RAJASTHAN

Application Form for the Approval of a Private Hospital in the Scheme of providing Medical Services to Government employees in Rajasthan.

1. Name of Hospital with Address

.....
.....

2. City of Location:

3. Name of Proprietor of the Firm:

.....
(Individual/Partnership/Company/ Society/Trust/Others with supporting documents such as in case of consortium, letter of association/ memorandum of understanding signed by all members. Legal authorization where application is made on behalf of company, trust etc. In case of partnership, a copy of partnership agreement duly attested by competent authority)

4. Contact. details

- (a) Telephone Office
- (b) Telephone Residence of Proprietor
- (c) Mobile of contact person
- (d) Official email
- (e) Website

5. Audited receipts of last financial year. (upload)

.....
(indicating the annual turnover for relevant financial year (not annualized) and it should not include, student fees, Rental income like cycle/Scooter Stand, Canteen income etc.)

6. Running capacity (Number of Beds as on 1st April of application year)

7. No of ICU Beds.

8. Details about specialist consultants employed at the Hospital

- Name
- Highest Qualification with specialty
- Registration with Medical Council/ Commission- registration nos, date
- TDS deduction certificates. (upload)

9. Paramedical Nursing and Technical Staff:

- Total no of Nursing staff employed-
- Specialized ICU care Nursing staff.....
- OT staff Nurse
-

10. Casualty Medical Services: (Yes / No)

11. Essential Laboratory Diagnostic Services: (Yes / No)

(a) Hematology and Clinical Pathology: (Yes /No)

(b) Biochemistry: Full battery of Serum Biochemistry.

12. Radiology Investigation facilities:

S.No.	Machine	Yes/ No
1.	X-Ray unit (Minimum300MA, preferably500MA or digital / computerized X-Ray.)	
2.	Ultra-sonography	
3.	2 D colour Doppler (optional)	
4.	Other machines (optional)	

13. Ambulance Services: (Yes / No).....

14. Central Sterile Supply Department: (Yes/ No).....

15. Hospital Waste Disposal System: (Yes / No).....

16. Dietary Services: (Yes / No).....

17. Fire Safety and Security Services. (Yes / No).....

18. An online affidavit cum declaration

- i. that hospital shall be bound not to charge, from the State Government Employees and Pensioners, more than the rates as may be fixed by the State Government from time to time, for various treatments, investigations and implants.
- ii. That hospital discloses that it has No Prosecution for Negligence or Violation of Acts of Central and State Government or Professional Medical Ethics Regulations.
- iii. That the hospital has availability of Emergency Medical services/Central Sterile Supply Department/Security services.
- iv. That the applicant has followed norms prescribed by BARC for prevention of Radiation along with AERB registration of the machine.
- v. of the oath that he/she will accept the norms and standards of Medical care to be provided under the scheme
- vi. for No Prosecution for Negligence or Violation of Acts of Central and State Government or Professional Medical Ethics Regulations.

19. List of equipment and other accessories as optimum required to run the facility (self-declaration by Hospital)

.....

.....
Date of Application

.....
Signature of the authorized person

**Memorandum of Association
Multi-specialty / Specialty Hospital/ Ayurveda Hospitals**

This M.O.A. is hereby executed this..... day of (year), between Government of Rajasthan acting through the Director, State Insurance and Provident Fund Department, hereinafter called in this M.O.A., the “**State Government**” and referred to as “the First Party” (which expression shall include its successors and permitted assigns) as party of the one part

And

(Owner/Trust).....having its registered office at
....., acting through the..... (Name of the Hospital & location in the State) hereinafter called in this M.O.A., the “Private Hospital” and referred to as “the Second Party” (which expression shall, unless the context requires otherwise, includes its legal heirs, representatives, administrators, successors and permitted assigns) of the Other Part.

WHEREAS

- a. THE FIRST PARTY has decided to reimburse the expenses incurred on medical treatment {medicines, investigation and other charges at RGHS rates to THE SECOND PARTY.
- b. AND THE SECOND PARTY is one of the bidders, who has submitted its technical qualifications and agreed with Terms and conditions of EOI, which becomes part of this M.O.A., as agreed upon by the PARTIES.

THEREFORE

THE PARTIES have agreed to sign this M.O.A. on the following terms and conditions of providing Medical / Surgical Health Care services by way of prescription of diagnostic investigations and medicines which are to be reimbursed at RGHS rates. The PARTIES have agreed that “MOA” shall mean this Agreement and all definitions which cover under RGHS along with all Schedules, supplements, appendices, appendages and modifications thereof made in accordance with the terms of this Agreement.

1. Duration

The MOA will be effective for a period of five (05) years.

The FIRST PARTY is free to terminate the MOA if deemed appropriate at any point of time after giving one-month notice to the SECOND PARTY.

2. Intake Capacity

The intake capacity (bed strength) of (Name of Hospital) is..... and shall not be reduced. (It should be as per EOI of concerned category).

3. Availability of Qualified Consultants:

The Private Hospital (SECOND PARTY) shall provide requisite number of required qualified doctors, nursing and trained technical staff as per EoI of concerned category for HCNP (Multispecialty /Specialty hospital) as the case may be.

4. Paramedical Nursing and Technical Staff:

The Private Hospital (SECOND PARTY) shall provide the standard requirement of nursing staff as per Indian Nursing Council (INC) norms as per EoI of concerned category.

5. Casualty Medical Services:

The Private Hospital (SECOND PARTY) shall mandatorily operate round the clock Casualty Medical Services manned by experts of critical care. Casualty Medical Services shall be equipped with availability of Oxygen, Defibrillator, ventilator and other life-saving equipment and gadgets as may be necessary.

6. Essential Laboratory Diagnostic Services (ELDS):

The Private Hospital (SECOND PARTY) shall mandatorily operate the following laboratories: -

- a. Hematology and Clinical Pathology (including Blood Analysis, Parasitological and Urine analysis).
- b. Biochemistry (Full battery of Serum Biochemistry).

For ELDS the Private Hospital will be permitted to refer the patients to Medical Colleges of the Divisional Headquarters in the circumstances where facility is not available in the hospital under MOA, but not to other private hospitals.

7. Radiology Investigation facilities:

The Private Hospital (SECOND PARTY) shall mandatorily operate and maintain the following Radiological investigative facilities and the Radiology Department shall observe regulations of International Commission on Radiological Protection, 1955 and possess the license of BARC. Investigation Units include:

- X-Ray unit (Minimum 300 MA, preferably 500 MA or digital/computerized X-Ray)
- Ultra-Sonography machine
- 2-D Colour Doppler.

8. Central Sterile Supply Department:

The Private Hospital (Second Party) shall have the Central Sterile supply Department.

9. Hospital Waste Disposal System:

The Private Hospital (SECOND PARTY) shall mandatorily follow Government of India Biomedical Waste Disposal (Management & Handling) Rules, 1995, 1998 and Environment (Protection) Act 1986.

10. Dietary Services:

The Private Hospital (SECOND PARTY) shall mandatorily have the facility of nutritional dietary services for the admitted indoor patients.

11. Fire Safety & Security Services:

The Private Hospital (SECOND PARTY) shall have the fire safety certificate from Municipal Body and shall have adequate security services.

12. Ambulance Services:

The Private Hospital (SECOND PARTY) shall have ambulance services. The ambulance should be registered in the name of the hospital or with a valid long-term agreement between the hospital and other party for making available the ambulance services 24x7.

13. Full Adoption of Ethical and Professional Medical Conduct & Etiquette Regulations, 2002 of MCI:

The Private Hospital (SECOND PARTY) shall mandatory undertake the responsibility of discharging Medical Services in full consonance of Professional Conduct and Ethics and implementation of all Acts and Regulations of Government of India viz., PCPNDT Act and National and State Health Programmes during the period of MOA. The Private Hospital shall also undertake responsibility for its employees (Doctors and Paramedical personnel) for not committing any act of Professional Negligence or Violation of Acts (Parliamentary and State legislation) or Professional Conduct and Ethics.

The Private Hospital shall not refuse to provide RGHS card holder any Medical / Surgical treatment available in the Hospital. The identification of RGHS Beneficiaries shall be on the basis of RGHS card or unique identification number of RGHS card as per RGHS web application.

14. Reference for higher / specialized treatment:

The Private Hospital shall, in case of non-availability of any treatment/ specialized treatment in the hospital, shall refer cases only through online portal after due approval from competent authority of RGHS.

15. Inspection by the Committee:

Representatives appointed by the Chairperson of the Health Benefits Empowered Committee (HBEC) of Government of Rajasthan or Divisional Commissioners/Collectors or representative of RGHS can inspect the hospital during MOA period to ascertain that the parameters so approved are maintained properly by the Hospital.

16. Penalty in case of violation of conditions of MOA:

If at any stage, during the period of MOA, the Private Hospital (Second Party) violates any of the conditions of the MOA, especially the prescribed standards, the defaulting hospital will be removed from the scheme, after giving 30 days' Notice. The Civil and Criminal Liability lies with the SECOND PARTY, if any case is instituted against them.

17. Single Point Responsibility:

The Private Party (SECOND PARTY) shall be solely responsible for acts and performance of the Medical personnel, ethical and professional code of conduct for Medical services provided to RGHS beneficiaries along with proper administration, maintaining cleanliness with control of infections and ensuring full and true implementation of the terms and conditions of this MOA.

18. Dispute Resolution:

If any dispute or difference arises between the parties relating to any matter arising from or touching upon this agreement, the same shall be referred to the competent authority of RGHS for resolution through grievance redressal.

19. Clause of Rates:

Hospital shall be bound not to charge, from the RGHS card holder more than prescribed RGHS rates. The second party will display properly at the reception and on hospital website the rates of various Laboratory and Diagnostic tests, Operation Charges, Cost of Implants, Dialysis and Blood Bank Charges and Accommodation Charges offered to RGHS beneficiaries.

20. Clause of Ownership:

Hospital shall mandatorily communicate in advance if there is any change in ownership of hospital because of sale-purchase. Empanelment of hospital shall not be deemed transferred without the consent of the State Government.

21. Annual Health Checkup of All India services and State Service Officers:

Hospital shall be bound to provide facilities for annual health check-up to the Officers of All India Services and State Services at the rate as may be determined by the State Government from time to time, and Hospitals shall be bound to appoint a Nodal Officer to facilitate these officers for such health check-up.

22. Clause of Forfeiture of PBG and Removal from List of Empaneled HCNP:

The Performance Bank Guarantee (PBG) as per EOI for empanelment and shall be presented to RGHS authority at the time of executing MOA and in case of any violation of the provisions of this Agreement by the hospital such as:

- (a) Refusal of service,
- (b) Undertaking unnecessary procedures
- (c) Prescribing unnecessary drugs/tests
- (d) Over billing
- (e) Reduction in staff/ infrastructure/ equipment etc. after the hospital has been empaneled
- (f) Non submission of the report, habitual late submission or submission of incorrect data in the report
- (g) Refusal of credit to eligible beneficiaries and direct charging from them.
- (h) If recommended by NABH at any stage
- (i) Discrimination against RGHS beneficiaries vis-à-vis general patients
- (j) Any information furnished in application for empanelment found false at any stage and violation of Terms and Condition of MoA for this empanelment.

The DIRECTOR, SIPF, Jaipur will have full right to forfeit the Performance bank guarantee as well as removal of Empaneled HCNP from list of empaneled institutions. Such action could be initiated on the basis of a complaint or on the above points (a to j) by DIRECTOR, SIPF, Jaipur as the case may be and decision of DIRECTOR, SIPF, GoR, Jaipur in this regard shall be final and binding to Empaneled HCNP.

23. "MOA" shall mean this Agreement and all definitions which cover under RGHS along with all Schedules, supplements, appendices, appendages and modifications thereof made in accordance with the terms of this Agreement.

24. The Private Hospital (SECOND PARTY) grants consent for providing cashless treatment

to all RGHS beneficiaries for IPD/OPD/Day-Care at prescribed RGHS package rates under RGHS.

25. In witness thereof, the parties here to have caused this MOA to be executed on the day and year first above written.

**For and on behalf of
First Party**

**For and on behalf of
Second Party**

Authorized Signatory

Authorized Signatory

Witness-1

Witness-2