

**MEMORANDUM OF UNDERSTANDING
BETWEEN
HI-TECH MEDICAL COLLEGE AND HOSPITAL, BHUBANESWAR
&
EAST COAST RAILWAY (E. Co. Rly.) BHUBANESWAR
FOR TREATMENT OF THE RAILWAY BENEFICIARIES**

Ministry of Railway (Railway Board) vide letter No. 2007/11-12/37 dated 12.12.2007 has accorded the sanction for recognition of Hi-Tech Medical College and Hospital, Bhubaneswar on package rates of CGHS/Bhubaneswar (BII City) as the referral treatment center for treatment of Railway beneficiaries of East Coast Railway for all purposes from 12.12.2007 to 11.12.2008 on bill payment system. Thereafter, with the willingness of Hi-Tech Medical College and Hospital, Bhubaneswar, with the concurrence of FA&CAO/ECOR/BBS and with the sanction of General Manager, East Coast Railway, the currency of such tie-up facility has been further extended on three occasions for a period of one-year each i.e. 1st term extension from 12.12.2008 to 11.12.2009, 2nd term extension from 12.12.2009 to 11.12.2010 & 3rd term extension from 12.12.2010 to 11.12.2011 on prevailing terms & conditions and on the basis of prevailing rate chart of CGHS/BBS w.e.f. 9th April'2008. Now, with the willingness of Hi-Tech Medical College and Hospital, Bhubaneswar, with the concurrence of FA&CAO/ECOR/BBS and with the sanction of General Manager, East Coast Railway, the currency of such tie-up facility has been further extended for a period of another one-year from 12.12.2011 to 11.12.2012 (4th term extension) on the same terms & conditions and on CGHS-BBS-2011 rates (Non-NABH). Accordingly, the following Memorandum of Understanding (MoU) is made this day between the two parties i.e. East Coast Railway & Hi-Tech Medical College and Hospital, Bhubaneswar.

1. Patients will be referred to Hi-Tech Medical College and Hospital, Bhubaneswar with a referral letter, signed by the competent authority i.e. Chief Medical Superintendents of the Divisional Railway Hospitals of Visakhapatnam, Khurda Road, Sambalpur & Medical Director of Central Hospital/ Bhubaneswar for Mancheswar & Chandrasekharapur complexes at Headquarters. The copy of the specimen signature of the competent authorities and other authorized signatories nominated by them will be submitted to Hi-Tech Medical College and Hospital, Bhubaneswar.
2. The Medical facility should be extended only to the employees and their dependent family members and RELHS card Holders on production of referral letter, issued by the authorized medical officer only. This is applicable for one time referral, which will be valid for seven days only. After discharge, if revisit/review in OPD is required, a new referral letter has to be issued by the competent authority.
3. In case of emergency, the patient of East Coast Railway will be admitted in Hi-Tech Medical College and Hospital, Bhubaneswar subject to production of Identity Card/Medical Card, RELHS Card with intimation to the referring authority over telephone and fax by the authority of Hi-Tech Medical College and Hospital, Bhubaneswar. The referring authority, after verification, will issue the referral letter within three days from the date of admission. Otherwise, the patient shall be treated as a non-referral case, which will lead to admission on cash payment by the patient. In such cases, the Railway shall not be liable for the expenditure.
4. The referral letter will clearly indicate the category of accommodation as per the eligibility of the employee and Hi-Tech Medical College and Hospital, Bhubaneswar will give the same type of accommodation. If special accommodation is required to be provided to the patient in view of the medical condition, the same should be confirmed with the referral authority over telephone/fax, numbers of which will be made available in the referral letter & the Hi-Tech Medical College and Hospital, Bhubaneswar should certify the same in the essentiality certificate while submitting the final bill for payment. The eligible criteria for accommodation are given hereunder: The new eligibility criterion for accommodation, as per CGHS rate-list so circulated, is given hereunder:

Sl. No.	Basic Pay (without the inclusion of Grade Pay)	Entitlement	Rate (in ₹)
1	Upto ₹13950/-	General Ward	1000 / day
2	Between ₹13951/- and ₹19530/-	Semi-Private Ward	2000 / day
3	₹19540/- and above	Private Ward	3000 / day

Vetted
Draft Agreement

मुख्य चिकित्सा निदेशक
Chief Medical Director
पूर्व रेलवे, भुवनेश्वर
East Coast Rly., Bhubaneswar

For FA & CAO/E. Co. Rly/BBS

CHAIRMAN
Hi-Tech Medical College & Hospital
Bhubaneswar-25

- (i) The above type of accommodation is also to be provided to the RELHS Card holders as per the status of the card holder mentioned in the RELHS Card.
 - (ii) Employee/beneficiaries can avail lower type of accommodation if same type is not available at the time of admission. If the employee/beneficiaries opt for any higher accommodation, the additional charges have to be borne by the individuals.
 - (iii) The ICU/Semi-ICU/NICU/POCU/Causality facility service shall not be treated as the category of accommodation.
 - (iv) Whenever a patient, staying in the paying room is shifted to intensive care unit, the room has to be vacated as the Railway shall pay for only one Room at any given point of time.
5. The Package Rates are for Semi-Private Ward. If a beneficiary is entitled for General Ward, there will be decrease of 10% in the rates; for private ward entitlement, there will be an increase of 15%. However, the rates shall be same for investigation irrespective of entitlement, whether the patient is admitted or not and test per se does not require admission to hospital.
6. Where applicable as per present sanction, the Medical expenditure bill shall be prepared on case-wise basis on CGHS rates (Bhubaneswar-2011 for Non-NABH Hospitals) on package rates. The package rates as defined in Para 2 of Letter No. S.11011/23/2009-CGHS DII/Hospital Cell (Part I) dtd.16.11.2010 issued by Govt. of India, Ministry of Health & Family Welfare are as follows.

2(a) "Package Rate" shall mean and include lump sum cost of in-patient treatment/day-care/ diagnostic procedure for which a CGHS beneficiary had been permitted by the competent authority or for treatment under emergency from the time of admission to the time of discharge, including (but not limited to)- (i) Registration Charges, (ii) Admission charges, (iii) Accommodation charges **including patient's Diet**, (iv) Operation charges, (v) Injection charges, (vi) Dressing charges, (vii) Doctor/Consultant visit charges, (viii) ICU/ICCU Charges, (ix) Monitoring Charges, (x) Transfusion Charges, (xi) Anesthesia Charges, (xii) Operation Theater Charges, (xiii) Procedural charges/ Surgeon's fee, (xiv) Cost of surgical disposables and all sundries used during hospitalization, (xv) Cost of medicines, (xvi) Related routine and essential investigations, (xvii) Physiotherapy charges etc. (xviii) Nursing care and charges for its services.

2(b) Cost of implants/stents/grfts is reimbursable in addition to package rates as per CGHS ceiling rates for implants/stents/grfts or as per actual, in case there is no CGHS prescribed ceiling rate.

2(c) Treatment charges for new born baby are separately reimbursable in addition to delivery charges for mother.

2(d) Hospitals/diagnostic centers empanelled under CGHS shall not charge more than the package rate(s).

2(e) Expenses on toiletries, cosmetics, telephone bills etc are not reimbursable and are not included in package rates.

3. Package rates envisage duration of indoor treatment as follows:

Up to 12 days:	for specialized (super-specialties) treatment
Up to 7 days:	for other major surgeries
Up to 3 days:	for Laparoscopic Surgeries/Normal deliveries
01 day:	for Day care/ Minor (OPD) surgeries

No additional charge on account of extended period of stay shall be allowed if that extension is due to infection or the consequences of surgical procedure or due to any improper procedure and is not justified.

7. Normally, treatment in higher category of accommodation than the entitled category is not permissible. However, in case of an emergency when the entitled category accommodation is not available, admission in the immediate higher category may be allowed till the entitled category accommodation becomes available. However, if Hi-Tech Medical College & Hospital, Bhubaneswar does not have the ward as per entitlement of the Railway beneficiary, then the hospital can only bill as per entitlement of the beneficiary even though the treatment was given in higher type of ward. The bills should be raised to the referring authority along with Discharge

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Chief Medical Director
पुर्वोत्तर रेलवे, भुवनेश्वर
East Coast Rly., Bhubaneswar

Verified
[Signature]

Compared with Vettered
Draft Agreement

Sr. S.O./Accounts
(Finance)

CHAIRMAN
Hi-Tech Medical College & Hospital
Bhubaneswar-25

8. Any treatment procedure provided beyond the CGHS package has to be mentioned clearly along with item-wise entry. In this situation, essentiality of the procedure, prescription of doctor, cash memo in support of purchase of medicines and other items purchased/supplied during the course of treatment should be submitted in original while submitting the final bill. No Miscellaneous type of expenditure should be included. Hi-Tech Medical College and Hospital, Bhubaneswar will give medicines, Disposables, and any other items required for treatment to the patient and they should include the same in the final bill/package bill. Patients should not be asked to purchase the medicines or any essential item required for treatment from outside.
9. If one or more minor procedure form part of a major treatment procedure, then package charge would be admissible for major procedure and only 50% of the charges for minor procedures.
10. Details of investigation carried out during the treatment should be mentioned in the discharge summary/OPD ticket by the treating doctor.
11. Treatment procedure for which package tariff is available, the billing is to be made on package rate even if it is not mentioned in the referral letter. Where the package CGHS rate is not available, it should be billed on CGHS individual rates. In case there is no CGHS prescribed rate for any test/procedure available, then special rates of Hi-Tech Medical College and Hospital, Bhubaneswar with 5% discount will be applicable and if these rates in previous contract period with 5% escalation is lower, then the lower rate will be charged.
12. Further, as per CGHS guidelines, a hospital/diagnostic centre empanelled under CGHS, whose rates for treatment procedure/test are lower than CGHS prescribed rates, shall charge as per actual (not more than rates for non-CGHS beneficiary). In other words, if rates of Hi-Tech Medical College and Hospital, Bhubaneswar are lower than CGHS-BBS-2011 rates for any particular treatment procedure/test, then Hi-Tech Hospital's rates will be charged for that particular case of Railway. Similar is the case with Accommodation. The prescribed rates for accommodation under CGHS are → General Ward- ₹1000/- per day, Semi-Private Ward- ₹2000/- per day, Private Ward- ₹3000/- per day. If the rates of accommodation charges of Hi-Tech Medical College and Hospital, Bhubaneswar are lower than these prescribed rates of CGHS, then it will be charged as per rates of Hi-Tech Medical College and Hospital, Bhubaneswar. The authority of Hi-Tech Medical College and Hospital, Bhubaneswar should give one copy of the current rate-chart of the hospital, duly certified by its authorized signatory to the Railway for circulation amongst all the bill passing units of the Railway.
13. Hi-Tech Medical College and Hospital, Bhubaneswar will raise the final bill to the referring authority from where referral letter was issued, who will arrange payment within 30 days from the receipt of the bills.
14. As per RBI guidelines, the payment will be made by the referring authorities through NEFT/RTGS mode of fund transfer to Hi-Tech Medical College and Hospital at Bhubaneswar, after due scrutinization and sanction of the competent authority, at least within 30 days of receipt of bills. For facilitating the NEFT/RTGS mode of fund transfer, the authorities of Hi-Tech Medical College and Hospital should furnish the revised mandate form showing the IFSC Code of their banker.
15. Stipulations regarding presentation of bills by the hospital and its payment by Railway are as under:
 - **Submission of bills by the hospital for Railway patients discharged from -**
1st day to 15th day of the month - by 25th day of that month
16th day to 30th/31st day of the month - by 10th day of the following month
 - **Payment of bills by the Railway - 60 days from the receipt if the bills are in order**
 Any bill found to be inadmissible during the course of scrutinization will be intimated to the authority of Hi-Tech Medical College and Hospital, Bhubaneswar within at least 10 days from receipt of the bills. If no satisfactory explanation is received within 10 days, the disallowed amount will be deducted from the claimed amount and the admissible amount will be paid after sanction of the competent authority. In case, any amount found to be disallowed, East Coast Railway shall provide details of payment and deduction to the authority of Hi-Tech Medical College and Hospital, Bhubaneswar while making payment. The disallowed bills will not be entertained in future.

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मुख्य चिकित्सा अधिकारी
Chief Medical Director
पूर्व कोस्ट रेलवे, भुवनेश्वर
East Coast Rly., Bhubaneswar

For FA & CAO/E. Co.Rly/BBS

[Signature]
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Draft Agreement
[Signature]
Sr. S.O./Accounts
(Finance)

[Signature]
CHAIRMAN
Hi-Tech Medical College & Hospital
Bhubaneswar-25

16. Any correspondence and queries about the patient towards treatment may be communicated to the concerned referral authorities.
17. Any Major treatment should not be carried out without prior approval of the referral authority who should take approval of CMD/East Coast Railway/Bhubaneswar in such cases. During the course of treatment for the following cases, the authority of Hi-Tech Medical College and Hospital, Bhubaneswar should take approval of the referral authority, who in-turn should take approval of CMD/East Coast Railway/Bhubaneswar:
 - a. Any major treatment procedure, which is not reflected in the referral letter but is felt essential for treatment of the patient. The essentiality and rate-reasonableness of the same has to be certified by Referral Authority.
 - b. If in any case, the initial treatment procedure/bill amount exceeds ₹1.00 lakh and for every ₹1.00 lakh thereafter for the same case.
 - c. For an admitted case, stay in the hospital for more than 10 days and subsequently, for every 10 days' stay thereafter for the same treatment. Justification for the same should be furnished by Hi-Tech Medical College and Hospital, Bhubaneswar to the referral authority who in-turn should take approval of CMD/East Coast Railway/Bhubaneswar.
 - d. Any special investigation felt essential for the patient during hospitalization, which is not reflected in the referral letter and also not available in Hi-Tech Medical College and Hospital, Bhubaneswar but required to be done in any outside authorized agency at a higher cost than the contracted CGHS rates. The rate reasonability of such investigation has to be certified by the referral authority.
18. Number of consultations conducted/advised by the specialist doctor during the hospitalization should be clearly mentioned in the bill, duly countersigned by the Medical Superintendent of Hi-Tech Medical College and Hospital, Bhubaneswar.
19. Fees towards Casualty, OPD Registration & Consultation, Investigation, etc. if any, will be included in the final bill submitted for payment and shall not be charged separately to the patient.
20. All the facilities/treatment shall be extended by Hi-Tech Medical College and Hospital, Bhubaneswar to the patients referred by E.Co.Rly. on credit basis.
21. The medicines as prescribed at the time of discharge of the patient from Hi-Tech Medical College and Hospital, Bhubaneswar should be for one day only. After that, the same will be supplied by the Railway hospital on patient's reporting.
22. The medicines given to the patients are to be supported by invoice (to be endorsed with the bill) and all investigations carried out during the period of hospitalization/treatment are to be certified by the Medical Superintendent of Hi-Tech Medical College and Hospital, Bhubaneswar.
23. In no case, the Pharmacy & other items should be charged at a higher rate than the printed MRP. Wherever applicable, institutional discount on price should be given. This should be strictly taken care of while making bills to be presented for payment.
24. The ceiling regarding cost of implants/appliances, not available in the CGHS Rate-list, should be charged as per actual. For implants / appliances, the hospital authority should produce invoice/bill as proof of rate charged for the same. The Referral Authority while finalizing the bills of the hospital for payment should certify the rate-reasonability.
25. The bills should not include the Telephone charges, TV charges, cost of Cosmetics/Toiletries/Tonics/Food items/other Medicines advertised in mass media. If a patient wants to avail these facilities/items, the cost thereof should be recovered personally from him/her.
26. When a Railway patient is admitted in Hi-Tech Medical College and Hospital, Bhubaneswar, the Railway doctor, if required, should be allowed to visit the hospital at any time to attend to the patient's condition.
27. Any Consequent procedural changes made from time to time will be done by the East Coast Railway in due consultation with the authority of Hi-Tech Medical College and Hospital, Bhubaneswar.
28. Chief Medical Director, East Coast Railway, Bhubaneswar agrees to the fact that the decision of Hi-Tech Medical College and Hospital, Bhubaneswar will be final with respect to all matters of treatment. The referral authority will certify the same before the bills are sent to the respective Accounts Department.

मुख्य चिकित्सक निदेशक
Chief Medical Director

For FA & CAO/E. Co. Rly.

Verified
Draft Agreement


CHAIRMAN
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Bhubaneswar-25

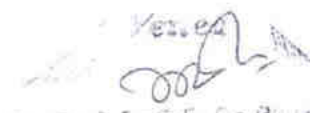
Sr. S.O./Accounts
(Finance)

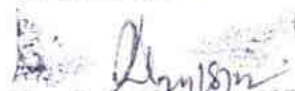
29. Prevalent CGHS rates of Bhubaneswar (B-II city) for Non-NABH at the time of MoU period i.e. CGHS-BBS-2011 are allowed. Rates of Tests/Investigations have not been prescribed this time under CGHS and as such, the rates prevailing in the previous MoU (CGHS-BBS-2008) for such Tests/Investigations will continue to be followed for the ensuing MoU. No alteration in the approved tariff during MoU period is allowed.
30. Pending bills if any shall be cleared up within the stipulated period. In case of any dispute arises, the same shall be settled amicably between Railway and the authorities of Hi-Tech Medical College and Hospital, Bhubaneswar. If such disputes could not be resolved amicably, either party may refer such disputes to Arbitration Tribunal, which will be guided as per GCC of S.E. Railway 2001 (Clause No. 63 to 64) and also as per extant Railway Board's instructions.
31. As per recent guidelines of Railway Board, the bills raised by private Recognized Hospitals for treatment of Railway beneficiaries are liable for income tax and other levies as per instructions from the Govt. of India. Income Tax and other levies under TDS shall be uniform from all referring units of East Coast Railway. TDS should be deducted at the rates prescribed by Govt. of India from the bills presented to Accounts for payment and not from individual bills.
32. Whenever required, subject to availability, Hi-Tech Medical College and Hospital, Bhubaneswar will provide to & fro free Ambulance services to East Coast Railway beneficiaries from Central Hospital at Mancheswar, Bhubaneswar and from Railway Station, Bhubaneswar for emergency transportation of patients and referrals for OPD treatment, Indoor treatment, Dental treatment and for Pathological/Radiological Investigations/any other medical treatment.
33. Hi-Tech Medical College and Hospital, Bhubaneswar is liable to pay any claim made against the Railway towards damages/compensations or any claim arising out of the treatment provided during the period of hospitalization/ treatment at the hospital.
34. After termination/ expiry of this MoU, Hi-Tech Medical College and Hospital, Bhubaneswar shall continue extending its services to the admitted patients till their discharge. The bills shall be raised to the referral authority, which will pay the dues as per rate tariff of Hi-Tech Medical College and Hospital, Bhubaneswar mentioned in the MoU.


 CHAIRMAN
 Hi-Tech Medical College & Hospital
 Bhubaneswar-25

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 Chief Medical Officer
 East Coast Railway, Bhubaneswar


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35. For the purpose of better co-ordination in regard to the tie-up facility, Hi-Tech Medical College and Hospital, Bhubaneswar shall nominate a **NODAL OFFICER** who will be solely responsible for overseeing the referral cases of the Railway. East Coast Railway will also nominate a **NODAL OFFICER** at the levels of Central Hospital at Bhubaneswar and at the three Divisional Railway Hospitals at Visakhapatnam, Khurda Road, Sambalpur. The name, designation, contract number, e-mail address of such **NODAL OFFICER** should be made available at all ends i.e. **NODAL OFFICER of Hi-Tech Medical College and Hospital, Bhubaneswar** with the **NODAL OFFICERS of East Coast Railway at Central Hospital, Bhubaneswar and at the levels of Divisional Railway Hospitals at Visakhapatnam, Khurda Road, Sambalpur and Vice-versa.** Overall co-ordination will be done at the level of Chief Medical Director, East Coast Railway from his office at S&T Godown, Near Railway Stadium (North-end), Mancheswar, Bhubaneswar-751017.
36. This agreement shall be in effect for a period of one year from 12.12.2011 to 11.12.2012 and may be extended for such further periods and on such terms as may be agreed upon, in writing between the parties.

The MOU is signed this day, the 14th day of April 2012


Signature of the Chief Medical Director
For & On behalf of
East Coast Railway
Bhubaneswar

मुख्य चिकित्सा निदेशक
Chief Medical Director
एस्ट कोस्ट रेल, भुवनेश्वर
East Coast Rly. Bhubaneswar


Signature of the Chairman
For & On behalf of
Hi-Tech Medical College and
Hospital, Bhubaneswar
CHAIRMAN
Hi-Tech Medical College & Hospital
Bhubaneswar-26


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