

**Format of Application form for Empanelment of Health Care
Organizations in NMRC**

Note-

1. Please read all the terms and conditions mentioned in “**Expression of Interest**” (Pg.3 to Pg.7) before filling the application form.
2. Self-attested photocopies of all the relevant documents should be enclosed as annexure which should be serially numbered.
3. NA may be written against column which are not applicable to applicant organization.
4. Details must be in typed form. Space against each item may be expanded depending upon details to be filled up.

To,
General Manager/Fin./HR
Noida Metro Rail Corporation
Block-III, 3rd Floor, Ganga Shopping Complex,
Sector-29, Noida-201301 (UP)

Sr. No.	Item	Details
1	Name of the Health Care Organization (Hospital/ Clinic/ Pathology/ Diagnostic Centre etc.)	
2	Address of the organization.	
3	Name of the owner/s (individual/organization).	
4	Date of commissioning of the applicant organization.	
5	Details of registration with government/ regulator authority.	
6	SPECIALTIES in which empanelment is being applied. (Reference Para 6 to 14 of “Expression of Interest”). Compliance / Supporting Documents to be attached.	
7	Details of empanelment with CGHS	
8	Name of other Government organizations where applicant is Empanelled.	
9	Details of any punitive action taken by any authority against applicant organization (in last three years)	
10	Whether willing for cashless facility or not.	
11	Number of beds in ICU (if more than one ICU are there, please mention bed strength for each separately).	

12	Specialty-wise names of specialists alongwith their qualifications (to be attached as annexure).	
13	Name, designation and phone numbers of authorized contact person of the organization.	
14	Whether NABH/NABL accredited (details and certificates to be attached).	
15	PAN/TIN number.	
16	Details of TDS exemption eligibility if any.	
17	Details of approval under sub clause (b) of clause (II) of the provision to sub-clause (viii) of clause (2) of the section 17 of the Income Tax Act 1961, if any.	
18	Whether willing to extend CGHS rates Medical facilities to NMRC beneficiaries.	
19	Remarks if any.	

UNDERTAKING

I hereby certify that all the information furnished above are true to my knowledge. I have no objection to NMRC for verifying any or all the information furnished in this document, with concerned authority, if necessary. I also know that for submitting any wrong information my application shall be rejected summarily. I/We also agree with all the terms and condition specified in attached document (request for deviation from any terms and condition by any applicant organization must be mentioned on a separate paper and reference of the same may be given in remark column).

Date:

Place:

Signature:

Name:

Designation:

Mobile Number:

(of the authorized signatory of Organization)

Office Seal/Stamp:

Noida Metro Rail Corporation

Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida-201301 (UP)

Expression of Interest

For Empanelment of Hospitals/Clinic/Diagnostic Centres

Noida Metro Rail Corporation invites applications for empanelment of **hospitals/standalone dental & eye Clinics and Diagnostic (radiology and pathology) Centres, (hereinafter to be called as health care organisations)** run by individuals/corporate entity/trusts etc. in different geographical areas of NCT of Delhi, Ghaziabad, NOIDA, Greater NOIDA, Faridabad, Gurgaon and Bahadurgarh for a period of FIVE YEARS. Application form can be downloaded from the website of NMRC at www.nmrcnoida.com. The duly filled form in **duplicate** should be submitted along with all documents in a sealed cover super scribed As “Application for empanelment of hospitals/Clinics/Diagnostic Centres with NMRC” and addressed to GM/Fin./HR Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida-201301 (UP) by registered post or by hand delivery at receipt counter of NMRC. Last date for receipt of application form on prescribed Performa is 31.12.2022.

Terms and conditions-

1. Health care organisation should be easily approachable for NMRC beneficiaries.
2. Institutions in areas where concentration of beneficiaries is very thin, may not be preferred forempanelment.
3. Only those applications, which are submitted on prescribed form shall be entertained.
4. Incomplete applications shall be rejected summarily.
5. All the pages of Application form and annexures (of both set) should be serially numbered and need to be signed by the authorised person of applicant institution, along with his name and mobile no. and rubber stamp affixed.
6. Health care organisations shall be empanelled for identified specialties only. Hence they should apply only for the specialties for which facilities are available with them.
7. For Empanelment as multispecialty hospital, it should have Minimum 50 operational Indoor bed capacity including the ICU/NICU/ICCU.
8. If health care organisation is having a chain of the hospitals/Diagnostic centres, empanelment of each should be applied separately.
9. Normally Minimum requirement for empanelment of a multispecialty hospital shall be ability to cater all the emergencies and routine cases in Medicine, Surgery, Paediatrics, ENT, Orthopaedics and Gynaecology, fully equipped ICU, operation theatre, radiology departments having minimum one x-ray and one ultrasonography machine with a qualified radiologist and

a well equipped pathology laboratory with a qualified pathologist.

10. In hospitals, every ICU bed should preferably be equipped with central oxygen supply facility with separate monitor facility, connected to central monitor. It should be supported by pulse oxymeter, syringe pump and ventilator facility. Unit must have round the clock trained MBBS doctors on duty and doctors having minimum post-graduate qualification in respective specialties i.e. medicine, anesthesia, surgery, paediatrics, etc. on call to attend patients at short notice.
11. The hospitals should have adequate number of well trained MBBS doctors and qualified para-medical staff to handle the emergency, trauma, critical care patients round the clock, in addition to qualified specialists on call.
12. For empanelment in cardiology, unit should be equipped with minimum facility of a defibrillator, echocardiography and TMT machine with an attached qualified cardiologist. Similarly for empanelment in nephrology, centre should have at least one haemodialysis machine with an attached qualified nephrologist. For empanelment in Neurology, centre should have minimum facility of EEG and nerve conduction studies with an attached qualified neurologist. Similar standards laid down by the regulatory authorities will be essential for other specialties and super specialties also.
13. The hospital should have round the clock ambulance facility to transport NMRC beneficiary.
14. The hospitals should have minimum three types of indoor accommodations i.e. general ward, twin sharing room and single bedded AC room for the NMRC beneficiaries having different entitlement. Treatment in accommodation higher than entitled one is not permissible.
15. The Health care organisation should preferably be empanelled with Central Government Health Scheme, and two other Government or Semi- Government organisations/PSUs. The Health care organisation should have the valid registration with the competent authority/authorities.
16. Health care organisations should have their own PAN/TIN number and all receipts should be computer generated.
17. Health care organisations should have their own power back up system for uninterrupted power supply.
18. Health care organisations should have Hospital Waste Management System in place.
19. They should comply with all statutory requirements of Central/State Government/Local bodies/autonomous regulatory bodies.
20. Health care organisations having accreditation with NABH/NABL will be preferred.
21. NMRC will have right to visit and monitor the treatment provided in the empanelled Health care organisations. During such visits of NMRC official authorities of such institutions shall cooperate with them.
22. All the investigations for any elective surgical procedure shall be got done prior to admission and will be part of the package, wherever applicable.
23. The empanelled health care organisations shall not undertake treatment of the cases in specialties which are not available with them. However they would provide necessary treatment to stabilize such cases and transport the patient safely to the nearest

government/empanelled hospital.

24. The Hospital should admit the patient immediately and start the treatment. They should not ask the patient to deposit any money if cashless facility has been agreed.
25. Immediately after admission of patients in hospital, a SMS containing name of the patient, name of the employee, employee number provisional diagnosis and bed number of patient shall be sent to advisor medical and Manager/SPO/HR or any other official nominated for the purpose by NMRC, for information.
26. Time to time NMRC will inform all the empanelled Health care organisations about cancellation of entitlement of individual beneficiaries due to any reason. NMRC will not pay any money for treatment of such non entitled beneficiaries under any circumstances.
27. **Tariff and Payment-**
 - a) The treatment/investigation charges should be on current CGHS approved rates or the actual rates of health care organisation, whichever is lower, on production of valid medical identity card by NMRC employees.
 - b) No advance shall be paid in case of cashless facility. Bill in duplicate on monthly basis should be issued in name of Noida Metro Rail Corporation and should be sent to GM/Fin./HR Noida Metro Rail Corporation. Payment will be made against the final bill after scrutiny. Wherever applicable, CGHS rate list code number should be mentioned against each item of the bill. If any item/procedure which is not mentioned in the list of CGHS, it will be paid as per the rates agreed upon in the agreement.
 - c) The Non-admissible items, like, toiletries, cosmetics, nutrient supplements etc. must not be included in the bills. No payment for other such items which are not admissible under NMRC medical rules.
 - d) Health care organisations shall charge only those rates, which are mutually agreed in the agreement signed between NMRC and health care organisation. CGHS rate means latest revised rates approved by CGHS and available on the web site of Union Ministry of Health and Family welfare. Additional charges if any on account of extended stay or additional procedure shall be allowed only if it is not due to infection as a result of surgical procedure or negligence on the part of institution.
28. Periodical medical audit of facilities/ treatment provided and bills sent by empanelled health care organisations shall be done by the NMRC authorities.
29. **Duration of empanelment-** The initial empanelment will be for a period of Five years with provision of subsequent extensions on yearly basis subject to periodical review of performance of the organisations by the NMRC. In case of unsatisfactory performance/deficiency in services, hospital will be liable for de-empanelment at any time.
30. Health care organisation shall intimate NMRC immediately about change of its location, change in ownership pattern if any.
31. **Annual report-** Health care organisation shall submit an annual report in digital format regarding number of admitted/investigated NMRC beneficiaries, bills submitted and payment received, on financial year basis.

32. Name of a responsible official of the each of the empanelled health care organisation for liaison with NMRC along with his mobile number and email address for patient care coordination shall be given. Any change in name and/or mobile number and email should be intimated to NMRC immediately.
33. Authorised signatory/representative of empanelled organisation shall attend the periodical review meetings called by NMRC. Any change in name and/or mobile number and email should be intimated to NMRC immediately.
34. It shall be duty of empanelled organisations to obtain, maintain and sustain the valid registration/licenses etc. and other statutory requirement as well as high standards of medical care.
35. For overbilling and unnecessary procedures, the extra amount so charged will be deducted from the pending/future bills of the empanelled organisation. Recurrence may lead to stoppage of referral to that organisation or de- empanelment from NMRC.
36. **De-empanelment for default-** NMRC without prejudice to any remedy for breach of agreement, by written notice of default sent to health care organisation may terminate the agreement in whole or in part.
 - a) If it fails to provide any or all of the services for which it has been empanelled within the period specified in the agreement or within any extension thereof, if granted by NMRC.
 - b) If the institution fail to perform any other obligation(s) under the agreement.
 - c) If in the judgment of NMRC, health care organisation has engaged in the corrupt or fraudulent practices in executing the agreement.
 - d) In case of any wrong doings as specified in agreement, health care organisation, NMRC reserves the right to remove all empanelled units of that group from its panel.
37. **Indemnity-** The empanelled organisations shall all times indemnify and keep NMRC indemnified against all actions, suits, claims and demands brought or made against it in respect of anything done or purported to be done by health care organisation in execution of or in connection with the services under this agreement and against any loss or damage to the NMRC along with (or otherwise), health care organization as a party for anything done or purported to be done in the course of the execution of this agreement. The health care organisation will at time abide by job safety measures and other statutory requirements prevalent in India and will keep free and indemnify the NMRC from all demands or responsibilities arising out from accidents or loss of life, the cause or result of which is the hospital negligence or misconduct. The health care organisation will pay all indemnities arising from such incidents without any extra cost to NMRC and will not hold NMRC responsible or obligated. NMRC may at its discretion and shall always be entirely at the costof health care organisation defend such suit, either jointly with the health care organisation or singly in case the later chooses not to defend the case.

38. **Arbitration-** If any dispute or difference of any kind whatsoever shall arise between the NMRC and health care organisation upon or in relation to or in connection with or arising out of agreement, shall be referred to for arbitration by the **Executive Director /NMRC**, who will give written award to the parties. Decision of **Executive Director/NMRC** will be final and binding. Place of arbitration shall be Noida Metro Rail Corporation.
39. **Exit from panel-** Rates once agreed shall continue to hold good until and unless revision is agreed mutually. In case any health care organisation for any reason does not wish to continue on the panel of NMRC, it can apply for exit from the panel by giving one month notice. In such case, patients already admitted in a hospital shall continue to be treated as per agreed rates.

NOTE-

- I. Once an applicant health care organization is empanelled by NMRC, an agreement will be signed between both the parties, which will incorporate above mentioned terms and conditions, in addition to other standard terms and conditions.
- II. All those health care organizations, who are presently nominated by NMRC, also need to apply afresh for empanelment failing which it would be presumed that they are not interested in continuing with NMRC and they would stand deleted from the list of empaneled organizations.
- III. Submission of application for empanelment does not give guarantee for empanelment as in addition to other things, it will depend upon needs of NMRC in a particular location, facilities available in applicant organization, standards of care there and offered rates. Decision of NMRC in this regard shall be final and binding.