

**EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME**



**APPLICATION FORM (ECHS-03)**  
**FOR EMPANELMENT OF DIAGNOSTIC**  
**LABORATORIES/IMAGING CENTRES**

**Registration No . . . . .**

**Date of Receipt . . . . .**

**Regional Centre. . . . .**

**INTRODUCTION**

On behalf of the President of India, the Ex-servicemen Contributory Health Scheme (ECHS) invites applications for the purpose of Empanelment of Hospitals/Nursing Homes, Hospices/Rehabilitation Centres, Dental care facilities and Diagnostic Centres for specific treatment and diagnostic procedures of specialised nature, under the Ex-servicemen Contributory Health Scheme (ECHS).

Interested Hospitals/Nursing Homes, Hospices/Rehabilitation Centres, Dental care facilities and Diagnostic Centres may submit the completed application forms at the nearest Regional Centre, ECHS. The terms/conditions and requirements of empanelment for ECHS requirements are detailed in this application form.

**CONTENTS**

**SECTION I**

- Chapter 1 - General Information on ECHS.
- Chapter 2 - General Instructions and Eligibility Criteria.
- Chapter 3 - Terms and Conditions.

**SECTION II**

- Application format for Diagnostic Laboratories/Imaging Centres.

**SECTION III**

- Inspection Report and Recommendations of QCI (NABH).

## SECTION I

### CHAPTER 1

#### GENERAL INFORMATION ON EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME (ECHS)

##### Introduction

1. The Ex-Servicemen Contributory Health Scheme (ECHS) was approved by the Government on 30 Dec 2002 and was launched on 01 April 2003, ECHS shall also be referred to as the "Scheme" in the text of this Brochure.

##### Aim

2. The aim of the Scheme is to provide **quality medical care** to Ex-Servicemen pensioners and their dependents for all known diseases.

##### ECHS Membership Cards

3. A 'Smart card' called "ECHS membership card" with inbuilt security features is issued to all members of the ECHS. The smart cards have the particulars of the pensioner in the front of the card and the particulars of the dependents on the reverse side. It contains a 32Kb chip which will carry the details of the Ex-servicemen and dependents including their medical history. Production of this card is a mandatory requirement when availing medicare either at the ECHS Polyclinic or at Empanelled Hospital/Nursing Homes and Diagnostic centres. A person NOT producing his card for identification cannot be provided treatment.

4. An integrated software has been developed as a Management Information System for running the Scheme. In the first phase the information system will be networked between the ECHS Polyclinics, Station Headquarters, Regional Centre ECHS and Central Organisation ECHS.

##### Procedure for Availing Treatment

5. An ESM or his dependants or a widow, who has enrolled into the ECHS scheme, can go to the nearest ECHS Polyclinic carrying his/her ECHS membership card. The doctors in the polyclinic will provide the required initial treatment and medicines. Should the disease require further/advanced treatment in a hospital, the patient will be referred to the nearest Service hospital/Empanelled facility.

6. At the Empanelled Hospital/Nursing Homes or Diagnostic Centre/Hospices, the ECHS member is mandatorily required to present his ECHS membership card or receipt of membership application and referral slip, before he/ she can avail treatment facilities. The ESM or his dependant does not have to clear any bills; this will be done by the ECHS.

7. Referrals except in Emergencies will always be made by ECHS Polyclinic. Empanelled Hospitals/Nursing Homes and Diagnostic centres/Hospices will forward their bills directly to the referring Polyclinic. The local/ Army/Navy/Air Force Station Commander in the town / city, under whose jurisdiction the ECHS Polyclinic is located will pay the Empanelled facility after approval of competent financial authority.

8. In Emergencies an ECHS member may be directly admitted to an Empanelled facility. However in all such cases the ECHS Polyclinic will be informed within a period of 48 hours and a formal referral done depending on the condition. Bills in such cases will be processed as above. The onus of providing the information shall be on the Empanelled Hospital/Nursing Home/Diagnostic Centre.

##### Organisation Structure

9. The scheme is executed through the existing command and control structure of the Armed Forces. Polyclinics are administered by concerned Armed Forces Station Headquarters in the city under supervision of respective Sub-Area/Area/Command HQs of the respective service/nearest city.

10. The Central Organisation ECHS is located at Delhi for laying down policy, planning, provisioning of funds and monitoring the scheme. There are 13 Regional Centres located across the country to ensure implementation of the scheme. The detailed addresses and location of the Central Organisation and Regional Centres located across the country is given below :-

(a) **Central Organisation ECHS**

- (i) Postal Address : Central Organisation ECHS  
Maude Lines  
Delhi Cantt - 10
- (ii) Web site : URL [www.indianarmy.gov.in/arechs/echs.htm](http://www.indianarmy.gov.in/arechs/echs.htm)
- (iii) Contact Telephone Number and E-mail :-
- (aa) Managing Director : 011-25684846 and mdech-mod@nic.in.
- (ab) Director (Operation & Coordination) :011-25684946 and dirops-mod@nic.in.
- (ac) Director (Medical): 011-25684945 and dirmedech-mod@nic.in.
- (ad) Director (Procurement & Fund Control) : 011-25682392 and dirpfcechs-mod@nic.in.

(b) **Regional Centres**

S/No	Town/City	Name of Regional Centre	Telephone No
(i)	Jammu	Regional Centre ECHS Jammu Cantt <b>Jammu – 180 003</b>	0191-2433139
(ii)	Delhi	Regional Centre ECHS Delhi Cantt Maude Lines <b>New Delhi -110010</b>	011-25682657
(iii)	Chandimandir	Regional Centre ECHS C/O HQ Western Command <b>Chandimandir</b>	0172-2589757
(iv)	Jaipur	Regional Centre ECHS Chinkara Marg <b>Jaipur Cantt-302012</b>	0141-2249159
(v)	Lucknow	Regional Centre ECHS C/O HQ Central Command <b>Lucknow – 226002</b>	0522-22482745
(vi)	Kolkata	Regional Centre ECHS C/O HQ Eastern Command <b>Kolkata-700021</b>	033-22318988
(vii)	Patna	Regional Centre ECHS C/O HQ JOB Sub Area Danapur Cantt <b>Patna – 801503</b>	06115-225955
(viii)	Jabalpur	Regional Centre ECHS 132 Robert Lines Near Manas Mandir <b>Jabalpur-482001</b>	0761-2608177

<b>S/No</b>	<b>Town/City</b>	<b>Name of Regional Centre</b>	<b>Telephone No</b>
(ix)	Pune	Regional Centre ECHS C/O HQ Pune Sub Area <b>Pune-410001</b>	020-26331452
(x)	Chennai	Regional Centre ECHS Fort Saint George <b>Chennai-600009</b>	044-25673092
(xi)	Secunderabad	Regional Centre ECHS C/O 404 AF Station Begumpet <b>Secunderabad-500011</b>	040-27797932
(xii)	Kochi	Regional Centre ECHS C/O Fleet Mail Office Naval Base <b>Kochi-682004</b>	0484-2667285
(xiii)	Guwahati	Regional Centre ECHS <b>Guwahati</b> C/O HQ 51 Sub Area PIN 900328 c/o 99 APO	0361-2642727

## CHAPTER 2

### GENERAL INSTRUCTIONS AND ELIGIBILITY CRITERIA

#### General Instructions

1. **Collection of Application Forms.** Application form be downloaded from the website of Ex-Servicemen Contributory Health Scheme (ECHS). The form along with scanned copy in a CD should be submitted with an application fee of Rs 1000/- (Rupees One Thousand only) in favor of Regional CDA through MRO (Military Receivable Order) at any SBI Branch conducting Treasury business or the RBI under the Code Head 405/03(Misc Receipt) towards application fee. Original to be deposited at concerned Regional Centre and photocopy signed and stamped by Director, Regional Centre to be submitted with application.

2. **Categories of Cities.** ECHS for purpose of empanelment has catergorised the cities as follows :-

(a) **Type A.** CGHS cities of Delhi and NCR, Kolkata, Chennai, Bangalore, Hyderabad, and Mumbai.

(b) **Type B.** Balance CGHS cities.

(c) **Others.** All other cities/ towns.

3. **Categories of Health Care Facilities.** ECHS would consider the following categories of health care facilities for empanelment :-

(a) Super Speciality Hospitals.

(b) NABH Accredited Hospitals.

(c) Non-NABH Accredited Hospitals.

(d) Cancer Hospitals.

(e) Speciality Eye Centres.

(f) Dental Clinics.

(g) Physiotherapy Centres.

(h) Rehabilitative Centres and Hospices.

(j) Small Health Care Organisations (SHCOs), Nursing Homes, Single Speciality Hospitals, Allopathic Clinics, primarily for cities other than those covered by CGHS.

#### Eligibility Criteria

4. The Hospital/Nursing Home/Diagnostic Centre/Hospices should be registered with the respective State Health Authority as applicable. Diagnostic Centres/ Blood Banks should have the license of statutory authority.

5. Following minimum beds are required for multispeciality hospitals (for single speciality there is no restriction on bed strength) :-

<u>Ser</u>	<u>Type of City</u>	<u>Minimum Bed Strength</u>
(a)	Type A	100 Beds.
(b)	Type B	50 Beds.
(c)	Others	15 Beds.

6. The hospitals applying under **super-speciality category** must be accredited by **National Accreditation Board for Hospital and Health care providers (NABH)** or its equivalent such as **Joint Commission International(JCI)/AHCS(Australia)/International Society for Quality in Health Care (ISQua)**. The stipulation of minimum beds required will be as laid down by CGHS from time to time.

7. Hospitals must have the capacity to receive and respond to electronic referrals through internet and submit all claims / bills in electronic format to ECHS and must also have dedicated equipment, connectivity and staff for such equipment.

8. Diagnostic Laboratories should preferably be accredited by **National Accreditation Board for Testing and Calibration of Laboratories (NABL)**.

9. **Imaging Centres.**

- (a) **MRI Centre.** Must have MRI machine with magnet strength of 1.0 Tesla and above.
- (b) **CT Scan Centre.** Whole Body CT Scanner with scan cycle of less than one second (sub-second). Must have been approved by **AERB**.
- (c) **X-ray Centre/Dental X-ray/OPG Centre.**
  - (i) X-Ray machine must have a minimum current rating of 500 MA with image intensifier TV system.
  - (ii) Portable X-ray machine must have a minimum current rating of 60 MA.
  - (iii) Dental X-ray machine must have a minimum current rating of 6 MA.
  - (iv) OPG X-ray machine must have a current rating of 4.5-10 MA.
  - (v) Must have been approved by AERB.
- (d) **Mammography Centre.** Standard quality mammography machine with low radiations and biopsy attachment.
- (e) **USG/ Colour Doppler Centre.** It should be of high resolution Ultrasound standard and of equipment having convex, sector, linear probes of frequency ranging from 3.5 to 10 MHz. Should have minimum three probes and provision/facilities of Trans Vaginal/Trans Rectal Probes. Must have been registered under PNDDT Act.
- (f) **Bone Densitometry Centre.** Must be capable of scanning 3 sites (that includes Spine) and whole body.

### **Instructions to Applicants**

10. Hospitals must agree to accept and abide by the terms and conditions spelt out in the Memorandum of Agreement.

11. Hospitals must certify that they shall charge as per ECHS rates/negotiated rates whichever is lower and which under no circumstances will be higher than the applicable CGHS rates notified by CGHS from time to time and that the rates charged by them are not higher than the rates being charged from their normal patients who are not ECHS beneficiaries.

12. Hospitals must certify that they are fulfilling all special conditions that have been imposed by any authority in lieu of special concessions such as but not limited to concessional allotment of land or customs duty exemption etc.

### **Last Date for Applying**

13. There is no cut off date prescribed for filling of empanelment applications. The application can be submitted at ECHS Regional Centre any time on a working day.

### **Earnest Money Deposit**

14. All the hospitals applying for empanelment will deposit Rs 1,00,000/- (Rupees one lac only) as EMD in the form of EMD Bank Guarantee in favour of respective Regional Centre, ECHS. The EMD is surety to sign MoA and will be refunded at the time of signing of MoA. Original Bank Guarantee to be deposited at concerned Regional Centre and photocopy signed and stamped by Director, Regional Centre to be submitted with application.

### **Earnest Money Refund**

15. In case the application is rejected on technical grounds, Earnest Money would be refunded in full.

16. In case, the application is rejected after inspection on the grounds of submitting incorrect information, then 50 % of the Earnest Money would be forfeited and the balance would be refunded in due course.

17. In case, the applicant hospital refuses to sign the Memorandum of Agreement, 50 % of the Earnest Money would be forfeited. Authority to order for forfeiture of the EMD is MD, ECHS.

### **Submission of Application Forms**

18. The application must be submitted at the following places :-

(a) **NABH Accredited Hospitals.** At Central Organisation ECHS, Maude Lines, Delhi Cantonment, New Delhi – 110010.

(b) **CGHS Empanelled Hospital.** Submit application at Central Origination, ECHS after depositing original MRO and Bank Guarantee at concerned Regional Centre and getting the photocopies signed and stamped by Director, concerned Regional Centre. These hospitals must submit the copy of Office Memorandum of Ministry of Health and Family Welfare empanelling the hospital with CGHS and copy of valid MoA signed with CGHS.

(c) **Non NABH Accredited Hospitals.** Concerned Regional Centre.



19. Non-NABH accredited hospitals must submit their application alongwith fees for inspection and assessing suitability for empanelment by QCI (NABH) in a form of demand draft in favour of Quality Council of India payable at New Delhi as follows :-

Ser	Type of facility	Bed Strength	Inspection / Assessment Fee (Rs)
(a)	Hospitals	More than 100 beds	35,000/-
		Less than 100 beds	30,000/-
(b)	Diagnostic, Eye & Dental Centres	Not applicable	25,000/-

20. Application forms should be submitted in one sealed envelope superscribed as 'Application for empanelment of hospital'.

21. All the pages of Application and Annexures (each set) shall be serially numbered and spiral binded.

22. Every page of application form and Annexures need to be signed by the authorised signatory of medical facility. The signatory must mention as to whether he is the sole proprietor or authorized agent. In case of partnerships, a copy of the partnership agreement duly attested by a notary should be furnished. Similarly, in case of authorization, appropriate legal document should be furnished.

23. As far as possible, all information should be given in the application. If a particular facility is not available, it should be entered as '**not available**'; it should not be mentioned as '**not applicable**'.

24. The application is liable to be ignored if the information given on eligibility criteria is not complete.

### **Scrutiny of Applications**

25. Applications shall be opened at the Regional Centres on the last Thursday of every month. In case the last Thursday of the month happens to be a holiday then the applications would be opened on the next working day.

26. Every Applicant or his authorized agent can be present at the time of opening of the Application forms in respect of that city / zone.

27. The Director/Joint Director, Regional Centre will examine the application to determine whether :-

- (a) They are complete.
- (b) Whether any computational errors have been made.
- (c) Whether Earnest Money Deposit and MRO has been furnished. Retain originals and attach photocopies duly authenticated by Director, Regional Centre with application.
- (d) Whether Draft for inspection / assessment fee has been furnished (only non-NABH accredited).
- (e) Whether the documents have been properly signed and serially numbered.
- (f) Whether the application is generally in order.
- (g) Check list to be filled up, signed by authorised signatory of applicant and countersigned by Director, Regional Centre.

28. Defects / shortcomings will be corrected/ authenticated on the spot and the application processed further. Specific advice would be rendered by the Director, Regional Centres for rectification of incomplete applications. If the hospital wishes to submit fresh application, the MRO of Rs 1000/- (Rupees one thousand only) can be reused.

29. Applications that are found to be complete in all respects shall be forwarded to Central Organisation ECHS for consideration of empanelment.

**Acceptance of Rates**

30. Hospitals shall have to furnish an undertaking to ECHS accepting the rates notified by ECHS or the negotiated rates which under no circumstances will exceed the applicable CGHS rates or the rates being charged by the hospital from their normal patients who are not ECHS beneficiaries.

**Inspection of Hospitals**

31. QCI (NABH) would inspect the hospitals as part of assessment of hospital on behalf of ECHS (only non-NABH accredited Hospitals).

**Memorandum of Agreement**

32. The Private hospitals which are selected for empanelment will have to enter into an agreement with ECHS Regional Centre for providing services at rates notified by ECHS or lower negotiated rates. This MOA has to be executed on Rs.100/- (Rupees One hundred only) non judicial stamp paper.

**Performance Bank Guarantee**

33. Hospitals that are recommended for empanelment after the assessment shall also have to furnish a Performance Bank Guarantee valid for a period of two years at the time of signing MOA with the Regional Centres to ensure efficient service and to safeguard against any default :-

(a)	Empanelled Hospitals	- 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

34. In case of hospitals already empanelled under ECHS, they shall submit a new Performance Bank Guarantee. The old performance bank guarantee will be discharged after its validity is over.

**CHAPTER 3**  
**TERMS AND CONDITIONS**

**Cashless Services**

1. The Hospital/Nursing Homes/Diagnostic Centres/Hospices shall provide the agreed upon services to cases referred from ECHS Polyclinics on a Referral slip duly authenticated and stamped. Cashless services would be extended on credit system to referred cases for agreed upon period. The rates for tests and treatment would be charged as per approved list.
2. The Hospital will not be at liberty to revise the rate suo moto.

**Treatment in Emergency**

3. In grave emergency, patient shall be admitted and life saving treatment be given on production of ECHS card by the members, even in the absence of referral slip. All emergencies will be treated on cashless basis till stabilization even if the speciality concerned for management of the case is not empanelled. The hospital will inform the nearest Polyclinic about the admission within 48 hrs. 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.
- (b) Vascular Catastrophies including Acute Limb ischaemia, Rupture of aneurysms, medical and 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 decompensated 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.
- (g) Acute Poisonings and Snake bite.
- (h) Acute endocrine emergencies including Diabetic Ketoacidosis.
- (j) Heat stroke and cold injuries of life threatening nature.
- (k) Acute Renal Failure.
- (l) Severe infections leading to life threatening sequelae including Septicemia, disseminated/miliary tuberculosis.

### **Corrupt and Fraudulent Practices**

4. “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official.
5. “Fraudulent Practice” means a misrepresentation of facts in order to influence empanelment process or a execution of a contract to the detriment of ECHS and includes collusive practice among hospitals/authorized representative/service providers.
6. ECHS will suspend referrals if it determines that the hospital recommended for empanelment has engaged in corrupt or fraudulent practices and initiate process for dis-empanelment.

### **Interpretation of the Clauses in the Application Document**

7. In case of any ambiguity in the interpretation of any of the clauses in Application Document, interpretation of Central Organisation ECHS of the clauses shall be final and binding on all parties.

### **Right to Accept any Application and to Reject any or All Applications**

8. ECHS reserves the right to accept or reject any application at any time without thereby incurring any liability to the affected hospital/authorized representative/ service provider or any obligation to inform the affected hospital/authorized representative/service provider of the grounds for his action.

### **Monitoring and Medical Audit**

9. ECHS reserves the right to inspect the hospitals at any time to ascertain their compliance with the requirements of ECHS.
10. Bills of hospitals shall be reviewed frequently for irregularities including declaration of planned procedures/ admissions as ‘emergencies’, unjustified investigations and prolonged stay etc., and if found involved in any wrong doings, the concerned hospital would be removed from panel and black listed for future empanelment. Bank guarantee shall also be forfeited.

### **Exit from the Panel**

11. The Rates fixed by the ECHS shall continue to hold good unless revised by ECHS. In case the notified rates are not acceptable to the empanelled Private Hospital, or for any other reason, the Private Hospital no longer wishes to continue on the list of empanelled Private Hospitals, it can apply for exclusion from the panel by giving three months notice and by depositing an exit fee of Rs 3000/- (Rupees Three thousand only) in the form of Demand Draft in favour of concerned Regional Centre ECHS.

### **Package Rates**

12. Package rate shall mean and include lump sum cost of inpatient treatment/ day care/diagnostic procedure for which a ECHS beneficiary has been referred by the competent authority or for treatment under emergency from the time of admission to the time of discharge including (but not limited to) the following :-
  - (a) Registration charges.
  - (b) Admission charges.
  - (c) Accommodation charges including patients diet.
  - (d) Operation charges.

- (e) Injection charges.
  - (f) Dressing charges.
  - (g) Doctor/Consultant visit charges.
  - (h) ICU/ICCU charges.
  - (j) Monitoring charges.
  - (k) Transfusion charges.
  - (l) Anaesthesia charges.
  - (m) Operation Theatre charges.
  - (n) Procedure charges/Surgeon's fee.
  - (o) Cost of surgical disposables and all sundries used during hospitalization.
  - (p) Cost of medicines.
  - (q) Related routine and essential investigations.
  - (r) Physiotherapy charges etc.
  - (s) Nursing Care and charges for its services.
13. Cost of implants/stents/grafts is reimbursable in addition to package rates as per ceiling rates of CGHS for Implants/stents/graft or as per actual, in case there is no CGHS prescribed ceiling rate.
14. Treatment charges for new born baby are separately reimbursable in addition to delivery charges for mother.
15. The hospitals empanelled under ECHS shall not charge more than the package rates/lower rates negotiated in MOA whichever is lower.
16. Package rates envisage upto a maximum duration of indoor treatment as follows :-
- (a) 12 days for Specialised (Super Specialities) treatment.
  - (b) 7 days for other Major Surgeries.
  - (c) 3 days for Laparoscopic surgeries/normal deliveries.
  - (d) 1 day for day care/minor (OPD) surgeries.
17. However, if the beneficiary has to stay in the hospital for his/her recovery for a period more than the period covered in package rate, in exceptional cases, supported by relevant medical records and certified as such by hospital, the additional reimbursement shall be limited to accommodation charges as per entitlement, investigations charges at approved rates and doctors visit charges (not more than 2 visits per day by specialists/consultants) and cost of medicines for additional stay.
18. No additional charge on account of extended period of stay shall be allowed if that extension is due to infection on the consequences of surgical procedure or due to any improper procedure and is not justified.

19. **The package rates are for semi-private ward.** If the beneficiary is entitled for general ward there will be a 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 the test per se does not require admission to hospital.

20. A hospital empanelled under ECHS whose normal rates for treatment procedure/test are lower than ECHS prescribed rates shall charge as per the rates charged by them for that procedure/treatment from a non ECHS beneficiary and will furnish a certificate to the effect that the rates charged from ECHS beneficiaries are not more than the rates charged by them from non ECHS beneficiaries.

21. During In-patient treatment of the ECHS beneficiary, the hospital will not ask the beneficiary or his/her attendant to purchase separately the medicines/sundries/ equipment or accessories from outside and will provide the treatment within the package rate, fixed by the ECHS which includes the cost of all the items.

22. If one or more minor procedures form part of a major treatment procedure, then package charges would be permissible for major procedure and only at 50% of charges for minor procedure.

### **Entitlement of Wards**

23. ECHS beneficiaries are entitled to facilities of private, semi-private or general ward depending on their Rank at the time of retirement. The entitlement is as follows:-

Ser	Rank at the time of Retirement	Entitlement
(a)	NCOs & below of Army & equivalent in Navy & Air Force	General Ward
(b)	JCOs in Army & equivalent in Navy & Air Force	Semi Private Ward
(c)	Officers of Army, Navy and Air Force	Private Ward

### **Indemnity**

24. The hospital shall at all times, indemnify and keep indemnity 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 Hospital 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 (otherwise), Hospital as a Party for anything done or purported to be done in the course of the execution of this Agreement. The hospital shall at all times abide by the job safety measures and other statutory requirements prevalent in Indian and shall 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 hospital negligence or misconduct.

25. The hospital shall pay all indemnities arising from such incidents without any extra cost of ECHS and shall not hold the ECHS responsible or obligated. ECHS/the Government may at its discretion and shall always be entirely at the cost of the hospital defend such suit, either jointly with the hospital or singly in case the latter chooses not to defend the case.

### **Documents to be Submitted**

26. Copies of the following documents are to be attached alongwith the application :-

- (a) Copy of certificate or memo of State Health authority, if any recognizing the Hospital.
- (b) Copy of audited balance sheet, profit and loss account for the last three years (Main documents only – summary sheet).

- (c) Copy of legal status, place of registration and principal place of business of the hospital or partnership firm, etc.
- (d) A copy of partnership deed/memorandum and articles of association, if any
- (e) Affidavit of sole proprietorship on non-judicial stamp paper if medical facility is owned by individual.
- (f) Copy of Customs duty exemption certificate and the conditions on which exemption was accorded.
- (g) Photocopy of PAN Card.
- (h) Name and address of their bankers.
- (j) Copy of the existing list of rates approved by the Hospital for various services/procedures being provided by it.
- (k) Registration Certificate under PNDDT Act in case of Centres applying for Ultrasonography facility.
- (l) Copy of the license for running Blood bank.
- (m) Copy of certificate of NABH Accreditation with Scope of Accreditation duly notarised if NABH accredited facility.
- (n) Copy of NABL Accreditation with Scope of Accreditation duly notarised if NABL accredited facility.
- (o) Copy of CGHS office memorandum regarding the empanelment of the medical facility with CGHS and Valid MoA with CGHS, if CGHS empanelled medical facility.

**Note :** Applications not containing the above particulars shall not be considered for empanelment.

27. **Certificate of Undertaking.** In addition a certificate given below will be rendered by the Head of the Institution and attached with the application.

#### **CERTIFICATE OF UNDERTAKING**

1. It is certified that the particulars regarding physical facilities and experience/expertise of specialty are correct.
2. That Hospital shall not charge higher than the CGHS notified rates or the rates charged from non-CGHS patients.
3. That the rates have been provided against a facility/procedure actually available at the institution.
4. That if any information is found to be untrue, Hospital be liable for de-recognition by CGHS. The institution will be liable to pay compensation for any financial loss caused to CGHS or physical and or mental injuries caused to its beneficiaries.
5. That all Billing will be done in electronic format and medical records will be submitted in digital format.
6. That the Hospital has the capability to submit bills and medical records in digital format.
7. That Hospital will allow a discount of 10% on payment that are made within seven days from the date of submission of the bill to ECHS.

8. The Hospital will pay damage to the beneficiaries if any injury, loss of part or death occurs due to gross negligence.
9. That the centre has not been derecognized by CGHS or any state Government or other Organization, after being empanelled.
10. That no investigation by Central Government/State Government or any Statuary Investigating agency is pending or contemplated against the hospital.

Signature  
Head of Institution/Authorized Signatory

28. **Certificate for Acceptance of Rates.** A certificate given below will also be rendered by the Head of the Institution and attached with the application :-

**CERTIFICATE FOR ACCEPTANCE OF RATES**

1. It is certified that \_\_\_\_\_ (name of the institution / hospital) shall abide by ECHS rates promulgated from time to time and in no case shall the rates charged be in excess of those normally charged to non-ECHS members.
2. It is further certified that on approval for empanelment the hospital/institution shall negotiate and accept rates lower or equal to prevailing ECHS rates.

Signature  
Head of Institution/Authorized Signatory

29. Check list for documents must be filled, signed by authorised signatory of the medical facility, checked and countersigned by Director, Regional Centre where applicable be submitted with application form. Check list is enclosed as Annexure to empanelment application.



15  
**SECTION II**

**PART 1**

**APPLICATION FORMAT FOR DIAGNOSTIC LABORATORIES / IMAGING CENTRES**

**GENERAL INFORMATION**

(Technical and Infrastructure Specifications of the Hospitals)

1. NABH Accreditation Status

(a) Whether NABH Accredited

(b) Pre-accredited entry level

(c) Applied for NABH (only for hospitals already empanelled by ECHS)

2. Details of Accreditation and Validity period .....

(enclose a scanned copy of relevant Certificate) .....

3. Name of the Station Headquarters/ Regional Centre under whose AOR the hospital is located

(a) Stn																														
HQ																														
(b) RC																														

4. Name of the Diagnostic Laboratory/Imaging Centre


5. Address of the Diagnostic Laboratory/Imaging Centre

Contact person & Designation																																

6. Tele/Fax/E-mail

Telephone No																															
Fax																															
E-mail/website address																															

7. Details of Application Fee (MRO) and EMD (Bank Guarantee) :-

**MRO**

**EMD (Bank Guarantee)**

**Number & Bank** .....

.....

**Date:** .....

.....

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**PART II: BACK GROUND INFORMATION**

<b><u>Ser No</u></b>	<b><u>Subject</u></b>	<b><u>Information given by Hospital</u></b>	<b><u>Remarks of QCI (NABH)</u></b>
1.	<b>Historical Background</b>		
	Date of Establishment		
	Registered/Not Registered* (with State Health Authorities)		
	Type-Govt/Private/Corporate		
	Management (Individual/Corporate/Trust or any other – please specify		
	Recognition by other schemes – CGHS/KBS/AGIF/Rlys/Public Schemes* - indicate which schemes are you linked with.  Already empanelled with ECHS – Yes/No		
2.	<b>Location</b>		
	Distance from nearest ECHS Polyclinic		
	Availability of public transport		
	Distance from Railway station/Bus stand/ Air port to Hospital		
	Distance from nearest Military Hospital		
	Social Environment – please indicate natures of civic services, and whether the institution is in a rural, semi rural, urban or semi-urban area		

*(Note: Attach relevant documents/certificates for items marked \*)*

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**PART III: HOSPITAL INFORMATIONS**

<b><u>Ser No</u></b>	<b><u>Subject</u></b>	<b><u>Information given by Hospital</u></b>	<b><u>Remarks of QCI (NABH)</u></b>
1.	<b>Building</b>		
	Total Area		
	Floor Area		
	Macro environments-		
	External Ambience		
	Parking Area		
	Waiting Area		
	Reception and waiting for Relatives (Specify approx area)		
<p><i>(Notes: 1. An outline diagram showing plan of Hospital/Nursing Home may be added, if available. 2. A Brochure, if available, may please be included.</i></p>			
2.	<b>Miscellaneous (Specify) – You may include any other pertinent details, you feel necessary.</b>		

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**PART IV: FACILITIES APPLIED FOR**

1. Applied for empanelment as:-

(a) Laboratory Services

(b) Radiology and Other Imaging Services

(Please tick the appropriate column)

2. Whether NABL Accredited

3. Details of NABL Certification and Validity Period .....  
(Enclose a scanned copy of Certificate)

**LABORATORY DIAGNOSTIC CENTRE**

4. Services applied for \_\_\_\_\_

**PART V : CRITERIA FOR LABORATORY SERVICES**

1. Type of Laboratory Services : .....  
 .....  
 (Specify services for Hematology, Biochemistry, Microbiology, Immunology etc)

2. Services - Inhouse/Outsources.

3. Laboratory Statics

(a) Timing of sample collection

(b) Workload (Samples per day) :-

(i) Clinical Path

(ii) Biochemistry

(iii) Micro-biology

(iv) Others (Specify)

(c) Emergency Services - Available/Not Available

<p><b><u>Remarks of QCI (NABH)</u></b></p>
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4. Staffing

(a) Consultants

(i) Total number of consultants

(ii) Number of consultants on Permanent Roll

(iii) Number of Visiting Consultants

<p><b><u>Remarks of QCI (NABH)</u></b></p>
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**(Attach list of consultants with qualifications and experience, detailing whether consultant is on permanent roll or visiting)**

(b) Lab Technicians

(i) Total Number

(ii) Speciality trained nurses

(iii) Special Technical Staff

(c) Others (Specify)

<p><b><u>Remarks of QCI (NABH)</u></b></p>
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5. Equipment. Specify major equipment, if present (attach list) (**Indicate make, type and vintage of equipment**)

(i) .....

(ii) .....

6. Quality Audits

(i) Internal Audit

(ii) External Audit

<b><u>Remarks of QCI (NABH)</u></b>
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7. Package Rates : (Specify)

**PART VI: CRITERIA FOR RADIOLOGICAL DIAGNOSIS  
AND IMAGING CENTRE**

1. **Criteria for MRI Centre :-**

(a)	MRI machine minimum 1.0 TESLA (Enclose a scanned copy of Supporting Document)	<input type="checkbox"/>	<b><u>Remarks of QCI (NABH)</u></b>
(b)	Qualified Radiologist – with minimum 3 years post degree experience	<input type="checkbox"/>	
(c)	Technicians – full time, holding degree/diploma (2 years) from recognized institutions.	<input type="checkbox"/>	
(d)	Equipment for resuscitation of patient should be MRI compatible.	<input type="checkbox"/>	
(e)	Facilities for computer printer reports.	<input type="checkbox"/>	
(f)	Backup of Generator, UPS, Emergency light	<input type="checkbox"/>	
(g)	Automatic Film Processor Unit	<input type="checkbox"/>	
(h)	Adequate workload – minimum 100 MRI per month	<input type="checkbox"/>	

2. **Criteria for of CT Scan Centre:-**

(a)	Whole body CT Scan with scan cycle of less than 1 second (sub second) (Enclose a scanned copy of supporting Document)	<input type="checkbox"/>	<b><u>Remarks of QCI (NABH)</u></b>
(b)	Installation shall be as per <b>AERB</b> guidelines (Enclose a scanned copy of Supporting Document)	<input type="checkbox"/>	
(c)	<b>Waiting area</b> separate from the radiation area	<input type="checkbox"/>	
(d)	Provision for changing room.	<input type="checkbox"/>	
(e)	Provision of <b>Radiation protective devices</b> like Screen Lead Apron, Thyroid & Gonads protective shield	<input type="checkbox"/>	
(f)	<b>Equipment for resuscitation of patients</b> like Boyle's apparatus, suction machines, emergency drugs, to combat any allergic reactions due to contrast medium.	<input type="checkbox"/>	
(g)	Provision for sterilized instrument, disposable syringes & needles, catheter etc	<input type="checkbox"/>	

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(h)	Provision for washed clean linens	<input type="checkbox"/>	<b><u>Remarks of OCI (NABH)</u></b>
(j)	<b>Qualified Radiologist</b> – having post degree experience of 3 years	<input type="checkbox"/>	
(k)	<b>Qualified Radiographer</b> – holding diploma (2 years)/ degree in Radiography from recognized Institution	<input type="checkbox"/>	
(l)	Provision of nursing staff/female attendant for lady patient	<input type="checkbox"/>	
(m)	Provision for <b>radiation monitoring</b> of all technical staff & doctor through DRP/BARC	<input type="checkbox"/>	
(n)	Coverage by <b>Anaesthetist</b> during procedures involving contrast media	<input type="checkbox"/>	
(o)	Disposal of waste	<input type="checkbox"/>	
(p)	Backup of Generator, UPS, emergency light	<input type="checkbox"/>	
(q)	Center should be easily approachable	<input type="checkbox"/>	
3.	<b>Criteria of Mammography Centre:-</b>		
(a)	Standard quality mammography machine with low radiations and biopsy attachment (Enclose a scanned copy of Supporting Document)	<input type="checkbox"/>	<b><u>Remarks of OCI (NABH)</u></b>
(b)	Automatic/Manual film processor	<input type="checkbox"/>	
(c)	Provision for hard copy & computer print out reports	<input type="checkbox"/>	
(d)	Adequate working space	<input type="checkbox"/>	
(e)	Provision for changing room. Privacy for patients	<input type="checkbox"/>	
(f)	Female Radiographer/attendant	<input type="checkbox"/>	
(g)	Backup of Generator, UPS, Emergency light	<input type="checkbox"/>	
4.	<b>Criteria for USG/Colour Doppler Centre :-</b>		
(a)	Registration under the PNDT Act and its status of implementation (Enclose a scanned copy of Supporting Document)	<input type="checkbox"/>	<b><u>Remarks of OCI (NABH)</u></b>
(b)	Machine should be permanently housed in the Diagnostic Center. It should be of high-resolution Ultrasound standard and of updated technology. Equipment having convex, sector, linear probes of frequency ranging from 3.5 to 10 MHz	<input type="checkbox"/>	
(c)	Should have minimum three probes and provision/facilities of trans Vaginal/trans Rectal Probes	<input type="checkbox"/>	
(d)	Facilities for print out & hard copies of the image	<input type="checkbox"/>	



(e) Qualified Radiologist, having experience of three year after Post Graduate qualification.	<input type="checkbox"/>	<b><u>Remarks of QCI (NABH)</u></b>
(f) Full time Nurse/Female attendant for female patients	<input type="checkbox"/>	
(g) Size of the room should be adequate 12'x10'	<input type="checkbox"/>	
(h) Emergency recovery facilities for patients undergoing interventional procedures like FANC, drainage of Abscess & Collections etc with infrastructure for the procedure.	<input type="checkbox"/>	
(j) Anesthetics coverage during such procedures.	<input type="checkbox"/>	
(k) Availability of clean linens & disposable consumable & sterilized instruments	<input type="checkbox"/>	
(l) Backup of Generator, UPS, emergency light	<input type="checkbox"/>	
(m) Center should be easily approachable	<input type="checkbox"/>	

5. **Criteria for Diagnostic X-ray Centre/Dental X-Ray/OPG Centre :-**

(a) X-ray machine should be of minimum 500 MA with the Image intensifier TV system.	<input type="checkbox"/>	<b><u>Remarks of QCI (NABH)</u></b>
(b) The Portable X-ray machine should be minimum of 60 MA.	<input type="checkbox"/>	
(c) The dental X-ray will be of 6 MA and OPG 4.5 to 10 MA	<input type="checkbox"/>	
<b>(Enclose a scanned copy of Supporting Document in respect of above three wherever applicable)</b>		
(d) Automatic film processor.	<input type="checkbox"/>	
(e) <b>Installation should be approved by AERB</b>	<input type="checkbox"/>	
Building plan as per the guidelines of BARC Deptt of Radiation protection. Approval should be taken from BARC for building plan and the certificate should be on the board. <b>(Enclose a scanned copy of Supporting Document)</b>		
(f) Separate room for portable X-ray machine, equipment, dark room	<input type="checkbox"/>	
(g) Patient trolley should be able to go to equipment room	<input type="checkbox"/>	
(h) Boyles trolley should be in X-ray room	<input type="checkbox"/>	
(j) Room size approximately 14 X 14 feet for housing the X-ray Machine & dark room size 8X8 feet waiting area, separate from the radiation area.	<input type="checkbox"/>	
(k) X-ray tube should not be facing the inhabited area	<input type="checkbox"/>	

(l)	Provision for changing room	<input type="checkbox"/>	<b>Remarks of QCI (NABH)</b>
(m)	Provision of Radiation Protective devices like screen, lead apron Thyroid & gonads protective shields. Equipment for resuscitation of patients like Boyle trolley, suction machines, emergency drugs, to combat any allergic reactions.	<input type="checkbox"/>	
(n)	Manpower :- <b>Radiologist</b> – Post Graduate qualification of Radiology from Recognized University.	<input type="checkbox"/>	
(o)	Qualified Radiographer, holding diploma/degree in radiography from recognized institution. Provision of nursing staff for lady patients	<input type="checkbox"/>	
(p)	Provision for Radiation monitoring of the technical staff & doctor through DRP/BARC	<input type="checkbox"/>	
(q)	Anesthetics Coverage during procedures involving IV contrast media use.	<input type="checkbox"/>	
(r)	Provision for sterilized instruments & disposable syringes needles, catheters for procedures like HSG, MCU, RGU etc.	<input type="checkbox"/>	
(s)	Disposal of waste	<input type="checkbox"/>	
(t)	Backup of Generator, UPS, Emergency light	<input type="checkbox"/>	
(u)	Centers should to be easily approachable	<input type="checkbox"/>	

6. **Criteria for Bone Densitometry Centre:-**

(a)	Bone densitometry equipment ultrasound/x-ray based with color printer ( <b>Enclose a scanned copy of Supporting Document</b> )	<input type="checkbox"/>	<b>Remarks of QCI (NABH)</b>
(b)	Room size 14’X14’ feet	<input type="checkbox"/>	
(c)	Separate waiting area	<input type="checkbox"/>	
(d)	<b>Qualified Radiologist</b> with at least 3 years experience after postgraduate qualification.	<input type="checkbox"/>	
(e)	<b>Qualified Radiographer</b> from recognized institution.	<input type="checkbox"/>	
(f)	Radiation safety measures	<input type="checkbox"/>	
(g)	Disposal of waste	<input type="checkbox"/>	
(h)	Backup of Generator, UPS, Emergency light	<input type="checkbox"/>	
(j)	Workload 50 per month	<input type="checkbox"/>	
(k)	Desirable: Capable of performing 1-3 sites and whole body	<input type="checkbox"/>	

SIGNATURE OF THE AUTHORIZED APPLICANT

**SECTION III****INSPECTION REPORT AND RECOMMENDATIONS OF QCI (NABH)****Recommendations of the QCI (NABH)**

1. ....(Name of Hospital/ Nursing Home/Diagnostic Centre/Hospice) is recommended/not recommended for empanelment for Ex-Servicemen Contributory Health Scheme (ECHS) for service offered by the institution.

2. The Specialities of ..... (Name of Hospital/ Nursing Home/Diagnostic Centre/Hospice) listed in the table below are recommended/not recommended for empanelment for Ex-Servicemen Contributory Health Scheme (ECHS).

*(Note : Mention R for Recommended and NR for Not Recommended. Strike out specialities not offered for empanelment with an X)*

(a) <b>General Services</b>		<b><u>Remarks of QCI (NABH)</u></b>
(i) <b>Pathology</b>	(ii) <b>Radiology &amp; other Imaging Services</b>	
(aa) Hematology <input type="checkbox"/>	(aa) X Ray <input type="checkbox"/>	
(ab) Biochemistry <input type="checkbox"/>	(ab) Dental X Ray <input type="checkbox"/>	
(ac) Microbiology <input type="checkbox"/>	(ac) OPG <input type="checkbox"/>	
(ad) Immunology <input type="checkbox"/>		
(ae) Others (Specify)		
(b) <b>Specialised Services</b>		
(aa) Onco Pathology <input type="checkbox"/>	(aa) MRI <input type="checkbox"/>	
(ab) Transfusion Medicine <input type="checkbox"/>	(ab) CT <input type="checkbox"/>	
(ac) Transplant Pathology <input type="checkbox"/>	(ac) Memmography <input type="checkbox"/>	
(ad) Others (Specify) <input type="checkbox"/>	(ad) USG/Colour Doppler <input type="checkbox"/>	
	(ae) Bone Densitometry <input type="checkbox"/>	

**Seal of NABH**

SIGNATURE OF THE AUTHORIZED OFFICER  
OF NABH/QCI

**CHECK LIST FOR DOCUMENTS FOR EMPANELMENT APPLICATIONS OF**

TELE NO \_\_\_\_\_

RC. \_\_\_\_\_

<u>Ser</u>	<u>Name of Documents</u>	<u>Applicable</u> <u>(Yes/No)</u>	<u>Attached</u> <u>(Yes/No)</u>	<u>Date of</u> <u>Validity of</u> <u>Certificates</u>	<u>If attached then</u> <u>page number</u>		<u>Remarks</u>
					<u>From</u>	<u>To</u>	
1.	CD CONTAINING SCANNED COPY OF APPLICATION.						
2.	HARD COPY AND CD TO TALLY.						
3.	PAGES OF APPLICATION/ ANNEXURES TO BE SERIALY NUMBERED.						
4.	AUTHENTICATION OF EVERY PAGE BY AUTHORISED PERSON						
5.	PARTNERSHIP AGREEMENT AND DEED DULY AUTHENTICATED BY NOTARY.						
6.	PHOTOCOPY OF MRO FOR APPLICATION FEE- <b>RS. 1,000.00</b> DULY AUTHENTICATED BY DIRECTOR, REGIONAL CENTRE ECHS						
7.	PHOTOCOPY OF BANK GUARANTEE FOR EARNST MONEY- <b>RS 1,00,000.00</b> DULY AUTHENTICATED BY DIRECTOR, REGIONAL CENTRE ECHS.						
8.	DD FOR INSPECTION FEE- DD IN FAVOUR OF QCI (FOR NON NABH)						
9.	COPY OF CERTIFICATE OF STATE HEALTH AUTHORITY RECOGNISING THE HOSPITAL.						
10.	COPY OF AUDITED BALANCE SHEET FOR LAST THREE YEARS.						
11.	COPY OF LEGAL STATUS FOR CONDUCTING BUSINESS UNDER GOVT AGENCY (REGISTRATION & PLACE OF BUSINESS OF HOSPITAL).						
12.	COPY OF CUSTOMS DUTY EXEMPTION CERTIFICATE GIVING CONDITIONS OF EXEMPTION.						
13.	PHOTOCOPY OF PAN CARD.						
14.	NAME AND ADDRESS OF BANKERS.						
15.	COPY OF EXISTING LIST OF RATES APPROVED BY HOSPITAL.						

<u>Ser</u>	<u>Name of Documents</u>	<u>Applicable</u> <u>(Yes/No)</u>	<u>Attached</u> <u>(Yes/No)</u>	<u>Validity of</u> <u>Certificates</u>	<u>If attached then</u> <u>page number</u>		<u>Remarks</u>
					<u>From</u>	<u>To</u>	
16.	REGISTRATION CERTIFICATE UNDER PNDDT ACT <b>(FOR US FACILITY)</b>						
17.	COPY OF LICENSE (FOR BLOOD BANK FACILITY)/IF OUTSOURCED – UNDERTAKING AND LICENSE OF OUTSOURCED BLOOD BANK						
18.	COPY OF NABH ACCREDITATION CERTIFICATE WITH SCOPE OF ACCREDITATION ATTESTED BY NOTARY PUBLIC <b>(FOR NABH ACCREDITED HOSPITAL)</b>						
19.	COPY OF NABL ACCREDITATION CERTIFICATE WITH SCOPE OF ACCREDITATION ATTESTED BY NOTARY PUBLIC <b>(FOR NABL ACCREDITED LABS/DIAGNOSTICS CENTRE)</b>						
20.	COPY OF CGHS OFFICE MEMORANDUM FOR CGHS EMPANELLED MEDICAL FACILITIES DULY SIGNED BY AUTHERISED SIGNATORY						
21.	COPY OF MOA WITH CGHS DULY SIGNED BY AUTHERISED SIGNATORY						
22.	CERTIFICATE OF UNDERTAKING AS PER PARA 27 OF TERMS AND CONDITIONS OF APPLICATION FORM.						
23.	CERTIFICATE OF ACCEPTANCE OF RATES PARA 28 OF TERMS AND CONDITIONS OF APPLICATION FORM.						

**Note :-**

1. If any of the certificates mentioned in Sl No 01 to 23 is not applicable to any applicant medical facility, a certificate to that effect to be attached. The Check List & certificates to be countersigned by authorized signatory.
2. Director, Regional Centre ECHS to scrutinise the Check List with the application and authenticate it. Remedial action, if any, to be taken before forwarding to Central Organisation ECHS.