

GENERAL INSTRUCTIONS : EMPANELMENT OF HOSPITALS/NURSING HOMES/EYE CARE CENTRES/ IMAGING CENTRES/DIAGNOSTIC LABORATORIES/IMAGING CENTRES DENTAL CLINICS AND HOSPICES

1. Reference Government of India, Ministry of Defence letter No 22B(04)/2010/US(WE)/D(Res) dated 18 Feb 2011.

2. **Continuous Process.** Empanelment of hospitals with ECHS is a continuous process wherein applications for empanelment are processed as and when received.

3. **Advertisement.** The Regional Centres will publish advertisements in two leading news papers (Regional and English language) every year in the month of Jan. For this purpose documents for financial sanction of MD, ECHS must reach Central Organisation, ECHS by 30 Nov.

4. **Application Formats.** Application formats for empanelment with ECHS are available on the website of Indian Army ([www.indianarmy.gov.in/arechs/echs/ htm](http://www.indianarmy.gov.in/arechs/echs/htm)), ECHS (www.echs.gov.in) and NABH (www.nabh.co). Separate forms are available for the following :-

- (a) Application Form (ECHS-01) - For Hospitals/Nursing Homes/ Hospices.
- (b) Application Form (ECHS-02) - For Eye Care Centres.
- (c) Application Form (ECHS-03) - For Imaging Centres/Diagnostic Laboratories.
- (d) Application Form (ECHS-04) - For Dental Clinics.

5. **Submission of Applications.**

(a) **General Instructions.**

(i) Application and CD containing scanned copy of duly filled application will be submitted in one sealed envelope superscribed with 'Application for Empanelment with ECHS'.

(ii) All the pages of Application and Annexures shall be serially numbered.

(iii) Every page of application form and Annexures need to be signed by the authorized person. 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.

(iv) 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'.

(b) **Application Fees.** Hospitals opting for empanelment with ECHS have to deposit Rs 1000.00 (Rupees one thousand only) in favour of Regional CDA through MRO at any SBI Branch conducting Treasury business or the RBI under the Code Head 405/03 (Misc Receipt) towards application fee. Receipted copy of MRO after depositing Rs 1000.00 is to be attached alongwith the application.

(c) **Inspection/Assessment Fees.** 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)
(i)	Hospitals/Nursing Homes/ Hospices	More than 100 beds	35,000/-
		Less than 100 beds	30,000/-
(ii)	Diagnostic, Eye & Dental Centres	Not applicable	25,000/-

(d) **Earnest Money Deposit.** 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. Detailed instructions on the subject have been issued vide our letter No B/49797/AG/ECHS dated 14 Oct 2011. The EMD is surety to sign MoA and will be refunded at the time of signing of MoA subject to following conditions :-

(i) In case the application is rejected on technical grounds, EMD would be refunded in full.

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

(iii) In case the applicant hospital / eye care centre / diagnostic laboratory / imaging centre / dental clinic refuses to sign the MoA, 50% of the EMD would be forfeited.

(iv) Authority to order for forfeiture of the EMD is MD, ECHS.

(e) **Documents to be Submitted.** Copies of the following documents (duly notarized as true copies) are to be attached alongwith the application :-

(i) Copy of certificate or memo of State Health authority, if any recognizing the Hospital.

(ii) Copy of audited balance sheet, profit and loss account for the last three years (Main documents only – summary sheet).

(iii) Copy of legal status, place of registration and principal place of business of the hospital or partnership firm, etc.

- (iv) A copy of partnership deed/memorandum and articles of association, if any.
 - (v) Copy of Customs duty exemption certificate and the conditions on which exemption was accorded.
 - (vi) Photocopy of PAN Card.
 - (vii) Name and address of their bankers.
 - (viii) Copy of the existing list of rates approved by the Hospital for various services/procedures being provided by it.
 - (ix) Registration Certificate under PNDDT Act in case of Centres applying for Ultrasonography facility.
 - (x) Copy of the license for running Blood bank if applicable.
 - (xi) Copy of certificate of NABH Accreditation alongwith Scope of Accreditation duly attested by **Notary Public** (for NABH accredited hospitals only).
 - (xii) Copy of NABL Accreditation Accreditation alongwith Scope of Accreditation duly attested by **Notary Public**(for NABH accredited hospitals only).
- (f) **Certificates to be Submitted.** Certificate of Undertaking and acceptance of rates as per formats give at **Appendix 'A' and 'B'** respectively separately will be submitted duly signed by the head of Institution alongwith the application.
- (g) **Places of Submission.** The application must be submitted in duplicate along with a scanned copy on a CD at the following places :-
- (i) **NABH Accredited Hospitals.** At Central Organisation ECHS, Maude Lines, Cantonment, New Delhi – 110010.
 - (ii) **Non NABH Accredited Hospitals.** Concerned Regional Centre.
- (h) **Applications for Additional Facilities.** Hospitals approved for empanelment with ECHS for specified facilities can apply for empanelment of additional facilities. The procedure to be followed will be same as being followed for fresh empanelment. Following issues are highlighted for compliance :-
- (i) Application Fee will be levied.
 - (ii) EMD is to be obtained.
 - (iii) Inspection/Assessment fees will be levied.
 - (iv) Additional facilities offered will be inspected by QCI(NABH).
 - (v) Additional facilities will be put up to Empowered Committee of MoD for approval.
 - (vi) On approval fresh MoA will be signed including facilities approved earlier and additional facilities approved by MoD.

(vii) PBG will be common for all the facilities i.e. one hospital will be required to submit one PBG for all the facilities approved.

6. **Scrutiny of Applications.**

(a) 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.

(b) Every Applicant or his authorized agent should as far as possible be present at the time of opening of the Applications at Regional Centre ECHS/ Central Organisation ECHS.

(c) The Director/Joint Director will examine the applications to determine whether :-

(i) They are in order and complete.

(ii) Any computational errors have been made.

(iii) Earnest Money Deposit has been furnished.

(iv) Demand Draft of correct amount for inspection / assessment fee has been furnished (incase of non-NABH accredited facilities).

(v) The documents have been properly signed and serially numbered.

(d) 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.

(e) Applications that are found to be complete in all respects shall be forwarded to Central Organisation ECHS for consideration of empanelment so as **to reach by 15th of ensuing month**.

7. **Inspection of Hospitals and Approval for Empanelment.** Central Organisation ECHS will forward the applications to QCI(NABH) within one week of receipt. NABH will inspect the hospital and submit their recommendations within 45 days to Central Organisation ECHS. Central Organisation ECHS will compile the applications and NABH recommendations on monthly basis and submit the same alongwith Draft Govt Letter MoD (Do ESW) by 15 of ensuing month for consideration by Empowered Committee under the Chairmanship of Secy ESW.

8. **Signing of MoA.** On issue of Govt Orders, the Regional Centre ECHS will sign a MoU with the hospitals. MoA will be valid for two years. Clauses regarding PBG and Liquidated Damages will be added to MoA format forwarded vide our letter No B/49771/AG/ECHS/Empanelment dated 11 Mar 2005. MoA will be signed on judicial stamp paper of Rs 100/ (Rupees one hundred only). Following will be ensured :-

- (a) EMD is returned as per instructions at Sub Para 5(d) above.
- (b) PBG is obtained as elaborated in our letter No B/49797/AG/ECHS dated 14 Oct 2011.
- (c) List of polyclinics authorized to refer patients to the empanelled hospital is worked out in mutual consultation and added to the MoA (additional clause). This list must be prepared by respective Regional Centres taking into consideration past experience and convenience of ECHS beneficiaries.
- (d) The original and duplicate copies of MoA will be retained by the concerned Regional Centre and empanelled facility respectively. Additional photocopies of MoA alongwith Annexures incl rate list will be forwarded/distributed as under :-
 - (i) One copy for PCDA/CDA.
 - (ii) One copy per Polyclinic.
 - (iii) One copy per SEMO.
 - (vi) One copy for Central Organisation ECHS.

9. **Renewal of MoA.** MoA of existing hospitals will be renewed in terms of Para 7 of GOI letter No 24(9)/03/US(WE)/D(Res) dated 18 Feb 2011 on due date by Regional Centres ensuring continuity of treatment for ECHS beneficiaries. Following will be ensured :-

- (a) Details of empanelled hospitals alongwith copy of existing MoA and validity dates will be obtained by Regional Centres from Station HQ in their AOR.
- (b) Process of renewal will be intimated clear two months in advance of expiry date of MoA by writing to hospitals to submit necessary documents 30 days in advance of expiry date in case they are willing to continue with the ECHS.
- (c) Instructions at Para 8 (a) to (e) will be complied with.

10. **De-Recognition/Dis-Empanelment.** De-Regognition/Dis-Empanelment of Hospital / Nursing Home / Eye Care Centre / Imaging Centre / Diagnostic Laboratorie / Dental Clinic and Hospice will be in terms of Para 13 of Appendix to GOI, MoD letter No 24(9)/03/US(WE)/D(Res) dated 18 Feb 2011 and corrigendum GOI, MoD letter No 22D(04)/2011/US(WE)/D(Res) dated 22 Jul 2011.

11. Following letters of Central Organisation ECHS are hereby superseded :-

- (a) B/49771/AG/ECHS/Empanelment dated 05 Dec 2003.
- (b) B/49771/AG/ECHS/Empanelment dated 13 Jan 2005.
- (c) B/49771/AG/ECHS/Empanelment dated 24 Jan 2005.
- (d) B/49771/AG/ECHS/Policy dated 25 Jan 2005.
- (e) B/49771/AG/ECHS dated 28 Feb 2005.
- (f) B/49771/AG/ECHS/Empanelment dated 15 Mar 2005.
- (g) B/49771/AG/ECHS/Empanel dated 15 Sep 2006.
- (h) B/49771/AG/ECHS/MOA dated 29 Nov 2006.

- (j) B/49771/AG/ECHS/Hosp/R dated 29 Jan 2007.
- (k) B/49771/AG/ECHS/Policy dated 25 Jul 2007.
- (l) B/49771/AG/ECHS/MOA dated 25 Jul 2007.
- (m) B/49771/AG/ECHS/Policy dated 17 Sep 2008.
- (n) B/49771/AG/ECHS/Policy dated 05 May 2009.
- (o) B/49771/AG/ECHS/Policy dated 30 Jul 2009.
- (p) B/49771/AG/ECHS/Policy dated 02 Sep 2009.
- (q) B/49771/AG/ECHS/Policy dated 15 Sep 2009.
- (r) B/49771/AG/ECHS dated 17 Mar 2010.

(A Srivastava)
Maj Gen
MD ECHS

- Appendices** :-
- A - Certificate of Undertaking.
 - B - Certificate for Acceptance of Rates.

Authority : B/49771/AG/ECHS/Emp/Policy 14 Oct 2011

Appendix 'A'

(Refers to Para 5 (f) of Central Organisation, ECHS letter No B/49771/AG/ECHS/Emp/Policy 14 Oct 2011)

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 ECHS notified rates or the rates charged from non-ECHS 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 ECHS. The institution will be liable to pay compensation for any financial loss caused to ECHS or physical and or mental injuries caused to its beneficiaries.
5. That the Hospital has the capability to submit bills and medical records in digital format.
6. That Hospital will allow a discount of 2% on payment that are made within ten days from the date of submission of the bill to ECHS.
7. The Hospital will pay damage to the beneficiaries if any injury, loss of part or death occurs due to gross negligence.
8. That the centre has not been derecognized by CGHS or any state Government or other Organization, after being empanelled.
9. 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

Appendix 'B'

(Refers to Para 5 (f) of Central Organisation, ECHS letter No B/49771/AG/ECHS/Emp/Policy 14 Oct 2011)

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