

OFFICE MEMORANDUM

Subject: Empanelment of “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” under CS (MA) Rules, 1944.

The undersigned is directed to say that the proposal received for empanelment of “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” for treatment of Central Government Employees and their family members under Central Services (Medical Attendance) Rules, 1944 has been examined in this Ministry and it has been decided to empanel the Hospital under CS (MA) Rules, 1944.

2. The Schedule of charges for the treatment of Central Government Employees and the members of their family under the CS (MA) Rules, 1944, will be the rates fixed for CGHS (NABH), or hospital’s own rates, whichever is less. The approved rates are available on the website of CGHS and may be downloaded/ printed.

3. The undersigned is further directed to clarify as under: -

(a) “Package Rate” shall mean and include lump sum cost of in-patient treatment//day care/diagnostic procedure for which a CS(MA) beneficiary has 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 theatre 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.

(b) Cost of Implants is reimbursable in addition to package rates as per CGHS ceiling rates for implants.

(c) “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” shall not charge more than the package rates fixed for CGHS (NABH) rates.

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

4. 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
1 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 on the consequences of surgical procedure or due to any improper procedure and is not justified.

In case, there are no CGHS prescribed rates for any test/procedure, then AIIMS rates are applicable. If there are no AIIMS rates, then reimbursement is to be arrived at by calculating admissible amount item-wise (e.g. room rent, investigations, cost of medicines, procedure charges etc) as per approved rates/actually, in case of investigations.

5. (a) CS (MA) beneficiaries are entitled to facilities of private, semi-private or general ward depending on their basic pay. The entitlement is as follows:-

S.No.	Corresponding Basic Pay drawn by the officer in 7 th CPC per month	Ward Entitlement
1.	Upto Rs. 36,500/-	General Ward
2.	Rs. 36,501/- to 50,500/-	Semi-Private Ward
3.	Rs. 50,500/- and above	Private Ward

(b) The package rates given in rate list of CGHS are for semi-private ward.

(c) The package rates prescribed 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.

6. The hospital shall charge from the beneficiary as per the CGHS (NABH), prescribed rates or its own rate list whichever is lower.

7. (a) The maximum room rent admissible for different categories would be:

General ward	Rs. 1000/- per day
Semi-private ward	Rs. 2000/- per day
Private ward	Rs. 3000/- per day
Day care (6 to 8 Hrs.)	Rs. 500/- (same for all categories)

(b) Room rent mentioned above at (a) above is applicable only for treatment procedures for which there is no CGHS prescribed package rate.

Room rent will include charges for occupation of bed, diet for the patient, charges for water and electricity supply, linen charges, nursing charges and routine up keeping.

(c) During the treatment in ICCU/ICU, no separate room rent will be admissible.

(d) Private ward is defined as a hospital room where single patient is accommodated and which has an attached toilet (lavatory and bath). The room should have furnishings like wardrobe, dressing table, bed-side table, sofa set, etc. as well as a bed for attendant. The room has to be air-conditioned.

(e) Semi Private ward is defined as a hospital room where two to three patients are accommodated and which has attached toilet facilities and necessary furnishings.

(f) General ward is defined as hall that accommodates four to ten patients.

(g) Normally the 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 a particular hospital does not have the ward as per entitlement of beneficiary, then the hospital can only bill as per entitlement of the beneficiary even though the treatment was given in higher type of ward.

If, on the request of the beneficiary, treatment is provided in a higher category of ward, then the expenditure over and above entitlement will have to be borne by the beneficiary.

8. In case of non-emergencies, the beneficiary shall have the option of availing specific treatment/investigation from any of the empanelled hospitals of his/her choice (provided the hospital is recognized for that treatment procedure/test), after the specific treatment/investigation has been advised by Authorized Medical Attendant and on production of valid ID card and permission letter from his/her concerned Ministry/Department.

9. The hospital shall honour permission letter issued by competent authority and provide treatment/investigation facilities as specified in the permission letter.

10. The hospital shall also provide treatment/investigation facilities to the CGHS beneficiaries and their eligible dependent family members at its own rates or rates approved under CS (MA) Rules, whichever is lower. The hospital shall provide treatment to pensioner CGHS beneficiaries after authentication through verification of valid CGHS Cards.

11. However, pensioner CGHS beneficiaries would make payment for the medical treatment at approved rates as mentioned above and submit the medical reimbursement claim to the Addl. Director, CGHS through the CMO i/c of the CGHS Wellness Centre, where the CGHS Card of the beneficiary is registered.

12. In case of emergencies, the beneficiary shall have the option of availing specific treatment/investigation from any of the empanelled hospitals of his/her choice (provided the hospital is recognized for that treatment procedure/test), on production of valid ID card, issued by competent authority.

13. During the in-patient treatment of the CS (MA) beneficiary, the Hospital will not ask the beneficiary or his attendant to purchase separately the medicines/sundries/equipment or accessories from outside and will provide the treatment within the package rate, fixed by the CGHS which includes the cost of all the items.

14. In case of treatment taken in emergency in any non-recognized private hospitals, reimbursement shall be considered by competent authority at CGHS prescribed Package/rates only.

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

16. The Hospital shall agree for conducting all investigation/diagnostic tests/consultations etc. of the Central Civil Services Group "A" Officers of age of 40 years and above and other categories of CGHS/CS (MA) beneficiaries as specified by government from time to time as per prescribed protocol as per Annexure, subject to the condition that the hospital shall not charge more than Rs. 2000/- for conducting the prescribed medical examination of the male officers and Rs. 2200 for female officers of Central Government who come to the hospital/institution with the requisite permission letter from their Ministry/Department/Competent authority. The above rates for medical examination are valid until such time when the above rates are revised by the Central Government.

17. Any legal liability arising out of such services shall be the sole responsibility and shall be dealt with by the concerned empanelled hospital. Services will be provided by the Hospital as per the terms given above.
18. Ministry of Health & Family Welfare reserves the right to withdraw/cancel the above recognition without assigning any reason.
19. The order takes effect from the date of issue of the O.M. The hospital stands recognized under CS (MA) Rules, 1944 for a period of 4 (four) years from the date of issue of this O.M.
20. "Noble Heart & Super Speciality Hospital, Rohtak, Haryana" will have to enter into an agreement (copy enclosed) with the Government of India to the effect that the Hospital will charge from the Central Government employees at the rates fixed by the Government and they will have to sign a Memorandum of Understanding (MoU) within a period of 3 months from the date of issue of the above mentioned OM failing which the Hospital will be derecognized (Two original copies of MoU printed on the stamp paper and duly signed by the Hospital to be sent to this Ministry for necessary action). Subject to above, the Hospital can start treating Central Government employees covered under CS (MA) Rules, 1944.
21. A communication in acceptance of the Para 20 above may be sent to the undersigned within a week from the receipt of this Office Memorandum.

Hemlata Singh

(Hemlata Singh)

Under Secretary to the Government of India

To,

1. Noble Heart & Super Speciality Hospital, Plot No. 2, Raj Garden, Near Apsara Cafe, Rohtak-124001(Haryana)
2. All Ministries/Departments of Govt. of India as per distribution list.
3. Directorate General of Health Services (MG-II Section)
4. Estt.I/Estt.II/Estt.III/Estt.IV Sections, Ministry of Health & Family Welfare.
5. Admn.I/Admn.II Sections of Directorate General Health Services
6. Office of the Comptroller and Auditor General of India, Bahadur Shah Zafar Marg, New Delhi.
7. Finance Division of Ministry of Health & Family Welfare, Nirman Bhawan, New Delhi
8. All staff side members of National Council (JCM).
9. NIC, Nirman Bhawan, with the request that the O.M. be uploaded in the website of the Ministry.
10. Hindi Section for Hindi version.
11. Guard file of EHS Section.

(हेमलता सिंह)
(HEMLATA SINGH)
अवर सचिव / Under Secretary
स्वास्थ्य एवं परिवार कल्याण मंत्रालय
Ministry of Health & Family Welfare
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi

Memorandum of Understanding between The Central Government and “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” for recognition under CS (MA) Rules, 1944.

Whereas, this Memorandum of Understanding is made on.....(Date) between the president of India who shall be the 1st party and “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” who shall be 2nd party under which the Hospital/Institution shall undertake for the treatment of Central Govt. employees.

Whereas, the “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” had applied for recognition under CS (MA) Rules, 1944 for treatment of Central Government Employees;

And whereas the Central Government in the Ministry of Health and Family Welfare vide its O.M. No S.14021/14/2019-EHS dated.....(Recognition Date) had recognized “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” under CS(MA) Rules, 1944 for treatment of Central Government Employees and Members of their families subject to the condition that the schedule of charges for treatment of Central Government Employees and members of their family under CS(MA) Rules, 1944 shall be regulated as per the schedule of approved charges of CGHS rates and also subject to the condition that the “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” would enter into an agreement with the Government of India within a period of 3 months from date of issue of O.M., to the effect that the hospital will charge Central Government employees at the rate fixed by the Government, failing which the hospital would be derecognized. The hospital shall charge CGHS NABH rates or its own rates, whichever is less. If the hospital gets NABH accreditation, then it will charge CGHS NABH rates or its own rates, whichever is less, till the expiry of its accreditation.

Now, therefore, the Central Government and the “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” hereby enter into an agreement to be mutually adhered to by both the parties whose terms, conditions and applications are as below:-

1. “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” is recognized under CS (MA) Rules, 1944 for treatment of Central Government Employees and Members of their family subject to the conditions that:-
 - i. “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” will charge all the Central Government Employees as per the schedule of approved charges of CGHS, which are available on the website of CGHS.
 - ii. “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” shall, in no circumstance, charge an amount more than that agreed to as para 1(i) above from any Central Government employee for a period of 4 years from the date of issue of the O.M. or until such time that the rates are revised by the Central Government;
 - iii. “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” shall not discriminate in any way against the Central Government Employees receiving treatment in the hospital as compared to any other patient;
 - iv. The hospital shall provide access to the financial and medical records for review by medical and financial auditors of the Central Government, as and when necessary;
 - v. The Hospital will pay damages to the beneficiaries, if any injury, loss of part or death occurs due to gross negligence, or due to transfusion of improperly checked blood, if such injuries occur in consequence of treatment in the hospital/diagnostic Centre.
 - vi. Any legal liability coming out of such services shall be dealt with by the hospital/diagnostic Centre and it shall alone be responsible.
 - vii. In case of any complaint of overcharging/ deficiency in services the Central Government may, after due enquiry, reserve the right to derecognize “Noble Heart & Super Speciality Hospital, Rohtak, Haryana” without any notice, and without any prejudice to any other action to be taken as per law.

2. Further, **“Noble Heart & Super Speciality Hospital, Rohtak, Haryana”** shall undertake investigation/diagnostic tests/consultations etc. of the Central Civil Services Group “A” Officers of age of 40 years and above and other categories of CGHS/CS (MA) beneficiaries as specified by government from time to time as per prescribed protocol as per Annexure, subject to the condition that:

- i. **“Noble Heart & Super Speciality Hospital, Rohtak, Haryana”** shall not charge more than Rs. 2000/- for conducting the prescribed medical examination of the male officers and Rs. 2200 for female officers of Central Government who come to the hospital/institution with the requisite permission letter from their Ministry/Department/Competent authority.
- ii. The above rates shall be valid until such time when the rates are revised by the Central Government;
- iii. **“Noble Heart & Super Speciality Hospital, Rohtak, Haryana”** shall not discriminate in any way against the Central Government officers/employees for conducting the investigations/diagnostic tests/consultations/examinations etc in the hospital as compared to any other patient;
- iv. Any legal liability arising out of such services shall be dealt with by the hospital/institution and it shall alone be responsible.
- v. The Central Government reserves the right to derecognize **“Noble Heart & Super Speciality Hospital, Rohtak, Haryana”** after due enquiry, in the case of any complaint of overcharging/deficiency in service, without any notice, and without prejudice to any other action to be taken as per law.

3. None of the parties could change any provision contained in this MoU without the written consent of the other party. The laws of the Government of India shall govern the construction and interpretation of this MoU.

4. If any provision of this MoU or any provision of any document incorporated by reference shall be hold invalid, such invalidity shall not affect other provisions of this MoU. This MoU can be given effect without the invalid provision and to this end, its other provisions are declared to be severable.

5. This MoU contains the entire Agreement between the two parties and no statement, promise or inducement made by either party, its authorized parties or expert groups that are not contained in this MoU shall be valid and binding. This MoU can be modified or altered only on written agreement signed by both the parties.

6. The original copy of this Memorandum of Understanding (MoU) shall be kept at the office of First Party and a true copy shall be retained in the office of Second Party.

Signed on ----- day of ----- 2023

For the Hospital

For Central Government.