

TREATMENT CHARGES, TERMS, CONDITIONS

- I. Treatment charges:
- II. Rates to be charged as applicable and approved from time to time by Central Government Health Scheme (CGHS) for specific cities or hospital own rates whichever is less. For hospitals located in the cities where CGHS rates are not applicable and approved, the basis of rates for these hospitals will be the CGHS rates as applicable to the Capital of the State where hospital is located or hospital own rates whichever is less. However, in case no CGHS approved rates are available in that State Capital, the CGHS rate as applicable to Kolkata or hospital own rates whichever is less, will be applicable.
- III. Payment Terms:
 1. For existing employees and their dependents
 - a) In emergency or specific situations credit facility would be extended by the hospital as per instruction of Chief of Medical Services of respective subsidiary/ CMO, CIL/ NEC (Assam)/ CMPDIL/ Executive Director, IICM or his Authorized Representative as the case may be.
 - b) In non-emergent cases, payment may also be made at the time of treatment before discharge.
 - c) In case of credit facility, the payment will be made within 30 days after receipt of hospital bills by respective Subsidiary/ CIL/ NEC/ IICM.
 2. For Retired Executives and their spouse
 - a) Payment will be made in form of A/c Payee cheque/ draft/e-payment.
 - b) No payment on account of cosmetics, Phone Call etc. will be made by CIL/ its subsidiaries. The same is to be paid by patient himself.
 - c) In case of credit facility, at the time of discharge of patient, the bill is to be countersigned by the patient or employee concerned.
- IV. In event of any revision of the applicable CGHS rates, same should be immediately intimated to Executive Director (Medical Services), Chief of Medical Services of Subsidiaries, CMO NEC/ CMPDIL and ED, IICM from your end.
- V. Any change in NABH Accreditation/ NABL Accreditation, Super Specialty Hospital status pertaining to CGHS should be immediately be intimated to Executive Director (Medical Services), Chief of Medical Services of Subsidiaries, CMO NEC/ CMPDIL and ED, IICM from your end.
- VI. As the treatment rates will automatically be revised along with revised CGHS rates as implemented by Central Government from time to time; this contract is not limited to specific validity period till the same is short closed for any reason.
- VII. The Chief of Medical Services (CMS) of different subsidiaries of CIL may visit your hospital premises and submit their comments/ views to CIL if required.
- VIII. It is expected that as a goodwill gesture you will be ready to share your expertise for various Medical Education Programmes/ Training sessions for medical executives and Para Medical Staff of CIL/ its subsidiaries.
- IX. Details of correspondence address of CIL, Kolkata and its subsidiaries are enclosed at Annexure "A".
- X. Special Instructions:
 - A. The treatment would be restricted to the referred ailment. In no case the treatment for any non-referred ailment would be provided. However, in case of extreme emergency/ life saving measure treatment for non-referred ailment would be undertaken under due intimation/ approval of concerned CMS I/c of Subsidiary. Under any circumstances duly

referred patient would not be referred to any other hospital without intimation/ approval of CMS I/c of respective subsidiary.

- B. The estimate charges would be submitted by concerned Hospital for treatment of patients with following details:
- I. The rates indicated for any procedure (including package rates) must be prefixed with Sl. No. of CGHS, mentioned in applicable CGHS rate list.
 - II. The procedures/ treatment modalities not covered under CGHS should be mentioned separately with detailed break-up of charges.
 - III. Certification that "The rates are charged as per applicable CGHS rates/ Hospital own rates whichever is less".
- C. The final bill submitted for patients covered under this agreement; must bear following details:
- I. The rates charged for any procedure (including package rates) must be prefixed with Sl. No. of CGHS, mentioned in applicable CGHS rate list.
 - II. Rates charged for procedures/ treatment modalities not covered under CGHS should be mentioned separately with detailed break-up of charges.
 - III. Certification that "The rates are charged as per applicable CGHS rates/ Hospital own rates whichever is less".
- D. On scrutiny of the estimate/ final bills, if it is found that the rates have been charged more than the applicable rates (CGHS/ Hospital rates whichever is less), then the excess amount has to be returned to the concerned person/ subsidiary as the case may be by the hospital. If the hospital fails to do so, then the same amount will be deducted from subsequent bills of hospital.
- E. The contract has been finalized based on mutual agreement and understanding. Any false information submitted in your offer, poor feedback from patients, deterioration in quality of treatment and charging more than applicable rates may amount to breach of mutual trust and make the hospital liable for de-panelment.

The instructions as detailed at B, C & D above may kindly be conveyed to your billing section specifically.

Copy to:

1. Director (P & IR), CIL, Kolkata
2. Director (P), BCCL, CCL, CMPDIL, ECL, MCL, NCL, SECL, WCL
3. Director (F), BCCL, CCL, CMPDIL, ECL, MCL, NCL, SECL, WCL
4. ED (IICM), Ranchi
5. GM, NEC, Margherita, Assam
6. Chief of Medical Services I/c, CCL, MCL, NCL, SECL, WCL, BCCL, ECL, NEC
7. CMO I/c, CMPDIL

Dr. Samita Paul Banerjee
HOD (Medical)
Coal India Limited