

**No. E.P. 43(3)/2006-Minutes  
FOOD CORPORATION OF INDIA  
HEADQUARTER  
16-20. KHADYA SADAN  
BARAKHAMBA LANE**

**New Delhi, dated 20 October, 2022**

**(CIRCULAR NO. EP-12-2022-29)**

**Subject:-**Model Hospital Empanelment Agreement-Revised)

Reference is invited to the Circular No. EP-12-2013-09 dated 04 June 2013 circulating Model Agreement to be executed for empanelment of Hospitals. Further, an amended Circular No. EP-12-2017-18 dated 28 June, 2017 was also communicated in this regard.

2. The Model Hospital Empanelment Agreement has now been revised based on various policy amendments in the medical policy and various IT initiatives like BTS and HAS etc. Accordingly the revised Model Hospital Empanelment Agreement is enclosed as **Annexure A**. The same may be used by the concerned Authority for empanelment of hospital.

Signed by Subhash Chander  
Date: 20-10-2022 13:02:29  
(Subhash Chander)  
Dy. General Manager (EP)

**Distribution:**

As per standard mailing List.

**MODEL AGREEMENT FOR EMPANELMENT OF HOSPITALS WITH FCI**

**Note: Clauses to be modified/amended/retired/removed on case to case basis by the empanelling authority of FCI i.e.**

1. Information to be filled wherever space is provided
2. Wherever Underlined – To be modified/amended/retained/struck of or removed
3. In italics: To be removed (These are only indicators)

**AGREEMENT**

This Agreement entered into at \_\_\_\_\_ (Station) on \_\_\_\_\_ (Date) BETWEEN Food Corporation of India, a statutory Corporation established under Food Corporations Act, 1964 and having its Headquarters at 16-20, Barakhamba Lane, New Delhi and represented by its \_\_\_\_\_ (Designation, Post) and hereinafter referred to as 'FCI', which expression shall unless repugnant to the context mean and include its successors and assignees of the ONE PART AND \_\_\_\_\_ (Hospital), having its principal office at \_\_\_\_\_ (Address), hereinafter referred to as 'Hospital' which expression shall unless it be repugnant to the context meaning thereof be deemed to mean and include its successors and assignees of the OTHER PART.

**WHEREAS**

The FCI is engaged in the procurement, storage, handling and distribution of foodgrains and is desirous of formulating and extending a suitable package of medical benefits as a part of welfare measure to its employees, departmental labour, their dependents and retired optee employees and their spouse and the Hospital is engaged in providing medical facilities and expertise in the field of \_\_\_\_\_.

**NOW THIS AGREEMENT WITNESSETH THAT**

**0.1 Definitions**

'Medical benefits' – means the hospitalization relating to the ailments mentioned in the online authorization letter issued by Food Corporation of India and providing treatment and any outdoor/day care treatment taken by the FCI beneficiaries and their dependents.

'Members' – employees including departmental labour of the Food Corporation of India and retired optee employees and their dependents who are eligible to the benefits of this Scheme.

'Online'- Online platform for serving/regular employees known as Hospital Administration System (HAS). URL is : [medical.hrmsfci.in](http://medical.hrmsfci.in)  
This facility is extended only to serving/regular employee, their dependents. Details SOP is annexed. Online details are available in Hospital ID viz. Employee details, their Online Medical I – Card, dependent details mentioned in Online Medical I – Card. Online Login details stands shared /will be shared after entering into an agreement.

'BTS' – Bill tracking system. Hospitals to raise bills through this process. Details already shared

'Dependents' –

- A. In case of Serving/regular employees including Departmental Labour mean the following:
  - (i) Spouse (Husband or wife as the case may be), of the member; and
  - (ii) Dependent Parents including stepmother

- (iii) Parents/Parents in law of female government servant (as opted)
- (iv) Children including step children and adopted children and those taken as Wards under the Guardians and Wards Act, 1890.
  - a. Son till he starts earning or attains the age of 25 years, whichever is earlier.
  - b. Child suffering from any permanent disability of any kind (physical or mental) irrespective of age limit
  - c. Daughter till she starts earning or gets married, irrespective of the age limit, whichever is earlier.
  - d. Dependent divorced/abandoned or separated from their husband/widowed daughters and
- (v) Dependent unmarried/divorced/abandoned or separated from their husband or widowed sisters irrespective of age limit
- (vi) Minor brother(s) upto the age of becoming a major  
OR

As amended under CGHS/CSMA Rules from time to time

- B. In case of retired/superannuated and deceased employees/Spouse / Disabled dependent children / surviving Spouse upon death of the member employee or retired optee.

(Note: Name and Photograph of Member(s) covered under the Scheme shall be reflected in the Online Medical I-Card / Family Health Identity Card issued by FCI). Online Medical I – Card is applicable for serving/regular employees and for their dependents. Online Medical I – Card is valid across India and shall be acceptable by all Hospitals.

## 0.2 OBJECT

The FCI has approached the provider Hospital to extend medical facilities and treatment to the employees/member(s) and the provider hospital has agreed for the same on the terms and conditions hereinafter stipulated.

## 0.3 PERIOD

This Agreement shall be in force for a period of 2/ \_\_\_\_ years w.e.f. \_\_\_\_\_ (date) or from \_\_\_\_\_ (date) to \_\_\_\_\_(date). *(remove whichever is not applicable)*. The hospital should have valid e-mail id on the date of entering into agreement as this email id will be used as login id for Hospital Administration System.

The Agreement may be renewed further on such terms and conditions as may be mutually agreed. However, it is made clear that the FCI patients should not be admitted on FCI account even in emergencies after expiry of the period of the Agreement, except in case the treatment is started before the expiry period. In case of any violation of this clause, FCI shall not in any case be responsible to settle such claims.

## 0.4 EXTENT OF COVERAGE

- i. The Provider Hospital shall extend only inpatient hospitalization for **General and / OR Specialized Purpose viz. \_\_\_\_\_ OR As per list enclosed OR as notified/amended by Ministry of Health & Family Welfare Department of Health & Family Welfare under CGHS, (City) for that Hospital** *(remove whichever is not applicable)* to the members under this Agreement and claims will be settled directly by the Food Corporation of India under 'Direct Payment System'. For the 'out-patient treatment', the Corporation employee shall take such treatment on the agreed rates on cash basis and Food Corporation shall not be responsible for any such medical expenditure on this account under 'Direct Payment System'.

- ii. The Provider will charge agreed rates. The provider shall charge the negotiated rates for IPD and OPD treatment including diagnostics as contained in **Clause 0.9**.
- iii. The Hospital will extend the services of their lab for diagnostic tests to all members on cash down basis on advice of Registered Medical Practitioner for OPD treatment/ purpose.
- iv. As per existing policy, in the absence of FCI Medical Officer in the respective District Office/ Regional Office/Zonal Office/ Headquarters (as the case may be), the First Admission Report/ Pre-Authorization duly signed/issued online by the Competent Authority of the concerned empanelled hospital is acceptable subject to the fulfillment of other terms and conditions. FCI Authority competent to issue Authorization letter (online or offline as the case may be) in various offices of FCI are given at **Annexure-I**. Changes if any shall be intimated from time to time. Sample copies of First Admission Report/ Pre-Authorization Letter and Authorization letter are also given at **Annexure-II** and **III** respectively.
- v. The claim bill along with copies of investigation reports, first admission report/ pre-authorization letter, copy of authorization letter, original cash memos and discharge summary report be submitted by the Hospital to the AGM(Bills) of concerned **FCI office i.e. HQ/ZO/RO** (*strike off or remove whichever is not applicable*) within the stipulated period as per agreed terms and conditions. The bills submitted should contain the CGHS Code/Hospital Code applicable against each procedure charged to facilitate processing of the bill at the earliest. These documents are also to be uploaded including system generated Discharge Summary in Hospital Administration System (HAS). List of Administrative offices of FCI are provided at **Annexure-IV**. The same are also given on FCI Website link <http://fci.nic.in/articles/view/331>. The bills are to be raised by hospital through BTS (Bill Tracking System).
- vi. As per existing Post Retirement Medical Scheme of the Corporation the members and their dependents (as the notified by FCI from time to time) are members of the Scheme, are entitled for IPD and OPD treatment subject to prescribed ceiling as amended from time to time.
- vii. To facilitate hospitals & the member to know the credit limit available to the member for taking treatment under Direct Payment system on FCI account, the balance credit limit during the Financial year shall be reflected in the authorization letter of FCI for retired employees, their dependent as per rules. In case the medical expenditure exceeds the balance credit limit, the patient may be given treatment on CGHS / agreed empanelled rates (as agreed at Clause 0.9 of this agreement) for which the balance amount will be deposited by the beneficiary (retired employees / spouse / Disabled children as the case may be). For the 'out patient treatment', the beneficiaries shall take such treatment on the agreed rates on cash basis and Food Corporation shall not be responsible for any such medical expenditure on this account under "Direct Payment System".
- viii. Authentication of the beneficiary members must be verified from the online Medical I-Card available on hospital login for serving/regular employees / Medical I Card issued by FCI for other beneficiaries as per agreement and in case of non-compliance of the same hospital will be held responsible.
- ix. The Provider Hospital shall ensure that each time a member/ dependent avails service envisaged in this Agreement, the expenses are regulated strictly with reference to the eligibility and monetary limits fixed with reference to the entitlement status.
- x. The Hospital shall ensure that the benefits are made available to the member strictly as per terms of this Agreement and no benefit outside the terms of this Agreement shall be allowed without prior approval unless the same is essential for the recovery of members.
- xi. FCI shall not be liable to make any payment on account of claims which are in the opinion of FCI fraudulent or are as a result of fabricated claims. Corporation would have the right to blacklist the hospital if the Hospital is found to have facilitated the lodging of false claims, without prejudice to any other rights that the Corporation may have under the law.

## 0.5 OBLIGATIONS OF PROVIDER

- i. The Provider Hospital shall ensure that all members are admitted and treated in the Institution/Hospital on priority basis. Priority basis in this context means making available to the member services like on-the-spot admission/treatment, beds on an urgent basis and the like. In case there is no accommodation either in the ward or in the operation theatre or the patient requires specialized treatment which is not available in the Hospital, the provider Hospital shall make all attempts through its good offices to accommodate and admit the member to other FCI empanelled/super specialty Hospital subject to concurrence from the concerned member and an intimation as to the cross reference shall be made to the FCI within 24 hours of such referral.
- ii. The Provider Hospital shall ensure that best and timely medical treatment/medical facility is extended to the member(s) and provide best of services to them at all times.
- iii. It is mandatory for the Provider Hospital to maintain and adhere to the standards and quality of medical services as prescribed by Medical Council of India. The provider represents that it has all the prescribed standards and shall maintain the same throughout.
- iv. The hospital shall comply with the provisions of Law as applicable from time to time. In case, any mishap occurs to the member(s) due to the deficiency in service or medical negligence of the hospital in any manner whatsoever, the hospital shall be responsible and liable for making compensation to the affected persons/legal heirs, if so, directed by any Court/ Consumer Court.
- v. FCI's Medical Officers/ designated Officers will have the right to visit the Provider Hospital to check the quality, standards, review and discuss treatment provided to the members. During such visits and inquiries, the provider Hospital shall extend full co-operation to the FCI officials including access to the patients' medical and billing records and make available the information they request about the patient for the purposes of their investigation/inspection.
- vi. The Provider Hospital shall also arrange to obtain medicines, injections, disposables as prescribed by the Doctors from authorized chemists, druggists.
- vii. The Hospital shall make available to the member(s) only in emergency cases, ambulance services on a priority basis for patients, the cost of which will be part of the package.
- viii. The Provider shall keep the member(s) only for the required number of days of treatment and carry out only the required investigations. FCI has the discretion to reject bills containing any item that as per FCI was unwarranted on the part of the provider Hospital.
- ix. The Provider Hospital agrees not to take any cash deposit or any deposit of any kind or advance from member(s) who is/are to be given treatment by the Hospital and shall strictly adhere to the understanding provided the Member furnishes an authorization letter.
- x. The Hospital shall strictly adhere to the agreed 'Standard Operation Procedure' as defined under **CGHS Guidelines modified from time to time/Agreed Terms** (*remove whichever is not applicable*) and be bound by the same.
- xi. The Provider Hospital shall equip itself with qualified and experienced Doctors, Medical and Para-medical Staff, Nurses, etc. and also all other infrastructure essential to maintain the desired quality and standard of treatment.
- xii. The Provider Hospital shall not charge separate charges on account of Nursing, interest free security deposit, diet charges, Cooler/ Heater charges (including electricity charges) which in the opinion of FCI are included in the package.

xiii. The Provider Hospital shall admit the patient possessing the authorization letter (system generated received through email or downloaded through HAS) / offline) and Family Health Identity Card/Photo Identity Card / Online Medical I-Card issued by FCI. The Medical I – Card is viewable to the hospital at its log-in page once Employee ID is entered by hospital. **Here the online authorization letter for serving/regular employee, their dependents would be issued by the office of FCI (Hqrs/ZO/RO) which has empaneled the Hospital and the intimation of the same will be sent to the current office of concerned employee automatically on email mapped in the system.**

xiv. In case of emergencies, patient can be admitted to the hospital *after verifying* Online Medical I-Card in Hospital Login / Family Health Identity Card. The hospital will fill and submit pre-authorization letter online in such cases in the prescribed proforma available online **(enclosed at Annexure-II)** for issue of authorization letter from respective FCI Administrative Office immediately or on the following day online. The empanelled hospital shall not demand any advance from the beneficiary and shall provide credit facilities to the concerned patient till authorization letter is issued by FCI online and same is received.

xv. Since, online Medical I – Card is available online in hospital login, Family Health Identity Card/Photo Identity Card, patients may be admitted and treatment may be started after verification of details through Employee ID. In case of non-verification of online Medical I-Card / production of valid Family Health Identity Card/ Photo Identity Card, the responsibility of payment will be of the patient / beneficiary or their dependents as the case may be.

xvi. The provider shall not charge more than two consultations in a day to a patient from the attending specialist. However, in case of Multi-Super Speciality Hospital, additional visit(s) of a different specialty may be allowed under intimation to FCI with full justification thereof. *(to be inserted depending on the categorization of hospital as Multi-Super Speciality Hospitals as Clause 2(a) of EP-12-2007-06 dated 26.03.2007).*

xvii. The provider should not admit any patient as a matter of routine on the basis of reference received from the Medical Officer of the Corporation unless the Hospital is convinced that the patient actually requires admission and whatever initial tests are required before admission, the same should first be got done in OPD and patient should be admitted only wherever required.

xviii. Before the final discharge of the patient, the discharge summary certificate, documents and necessary bill will be authenticated by the patient/ escort's signature. The system generated discharge summary alongwith other relevant documents are to be uploaded by hospital while discharging the patient so as to close the process.

xix. The drugs/ medicine supplied to the patient to be consumed after discharge will not be part of the package.

xx. In case the entitled accommodation is not available at the time of admission, the patient will be admitted to lower category of accommodation. But if patient is provided higher category accommodation at his/ her own request, the differential amount will be borne by the beneficiary and if accommodation is provided by the hospital in the event of non-availability of entitled accommodation, the differential amount will be borne by the hospital concerned.

xxi. In case the **Registration of your Hospital with the Health Department or NABH Accreditation Certificate or NABL Accreditation Certificate for diagnostic services or Income Tax Exemption Certificate from the Department of Income Tax, Ministry of Finance, GOI under the section 17(2)(ii)b of Income Tax Act with Validity or (any other certificate/documentation that may be applicable)** *(strike of whichever is not applicable)* furnished by you is revoked/withdrawn at any point of time, the information should be furnished to FCI immediately as the empanelment of your hospital/ terms of payment have been agreed to based on the assumption that the said certificates are still in force. Any financial liability/Income Tax Liability that may arise on account of revocation/ invalidity of above said certificates shall accrue on the hospital and shall under no circumstances be borne by FCI.

xxii. In case the Hospital is subsequently **empaneled / de-paneled** (*remove whichever is not applicable*) with CGHS, the same should also be informed to FCI immediately through email / fax / letter under acknowledgement. **In case of subsequent empanelment by CGHS, the CGHS rates as applicable will be extended to FCI with effect from the effective date of empanelment by CGHS** (*to be inserted in case of those hospitals not on the panel of CGHS at the time of empanelment*). In case of non-empanelment by CGHS, a new Agreement will have to be signed on mutually agreed rates, terms and conditions.

xxiii. The hospital at the time of renewal of empanelment would be required to submit the request along with copy of all requisite documents at least **two months** before the expiry of the empanelment period.

xxiv. The Hospital shall submit digitally signed bills along with supporting documents through BTS only. FCI will not accept any bill received through other mode.

## **0.6 OBLIGATIONS OF THE FOOD CORPORATION OF INDIA**

FCI shall ensure settlement of all bills raised by the provider within 45 days, after the submission of the bills to FCI through BTS (Bill Tracking System), in case of no query on the bills or claim. In case the claims are not submitted within 60 days from the date of discharge, such claims will be settled on the following pattern:-

<b>S.No.</b>	<b>Duration of submission of claims</b>	<b>Deduction</b>
(i)	Claims received within 60 days	0%
(ii)	Claims submitted beyond 60 days but on or before 120 days	10%
(iii)	Claims submitted beyond 120 days but on or before 180 days	20%
(iv)	Claims submitted beyond 180 days onwards	25%

## **0.7 GENERAL**

(i) FCI shall not be responsible/ liable in any manner whatsoever on account of negligence on the part of provider Hospital or their doctors/ consultants while giving treatment to patient.

(ii) Any deviation/ modification of this Agreement by the parties shall be effected with the written consent of both the parties. FCI have the right to make addition/deletion in agreement due to policy change or other wise and same will be binding on the hospital except payment terms and conditions as stipulated in this agreement.

## **0.8 TERMINATION**

The Agreement entered into can be terminated by FCI by giving 30 (thirty) days notice without assigning any reason for which the hospital will have no claim for any compensation/damage whatsoever on this account from the Corporation.

FCI will have the right to terminate this Agreement, if the provider Hospital violates any of the terms and conditions of the Agreement without any prejudice to any other rights that the Corporation may have under the 'Law'. In case of termination, by FCI, the Hospital shall ensure that all admitted patients undergoing treatment at the time of termination are treated completely and discharged.

## **0.9 RATES APPROVED FOR PAYMENT**

Agreed rates and terms of package annexed at **Annexure-VI** (*to be modified on case to case basis*) with this Agreement will be part and parcel of this Agreement.

**0.10 LAW GOVERNING THE AGREEMENT AND DISPUTE RESOLUTION:**

The Agreement will be governed by the laws of India for the time being in force. Any dispute arising out of this contract will be settled in the Court of Law by competent jurisdiction. The Courts in \_\_\_\_\_ (*city/state*) shall have exclusive jurisdiction to adjudicate the disputes arising under the Agreement.

IN WITNESS WHEREOF the parties hereto have signed this on the day, month and year first hereinabove written in the presence of:

FOOD CORPORATION OF INDIA

PROVIDER HOSPITAL

WITNESSES:

WITNESSES:

1.

1.

2.

2.



**Authorised signatory for issue of Authorisation letter in various offices of FCI are as under:-**

- (i) Headquarters: DGM(IR-S) or AGM(IR-S) for serving/regular/retired employees and DGM(IR-L) or AGM(IR-L) for Departmental Labour.
- (ii) Zonal Office: DGM(P) or AGM(P) for serving/regular/retired employees\_and DGM(IR) Or AGM(IR) for Departmental Labour.
- (iii) Regional Office: AGM(P) for *serving/regular/retired* employees and AGM(IR) for Departmental labour.
- (iv) Division Office: Area Manager for Retired employees / Departmental Labour in respect of empanelled hospitals situated in the areas under his jurisdiction, under intimation to AGM(P), RO concerned.

## **SOP FOR HOSPITAL ADMINISTRATION SYSTEM**

### **1. First Admission Report (Overview)**

In this section, we will discuss step by step procedure for raising a FAR request in Hospital Application with an example.

For raising a FAR request in Hospital Application, User needs to follow the below steps.

#### **1.1. Hospital Admin FAR Initiation (ADD/NEW REQUEST)**

**Step 1** – First of all Hospital Admin will login into the FCI Hospital Application ([medical.hrmsfci.in](http://medical.hrmsfci.in)) and select FAR.

**Step 2** – Hospital Admin needs to go to left Navigation:

**FAR OR** can also click on **FAR (First Admission Report)** at Dashboard.

**Step 3** – Click on **"FAR"** tile.

**Step 4** – After Click on **FAR (First Admission Report)** below screen will be open.

**Step 5** – Hospital Admin need to click on **"ADD"** button.

**Step 6** – Hospital Admin needs to submit the Employee Number and Click on **"Get Result"** button.

**Step 7** – Hospital Admin needs to Input the OTP which is shared on Employee registered Mobile Number as well on his/her Email ID and Click on **"Submit"** button.

**Step 8** – After submission on OTP, Hospital Admin will be able to access the employee basic information as below screen and Hospital Admin needs to click on **"Yes"** button.

**Step 9** – Hospital Admin needs to Input the required information and Click on **"Submit"** button.

**Step 10** – Request has been raised successfully and FAR form submitted to Empanelled FCI Office.

Steps Completed.

#### **1.2. Hospital Admin FAR Initiation (EXTENSION)**

**Step 11** – First of all Hospital Admin will login into the FCI Hospital Application and Switch to FAR.

**Step 12** – Hospital Admin needs to go to left Navigation:

**FAR OR** can also click on **FAR (First Admission Report)** at Dashboard.

**Step 13** – Click on **"FAR"** tile.

**Step 14** – After Click on **FAR (First Admission Report)** below screen will be open.

**Step 15** – Hospital Admin need to click on **"Extension"** Link.

**Step 16** – Hospital Admin needs to submit the Extension Dates and Click on **"Update"** button.

**Step 17** – Extension Request has been raised successfully and FAR form submitted to Empanelled FCI Office.

Steps Completed.

#### **1.3. Hospital Admin FAR Initiation (DISCHARGE)**

**Step 18** – First of all Hospital Admin will login into the FCI Hospital Application and Switch to FAR.

**Step 19** – Hospital Admin needs to go to left Navigation:

**FAR OR** can also click on **FAR (First Admission Report)** at Dashboard.

**Step 20** – Click on **"FAR"** tile.

**Step 21** – After Click on **FAR (First Admission Report)** below screen will be open.

**Step 22** – Hospital Admin need to click on **"Discharge"** Link.

**Step 23** – Hospital Admin need submit the discharge summary and upload the respective documents and click on **"Submit"** button.

Steps Completed.

Note: Detailed user guide is provided in HRMS login.

**FOOD CORPORATION OF INDIA  
FIRST ADMISSION REPORT/PRE-AUTHORISATION**

Date :

Patient Name \_\_\_\_\_ Age \_\_\_\_\_ Sex \_\_\_\_\_ IDNo. \_\_\_\_\_

Employee's Name \_\_\_\_\_ Relation \_\_\_\_\_

(Please enclose copy of FCI ID Card)

Hospital Name & Address \_\_\_\_\_ Tel.No. \_\_\_\_\_

H/O Presenting Complaints with duration \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Past H/O \_\_\_\_\_

Clinical Findings

1. Vitals PR \_\_\_\_\_ RR \_\_\_\_\_ BP \_\_\_\_\_ Temp \_\_\_\_\_

2. General Examination \_\_\_\_\_

3. Systemic Examination

P/A \_\_\_\_\_ Resp \_\_\_\_\_

CVS \_\_\_\_\_ CNS \_\_\_\_\_ Others \_\_\_\_\_

Investigation Report (Already done)

\_\_\_\_\_  
\_\_\_\_\_

Any treatment taken already \_\_\_\_\_

Admission Diagnosis \_\_\_\_\_

Treatment started, if any \_\_\_\_\_

Plan of treatment with probable duration of stay \_\_\_\_\_

\_\_\_\_\_

Treating Doctor's Name \_\_\_\_\_ Speciality (Referred) \_\_\_\_\_

<p>(Signature of Competent Authority of the Hospital)</p>	<p>Recommendation of concerned FCI doctor (Only if posted/ available)</p> <p>(Signature)</p>
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**AUTHORISATION LETTER  
FOOD CORPORATION OF INDIA**

No. \_\_\_\_\_

Dated: \_\_\_\_\_  
Staff No. \_\_\_\_\_

Medical Superintendent/Doctor  
\_\_\_\_\_  
\_\_\_\_\_

**Subject:** Authorization letter for IPD treatment.

Sir/Madam,

As recommended by the RMO/ZMO/CMO of the Corporation / Competent Authority of the empanelled Hospital vide prescription letter dated \_\_\_\_\_ (copy enclosed), you are requested to provide indoor medical treatment to below mentioned patient under 'Direct Payment System':-

- (i) Name of patient : \_\_\_\_\_
- (ii) Name of disease/suffering from : \_\_\_\_\_  
(Attach MO's recommendation/  
Hospital pre-admission Report)
- (iii) Name of the FCI employee and : \_\_\_\_\_  
Employee member
- (iv) Designation : \_\_\_\_\_
- (v) Name and address of office/Division : \_\_\_\_\_
- (vi) Basic Pay of employee : \_\_\_\_\_
- (vii) Relationship of patient with the : \_\_\_\_\_  
Employee
- (viii) Whether entitled for medical facilities : \_\_\_\_\_  
from FCI
- (ix) FCI Medical Health Identity Card No. : \_\_\_\_\_  
(Attach attested copy)

- 2. The patient is entitled for Hospital accommodation in Economy/Semi Private/Private Single/ Deluxe Room category.
- 3. The claim bill alongwith copies of investigation reports, first admission report/pre-authorisation letter, copy of this letter, original cash memos and discharge summary report be submitted by the Hospital to the AGM(Bills), FCI, HQ/ZO/RO within the stipulated period as per agreed terms and conditions.
- 4. This authorization will be valid for four days only from the date of issue/date of admission.

Yours faithfully,

(Authorised Signatory)

Copy to:

AGM(Bills), FCI, HQ/ZO/RO, \_\_\_\_\_ (Place) for information and necessary action please.

**ANNEXURE – IV****DETAILS OF ZONAL OFFICES AND REGIONAL OFFICES (ZONE WISE)**

<b>Sl. No.</b>	<b>Name of Zonal Office</b>	<b>Regional, Zone-wise</b>
1.	Zonal Office (North), Food Corporation of India, A-2A, A-2B, Sector-24, NOIDA(U.P.)	1. Delhi Region, New Delhi 2. Punjab Region, Chandigarh 3. Haryana Region, Panchkula 4. Himachal Pradesh Region, Shimla 5. J&K Region, Jammu 6. U.P. Region (Lucknow) 7. Uttaranchal Region (Dehradun) 8. Rajasthan Region (Jaipur)
2.	Zonal Office (West), Food Corporation of India, 2 <sup>nd</sup> Floor, Dheeraj Arma, Dr. A.K. Marg, Bandra (East), MUMBAI 400051	1. Maharashtra Region, Mumbai 2. Gujarat Region, Ahmedabad 3. Madhya Pradesh Region, Bhopal 4. Chhatisgarh Region, Raipur
3.	Zonal Office (South) Food Corporation of India, 3, Haddows Road, Chennai-600006	1. Andhra Pradesh Region, Amravathi 2. Telangana Region, Hyderabad 2. Kerala Region, Trivendrum 3. Karnataka Region, Bangalore 4. Tamil Nadu Region, Chennai
4.	Zonal Office (East) Food Corporation of India, 10A, Middleton Row, Kolkata 700071	1. West Bengal Region, Kolkata 2. Bihar Region, Patna 3. Orissa Region, Bhubneswar 4. Jharkhand Region, Ranchi
5.	North Eastern Zone Food Corporation of India, G.L. Publication Building, Ulubari, G.S. Road, Guwahati 781007	1. Assam Region, Guwahati 2. N.E.F. Region, Shilling 3. Nagaland Region, Dimapur 4. Arunachal Pradesh Region, Itanagar 5. Manipur, Imphal

**DETAILS OF DISTRICT OFFICES (REGION WISE)**

<b>Sl. No.</b>	<b>Region</b>	<b>Name of District Office</b>
1.	Delhi Region, Food Corporation of India, Core 4, Second Floor, Scope Minar, Laxmi Nagar, New Delhi-110092	1. Mayapuri 2. Shakti Nagar
2.	Punjab Region (Chandigarh), Food Corporation of India, Sco No. 356-359, Sector 34-A, Chandigarh-160022	1. Jalandhar 2. Ludhina 3. Amritsar 4. Ferozepur 5. Bhatinda 6. Sangrur 7. Hoshiarpur 8. Faridkot 9. Gurdaspur 10. Kapurthala 11. Patiala 12. Chandigarh (Ropar) 13. Moga
3.	Haryana Region (Panchkula), Food Corporation of India, Bay NO. 29-32, Sector-4, Panchkula 134112	1. Karnal 2. Rohtak 3. Hissar 4. Kurukshetra 5. Faridabad
4.	Himachal Pradesh Region (Simla), Food Corporation of India, Mountview Building, Lower Jakhoo, Shimla	1. Mandi 2. Dharamshala

	171001	
5.	J&K Region (Jammu), Food Corporation of India, 28-OB J.D.A. Complex Railhead, Jammu 180004	1. Jammu 2. Srinagar
6.	U.P. Region (Lucknow), Food Corporation of India, 5/6, Habibullah Estate, Hazaratgang, Lucknow	1. Hapur 2. Bulandshahar 3. Saharanpur 4. Moradabad 5. Bareilly 6. Lucknow 7. Faizabad 8. Sitapur 9. Shahnahanpur 10. Gonda 11. Banda 12. Azamgarh 13. Allahabad 14. Kanpur 15. Varanasi 16. Jhansi 17. Agra 18. Gorakhpur 19. Aligarh
7.	Uttranchal Region (Dehradun), Food Corporation of India, 98, Neshvilla Road, Dehradun	1. Haldwani 2. Dehradun 3. Srinagar (Garhwal)
8.	Rajasthan Region (Jaipur), Food Corporation of India, 4, Nehru Place, Tonk Road, Jaipur 302015	1. Jaipur 2. Jodhpur 3. Sriganganagar 4. Alwar 5. Udaipur 6. Kota 7. Bikaner 8. Ajmer
9.	Maharashtra Region (Mumbai), Food Corporation of India, 2 <sup>nd</sup> Floor, Dheeraj Arma, Dr. A.K. Marg, Bandra (East), Mumbai 400020	1. Panval 2. Borivilly 3. Manmad 4. Pune 5. Nagpur 6. Goa 7. Amarasvati 8. Aurangabad
10.	Gujarat Region (Ahmedabad), Food Corporation of India, Industry House, Ashram Road Behind Natraj Cinema, Ahmedabad 380009	1. Ahemdabad 2. Rajkot 3. Baroda
11.	Madhya Pradesh Region (Bhopal), Food Corporation of India, Chetak Building, M.P. Nagar, Zone-II, Bhopal 462011	1. Satna 2. Jabalpur 3. Bhopal 4. Indore 5. Gwalior 6. Ujjain 7. Sagar
12.	Chhatisgarh Region (Raipur), Food Corporation of India, Ring Road Tiraha,	1. Raipur 2. Durg 3. Bilaspur

13.	Andhra Pradesh Region (Hyderabad), Food Corporation of India, HACA Bhavan, IIIrd floor, Opp : Public Gardens Road, Hyderabad 500004	<ol style="list-style-type: none"> <li>1. Teedapalligudam</li> <li>2. Kakinada</li> <li>3. Vijayawada</li> <li>4. Nellore</li> <li>5. Kumool</li> <li>6. Port Blair</li> <li>7. Visakhapatnam</li> <li>8. Srikakulam</li> </ol>
14.	Telangana Region (Hyderabad)	<ol style="list-style-type: none"> <li>1. Warangal</li> <li>2. Nizamabad</li> <li>3. Nalgonda</li> <li>4. Mehbhoobnagar (Taranake)</li> <li>5. Khammam</li> <li>6. Karimnagar</li> <li>7. Sananthnagar</li> </ol>
15.	Kerala Region (Trivendrum), Food Corporation of India, Kesavadasapuram, Pattom Palace (PO), Thiruvananthapuram-695004	<ol style="list-style-type: none"> <li>1. Trivandrum</li> <li>2. Cochin (Kochi)</li> <li>3. Kottayam</li> <li>4. Alleppey (Alappuzha)</li> <li>5. Paighat</li> <li>6. Quilon (Kollam)</li> <li>7. Trichur (Trissur)</li> <li>8. Calicut (Kozhicode)</li> <li>9. Kannur (Cannanore)</li> </ol>
16.	Karnataka Region (Bangalore), Food Corporation of India, Regional Office, No.10 East End Main Road, 4 <sup>th</sup> 'T' Block, Jayanagar, Bangalore-560041	<ol style="list-style-type: none"> <li>1. Mysore</li> <li>2. Bangalore</li> <li>3. Raichur</li> <li>4. Hoogli</li> <li>5. Shimoga</li> </ol>
17.	Tamilnadu Region (Chennai), Food Corporation of India, 5/54, Greams Road, Chennai 600006	<ol style="list-style-type: none"> <li>1. Egmore (Chennai)</li> <li>2. Coimbatore</li> <li>3. Tuticorin</li> <li>4. Thanjavur</li> <li>5. Cuddalore</li> <li>6. Vellore</li> </ol>
18.	West Bengal Region (Kolkata), Food Corporation of India, 6, Royd Street, Kolkata 700016	<ol style="list-style-type: none"> <li>1. Malda</li> <li>2. 24-Paraganas</li> <li>3. Purulia</li> <li>4. Hoogli</li> <li>5. Nadia</li> <li>6. Port Depot, Calcutta</li> <li>7. Bankura</li> <li>8. Siliguri</li> <li>9. Burdwan</li> <li>10. Birbhum</li> <li>11. Midnapur</li> <li>12. Cooch-Behar</li> <li>13. Sikkim</li> <li>14. Murshidabad</li> <li>15. Durgapur</li> <li>16. West Dinajpur</li> </ol>
19.	Bihar Region (Patna), Food Corporation of India, Arunachal Building, Exhibition Road, Patna 800001	<ol style="list-style-type: none"> <li>1. Patna</li> <li>2. Gaya</li> <li>3. Purnia</li> <li>4. Muzaffarpur</li> <li>5. Bhagalpur</li> <li>6. Darbanga</li> <li>7. Hajipur</li> <li>8. Saharsa</li> <li>9. Samastipur</li> <li>10. Jamui</li> </ol>

		11. Motihari 12. Rohtas
20.	Orissa Region (Bhubaneswar), Food Corporation of India, Khadya BhaWAN, Vanivihar, Bhubaneswar-751004	1. Sambalpur 2. Titlagarh 3. Cuttack 4. Balasor 5. Jaypore 6. Behrampur 7. Bhubaneswar
21.	Jarkhand Region (Ranchi), food Corporation of India, 12, Purulia Road, Ranchi 834001	1. Ranchi 2. Dhanbad 3. Deoghar 4. Daltonganj
22.	Assam Region (Guwahati), Food Corporation of India, G.S. Road, Ulubari, Guwahati-7	1. Guwahati 2. Nowgaon 3. Jorhat 4. Silchar 5. Kokrajhar 6. Dibrugarh 7. North Lakhimpur 8. Tejpur 10. New Bongaigaon
23.	N.E.F. Region (Shillong), Food Corporation of India, Jowai Road Shillong 793003 (MEGHALAYA)	1. Agartala 2. Shillong 3. Aizwal
24.	Nagaland (Dimapur), Food Corporation of India, Dimapur (Nagaland)	1. Dimapur
25.	Arunachal Pradesh, Food Corporation of India, Itanagar	1. Banderdewa
26.	Manipur	1. Imphal



**The list of 14 specified prolonged diseases for OPD treatment:**

- 1) Heart ailments and FUC Hypertension
- 2) Diabetes mellitus
- 3) Paralysis/ Cerebrovascular attack
- 4) FUC Thyroid disorder
- 5) Kidney disorders
- 6) Bronchial Asthma
- 7) Cancer/ Malignant Tumors
- 8) Haemolytic Disorder
- 9) Tuberculosis
- 10) Rheumatoid Arthritis & (OA) Osteo Arthritis
- 11) Osteoporosis
- 12) Thalassemia
- 13) Chronic Liver Disease
- 14) Parkinson's

**COVERAGE:**

General Purpose (All facilities) and/or Specialised Procedures viz  
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**RATES APPROVED FOR PAYMENT**

**1. General and Specialized Purpose (IPD/OPD):**

CGHS Non-NABH Rates / CGHS NABH Rates or Agreed Hospital Rates whichever is less.

**OR**

CGHS Non-NABH Rates / CGHS NABH Rates / +/- % Premium / Discount to CGHS Rates (if any) or Agreed Hospital Rates whichever is less.

**OR**

Agreed Hospital Rates i.e. Hospital rates less % discount if any.

**OR**

As may be agreed by the Hospital and FCI Empaneling Authority.

**ii. Diagnostic Services:**

- a. CGHS Non-NABL Rates or Hospital Rates whichever is less.
- b. CGHS NABL Rates for the scope of accreditation (as the case may be) till the validity of the Certificate or validity of agreement (whichever is earlier) and CGHS Non-NABL Rates for Diagnostic Services beyond the Scope of Accreditation or Hospital Rates whichever is less. NABL Accreditation certificate is provided at **Annexure-VII**

**Note 1 :** CGHS NABH Rates / CGHS NABL Rates shall not be extended in case of revocation of the relevant Certification / Accredited Certification from the date of its revocation or expiry.

**Note 2 :** OPD Services and Diagnostics shall be provided at above rates on Cash Down Basis only.

**Note 3 :** Rate of Payment

- **Empanelment at CGHS Non-NABH Rates:** In case where procedures / devices / services for which the Hospital is empaneled are not specified in the CGHS Rates List, AIIMS Rates shall be applicable. If AIIMS Rates are also not prescribed, then the payment may be made on actual basis / Agreed Hospital Rates. Premium if any agreed to on CGHS-Non-NABH Rates shall also be applicable on AIIMS Rates. There shall be no premium indexed to Actual / Agreed Hospital Rates.
- **Empanelment at CGHS NABH Rates:** For procedures/devices / services for which there are no rates under NABH Category, the Non-NABH CGHS Rates shall be applicable. If even Non-NABH CGHS Rates are also not prescribed, AIIMS Rates shall be applicable. If AIIMS Rates are also not prescribed, then the payment may be made on actual basis/Hospital Rates. Premium if any agreed to on CGHS NABH Rates shall also be applicable on CGHS Non-NABH Rates / AIIMS Rates as the case may be. There shall be no premium indexed to Actual / Agreed Hospital Rates.