

**TERMS & CONDITIONS FOR EMPANELMENT OF MEDICAL OFFICER
FOR HEALTH CLINICS/ AAM AADMI CLINICS BY THE DEPARTMENT
OF HEALTH & FAMILY WELFARE PUNJAB**

1. The Medical Officer shall be entitled to an empanelment fee of Rs. 50/- per patient.
2. The above said empanelment fee @ Rs. 50/- per patient is assured for a minimum of 50 patients/day irrespective of the footfall per day.
3. For every patient being attended above the 50 patients/day limit, the Medical Officer shall be entitled to an additional empanelment fee of Rs 50/- per patient to the extent of such number attended above the limit to be calculated on monthly basis.
4. The empanelment fee shall be admissible on the average number of patients attended during the month and shall not be less than the amount admissible @ minimum assured 50 patients/day for all working days in a month provided that the doctor has duly attended the health facility on all working days of that month.
5. No other emoluments are associated with this empanelment and payment shall be computed on the basis of patients attended and shall accrue only after the work is found satisfactory, on monthly basis.
6. The Medical Officer is not entitled to any other allowances, perks, bonus, medical reimbursement etc. relating to the empanelment period.
7. The timings of the Health Facilities shall be 8:00 AM to 2:00 PM in summer and 9:00 AM to 3:00 PM in winter from Monday to Saturday, Sunday will be weekly off. The Doctor empanelled at Health Facilities shall be responsible for ensuring the opening of the clinic every day on time, maintaining it clean and closing it securely at the end of day. In case the work load in the Health Facilities is heavy, the timings can be extended after intimation to the concerned In-charge Officer.
8. The Medical Officer is also required to do minor procedures like wound dressings etc which comes under General Practice and Para medical staff of the clinic will assist the doctors in these procedures.
9. The Medical Officer can undertake private practice after the Health Facility hours at any other location. Services at Health Facilities are free for patients and referral of patients from Health Facilities to any other private location where any expense related to health care may be incurred by the patient is strictly prohibited. Any violation of the same may lead to cancellation of the empanelment and decision of In-charge Officer shall be final in this

matter. However, the Doctors are free to refer patients, only if required, to any nearby Govt. Hospitals/Polyclinics.

10. The Medical Officer is not entitled to any leave during the project period. In case , Medical Officer unable to attend to the clinic on a given day or days, you shall inform the In-charge Officer concerned well in time and at least one day in advance for making alternate arrangements.
11. If the Medical Officer is found absent on more than three consecutive days without any valid reason, then the empanelment will be liable to cancellation and the decision of In-charge Officer in this regard shall be final.
12. The patient profile at Health Facility shall be regularly monitored by a team deputed by the In-charge Officer.
13. If the Medical officer examines more than 75 patients at the Health Facilities on any given day, then patient profile may be audited in detail. If the patient attendance goes over 125 at any clinic on any given day, then the In-charge Officer may undertake design changes in the management of the clinic and empanelled doctor shall have to abide by the new terms and conditions.
14. The Medical Officer will be reporting to the In-charge Officer w.r.t. work and for replenishing the pharmacy/other consumables at regular intervals or as and when required. This may be done at bimonthly interval. In-charge Officer may link each Health Facilities to a nearby Govt Hospitals for the purpose.
15. The Medical Officer will maintain a manual register for OPD registration of the patients till such time, the tab is provided.
16. The Medical Officer will also keep a register for the patients to report their satisfaction level or complaints, as a Public Grievance Monitoring Mechanism.
17. The Medical Officer will not have any liability towards payment of bills for electricity and water of the Health Facility which shall rest upon the concerned In-charge Officer.
18. The Medical Officer will abide by Bio-Medical Waste (Management and Handling) Rules, 2016 and Regulations as modified from time to time. The material and support in this regard shall be provided by the In-charge Officer concerned.
19. The Medical Officer will behave politely with patients and their attendants and shall not conduct themselves to any type of misbehavior with patients or any other person responsible for health care services in the clinic.

20. The Medical Officer will be solely responsible for any misconduct, damage, willful commission or omission of any services which are not listed in this empanelment letter or anything which goes against the spirit of free, fare and ethical practice of patient care.
21. The empanelled staff may withdraw from empanelment only after one month notice period counted from the date of intimation of withdrawal to the respective Civil Surgeon.
22. The respective Civil Surgeon reserves the right to terminate the empanelment of any person without assigning any reason after giving one week's advance notice.
23. If it is discovered at any stage that you have furnished any wrong information or documents, based on which the empanelment was made, the respective Civil Surgeon reserves the right to terminate the empanelment besides taking recourse to other legal proceedings.
24. The empanelment is valid only for one year or till appointment of regular staff for the clinics, whichever is earlier. Any extension shall be solely as per the decision of Government of Punjab in the Department of Health & Family Welfare.
25. The extension of empanelment shall be purely subjected to review of performance against the parameters approved by the DHFW, Govt of Punjab from time to time.
26. The empanelment is for a particular Health Clinic/Aam Aadmi Clinic and is non-transferable.

**TERMS & CONDITIONS FOR EMPANELMENT OF PHARMACIST
FOR HEALTH CLINICS/ AAM AADMI CLINICS BY THE
DEPARTMENT OF HEALTH & FAMILY WELFARE PUNJAB**

1. The Pharmacist shall be entitled to an empanelment fee of Rs. 12/- per patient.
2. The abovesaid empanelment fee @ Rs. 12/- per patient is assured for a minimum of 50 patients per day irrespective of the footfall per day.
3. For every patient being attended above the 50 patients/day limit, the Pharmacist shall be entitled to an additional empanelment fee of Rs 12/- per patient to the extent of such number attended above the limit to be calculated on monthly basis.
4. The empanelment fee shall be admissible on the average number of patients attended during the month and shall not be less than the amount admissible @ minimum assured 50 patients/day for all working days in a month provided that the Pharmacist has duly attended the health facility on all working days of that month.
5. The Pharmacist shall capture day to day patient registration, scanning of patient record, dispensing of medicines, maintaining stock/Indent records on daily basis and shall generate a daily report at the end of the day consultation, treatment, reporting and other detailed activities related to various portals of GoI.
6. No other emoluments are associated with this empanelment and payment shall be computed on the basis of patients attended and shall accrue only after the work is found satisfactory, on monthly basis.
7. The Pharmacist is not entitled to any other allowances, perks, bonus, medical reimbursement etc. relating to the empanelment period.
8. The timings of the Health Facilities shall be 8:00 AM to 2:00 PM in summer and 9:00 AM to 3:00 PM in winter from Monday to Saturday, Sunday will be weekly off. In case the work load in the Health Facilities is heavy, the timings can be extended after intimation to the concerned In-charge Officer.
9. Doctor of the clinic will do minor procedures like wound dressings etc which comes under General Practice and Pharmacist will assist the doctors in these procedures.
10. The Pharmacist is not entitled to any leave during the project period. In case, Pharmacist is unable to attend to the clinic on a given day or days, you shall inform the In-charge Officer concerned well in time and at least one day in advance for making alternate arrangements.

11. If the Pharmacist is found absent on more than three consecutive days without any valid reason, then the empanelment will be liable to cancellation and the decision of In-charge Officer in this regard shall be final.
12. The patient profile at Health Facility shall be regularly monitored by a team deputed by the In-charge Officer.
13. If the Pharmacist attends more than 75 patients at the Health Facilities on any given day, then patient profile may be audited in detail. If the patient attendance goes over 125 at any clinic on any given day, then the In-charge Officer may undertake design changes in the management of the clinic and Pharmacist shall have to abide by the new terms and conditions.
14. The Pharmacist will maintain a manual register for OPD registration of the patients till such time, the tab is provided.
15. The Pharmacist will be reporting to the concerned Medical Officer of the clinic w.r.t. work and for replenishing the pharmacy at regular intervals or as and when required. This may be done at bimonthly interval. In-charge Officer may link each Health Facilities to a nearby Govt Hospitals for the purpose.
16. The Pharmacist will not have any liability towards payment of bills for electricity and water of the Health Facility which shall rest upon the concerned In-charge Officer.
17. The Pharmacist will abide by Bio-Medical Waste (Management and Handling) Rules, 2016 and Regulations as modified from time to time. The material and support in this regard shall be provided by the In-charge Officer concerned.
18. The Pharmacist will behave politely with patients and their attendants and shall not conduct to any type of misbehavior with patients or any other person responsible for health care services in the clinic.
19. The Pharmacist will be solely responsible for any misconduct, damage, wilful commission or omission of any services which are not listed in this empanelment letter or anything which goes against the spirit of free, fare and ethical practice of patient care.
20. The empanelled staff may withdraw from empanelment only after one month notice period counted from the date of intimation of withdrawal to the respective Civil Surgeon.
21. The respective Civil Surgeon reserves the right to terminate the empanelment of any person without assigning any reason after giving one week's advance notice.

22. If it is discovered at any stage that the staff has furnished any wrong information or documents, based on which the empanelment was made, the respective Civil Surgeon reserves the right to terminate the empanelment besides taking recourse to other legal proceedings.
23. The empanelment is valid only for one year or till appointment of regular staff for the clinics, whichever is earlier. Any extension shall be solely as per the decision of Government of Punjab in the Department of Health & Family Welfare. (DHFV)
24. The extension of empanelment shall be purely subjected to review of performance against the parameters approved by the DHFV, Govt of Punjab from time to time
25. The empanelment is for a particular Health Clinic/Aam Aadmi Clinic and is non-transferable.

**TERMS & CONDITIONS FOR EMPANELMENT OF CLINIC ASSISTANT FOR
HEALTH CLINICS/ AAM AADMI CLINICS BY THE DEPARTMENT OF
HEALTH & FAMILY WELFARE PUNJAB**

1. The Clinic Assistant shall be entitled to an empanelment fee of Rs. 11/- per patient.
2. The abovesaid empanelment fee @ Rs. 11/- per patient is assured for a minimum of 50 patients per day irrespective of the footfall per day.
3. For every patient being attended above the 50 patients/day limit, the Clinic Assistant shall be entitled to an additional empanelment fee of Rs 11/- per patient to the extent of such number attended above the limit to be calculated on monthly basis.
4. The empanelment fee shall be admissible on the average number of patients attended during the month and shall not be less than the amount admissible @ minimum assured 50 patients/day for all working days in a month provided that the Clinic Assistant has duly attended the health facility on all working days of that month.
5. The Clinic Assistant shall capture day to day patient registration, sample collection from the patients, reporting and any other data related activities.
6. The Clinic Assistant shall perform any other duties assigned by the concerned Medical Officer/Incharge Officer.
7. No other emoluments are associated with this empanelment and payment shall be computed on the basis of patients attended and shall accrue only after the work is found satisfactory, on monthly basis.
8. The Clinic Assistant is not entitled to any other allowances, perks, bonus, medical reimbursement etc. relating to the empanelment period.
9. The timings of the Health Facilities shall be 8:00 AM to 2:00 PM in summer and 9:00 AM to 3:00 PM in winter from Monday to Saturday, Sunday will be weekly off. In case the work load in the Health Facilities is heavy, the timings can be extended after intimation to the concerned In-charge Officer.
10. Doctor of the clinic will do minor procedures like wound dressings etc which comes under General Practice and the Clinic Assistant will assist the doctors in these procedures.
11. The Clinic Assistant is not entitled to any leave during the project period. In case Clinic Assistant is unable to attend to the clinic on a given day or days, Clinic Assistant shall inform the In-charge Officer concerned well in time and at least one day in advance for making alternate arrangements.

12. If the Clinic Assistant is found absent on more than three consecutive days without any valid reason, then the empanelment will be liable to cancellation and the decision of In-charge Officer in this regard shall be final.
13. The patient profile at Health Facility shall be regularly monitored by a team deputed by the In-charge Officer.
14. If the Clinic Assistant attends more than 75 patients at the Health Facilities on any given day, then patient profile may be audited in detail. If the patient attendance goes over 125 at any clinic on any given day, then the In-charge Officer may undertake design changes in the management of the clinic and Clinic Assistant shall have to abide by the new terms and conditions.
15. The Clinic Assistant will maintain a manual register for OPD registration of the patients till such time, the tab is provided.
16. The Clinic Assistant will be reporting to the Medical Officer of the clinic w.r.t. work and for replenishing the other consumables at regular intervals or as and when required. This may be done at bimonthly interval. In-charge Officer may link each Health Facilities to a nearby Govt Hospitals for the purpose.
17. The Clinic Assistant will not have any liability towards payment of bills for electricity and water of the Health Facility which shall rest upon the concerned In-charge Officer.
18. The Clinic Assistant will abide by Bio-Medical Waste (Management and Handling) Rules, 2016 and Regulations as modified from time to time. The material and support in this regard shall be provided by the In-charge Officer concerned.
19. The Clinic Assistant will behave politely with patients and their attendants and shall not conduct to any type of misbehavior with patients or any other person responsible for health care services in the clinic.
20. The Clinic Assistant will be solely responsible for any misconduct, damage, willful commission or omission of any services which are not listed in this empanelment letter or anything which goes against the spirit of free, fare and ethical practice of patient care.
21. The empanelled staff may withdraw from empanelment only after one month notice period counted from the date of intimation of withdrawal to the respective Civil Surgeon.
22. The respective Civil Surgeon reserves the right to terminate the empanelment of any person without assigning any reason after giving one week's advance notice.

23. If it is discovered at any stage that the Clinic Assistant has furnished any wrong information or documents, based on which the empanelment was made, the respective Civil Surgeon reserves the right to terminate the empanelment besides taking recourse to other legal proceedings.
24. The empanelment is valid only for one year or till appointment of regular staff for the clinics, whichever is earlier. Any extension shall be solely as per the decision of Government of Punjab in the Department of Health & Family Welfare. (DHFV)
25. The extension of empanelment shall be purely subjected to review of performance against the parameters approved by the DHFV, Govt of Punjab from time to time.
26. The empanelment is for a particular Health Clinic/Aam Aadmi Clinic and is non-transferable.