

**GOVERNMENT OF MIZORAM  
HEALTH & FAMILY WELFARE DEPARTMENT  
MIZORAM SECRETARIAT, MINECO, KHATLA, AIZAWL-79600**

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Dated Aizawl, the 21<sup>st</sup> March, 2025

**NOTIFICATION**

**No.D-12016/3/2025- HFW/MUHCS :** In supersession of Notification No A.17014/3/2018-HFW/275, dated the 7<sup>th</sup> October, 2019 and in the interest of Public Service, the Competent Authority is pleased to notify the Amendment to 'The Mizoram Government Empanelment Policy/Guidelines to Private Hospitals/Diagnostic Centres within and outside the State' for the purpose of Management and Treatment of Illnesses of the Government employees under the Government of Mizoram and their dependents and reimbursement of their expenses

**I. This guidelines maybe called 'The Mizoram Government Guidelines for Empanelment of Private Hospitals within and outside Mizoram (Amendment) 2025'**

**II. Definitions:**

1. 'Hospital' shall mean health care institutions that have an organized medical and other professional staff, inpatient facilities and medical, nursing and related services 24 hours a day, 7 days a week'.
2. 'Empanelment' under these guidelines means selection of private hospital fulfilling the minimum criteria under these guideline for the purpose of Management and Treatment of Illnesses of the Government employees under the Government of Mizoram and their dependents and reimbursement of their expenses, who shall be subjected to and abide by all the provision under these guidelines as amended from time to time.

**III. All Government Hospitals and Government Medical Colleges shall be deemed empanelled.**

**IV. Categories of Hospital**

1. General Hospital.
2. Multispecialty Hospital
3. Specialty/ Super specialty Hospital



**V. Empanelment Committee.**

The Government of Mizoram shall constitute Empanelment Committee to perform such functions and responsibilities specified under the Terms of Reference (TOR) given below. The Empanelment Committee shall be notified by the Government of Mizoram from time to time. The empanelment committee shall consist of the following members:

Chairperson	-	Principal Secretary/ Secretary, H&FW
Vice Chairperson	-	Principal Director, H&FW
Member Secretary	-	Director, Hospital and Medical Education
Members	-	Director, Health services
		Joint Secretary, H&FW
		Addl Director(E), DHME
		Senior Medical Superintendent CHA
		Deputy secretary. H&FW
		Under secretary , H&FW
		CEO MSHCS
		Officer i/c Hospital Empanelment, DHME
		Any other person as and when his/her presence is required by the committee

**Terms of Reference for Empanelment Committee:**

1. The committee will convene on a quarterly basis or at least biannually to consider new application and review the overall status of hospital empanelment.
2. The committee will scrutinize all applications for inspection, empanelment and renewal/ extension of empanelment and make decisions accordingly.
3. The committee will communicate all notifications regarding acceptance, rejection or cancellation of empanelment to the concerned hospital.
4. The committee will receive, and investigate all grievances submitted and complains against Empanelled Hospitals and decide accordingly.
5. The committee will instruct/ direct inspection team constituted under this guidelines for inspection.
6. The committee will recommend to the Government regarding empanelment and cancellation of empanelment.
7. The committee will instruct/ direct inspection team constituted under this guidelines.



## VI Empanelment process:

Empanelment of private hospitals is a continuous process and interested hospital can apply for empanelment at any point of time providing details of their facilities and services as prescribed by these Guidelines. The process for empanelment shall be as follows:

1. Application form may submitted as per annexure I or maybe be downloaded from the Website <https://health.mizoram.gov.in>.
2. The form shall be submitted along with required document (annexture V) and a form fee of Rs1000 by online bank transfer or in the form of Demand Draft/cheque drawn in favour Directorate of Hospital and Medical Education, (SBI, Dawrpui branch, Bank Account no 41124975971). The documents shall be submitted online or in one envelope superscribed as 'Application for Empanelment of Hospitals to the Director, Directorate of Hospital and Medical Education, MINECO. Aizawl Mizoram.
3. Directorate of Hospital and Medical Education will act as a screening board and screen the application for completeness of documents and if necessary give relevant information regarding the current status of hospital empanelment, and submit the application to the member secretary of the Empanelment committee for further processing.
4. Member Secretary of the Empanelment Committee will issue meeting notice with agenda.
5. Empanelment Committee will scrutinize the applications and recommend hospitals for inspection.
6. Empanelment Committee will detail inspection teams who will take up the inspection as per Check List for Empanelment given in Annexure III appended in this Guidelines and submit its report to the Empanelment Committee.
7. After careful scrutinization, the committee will thereby consider the hospital for empanelment, and communicate to the hospital regarding the acceptance or non-acceptance (along with reason for non acceptance) of empanelment and further course of action.
8. Memorandum of Agreement (MOA) shall be signed between the Government and the Empaneled Hospital as per annexure II. The MOA will be executed on a Rs 100/- non judicial stamp paper and the hospital shall submit 3 copies of the signed MOA to the Government of Mizoram.



9. The Hospital selected for empanelment shall deposit Empanelment Fee of Rs 50,000 (Fifty Thousand only) for Hospitals inside Mizoram and Rs 1,00,000 (One lakh only) for Hospitals outside Mizoram by online bank transfer or in the form of Demand Draft/cheque in favour of Directorate of Hospital and Medical Education, (SBI, Dawrpui Branch, Bank Account no 41124975971).

## **VII Criteria for Inspection/Empanelment**

1. Inspection of Hospitals will be done on need basis which will be decided by the Empanelment Committee. Mere submission of application for empanelment does not guarantee/invite inspection.
2. Empanelment maybe considered on the basis of fulfilment of the checklist
  - Class A cities ( Delhi, Mumbai, Pune, Kolkatta, Bengaluru, Chennai, Hyderabad, Ahmedabad) - 90% of the checklist.
  - Class B and C cities – 80 %
  - Within the state – 60%

## **VIII Inspection Team**

Inspection team will be constituted in the Directorate of Hospital and Medical Education and notified by the Government of Mizoram to perform such functions as instructed by the Empanelment Committee. Not less than two person from the inspection team will inspect the hospitals as per instruction by the Empanelment Committee and submit the inspection report to the Empanelment Committee within the time framed in the inspection order.

## **IX Inspection Fee**

If selected for inspection, the applicant hospital will deposit inspection fee of Rs 5000 (inside Mizoram) and Rs 50,000 (outside Mizoram) by online bank transfer or in the form of Demand Draft/cheque in favour of Directorate of Hospital and Medical Education, (SBI, Dawrpui Branch, Bank Account no. 41124975971).

- X Security deposit :** The hospital selected for empanelment shall submit security deposit of Rs1 lakh by means of demand draft/ fixed deposit receipt/ from Commercial Bank to Health and Family Welfare Department valid for 5 years to ensure efficient service and safeguard against any default.



**XI Period of Empanelment**

Period of Empanelment shall be 5 years and (extendable up to 1 year) after which fresh application have to be submitted. Extension maybe applied for in unavoidable circumstances like pandemic, political/civil unrest in the state and natural disaster.

**XII Renewal or Extension of Empanelment :**

1. The Hospital shall apply for fresh empanelment after expiry of current empanelment or change of location of the hospital.
2. Application for extension maybe submitted online and addressed to DHME with valid reasons for application of extension.
3. Empanelment committee will decide the need for fresh inspection for renewal of empanelment on individual basis.

**XIII. Non-compliance/ Contravention of Empanelment Guidelines or Memorandum of Agreement (MOA)**

Action can be taken by the Empanelment Committee after investigation by the inspection team for non-compliance or contravention of empanelment guidelines or Memorandum of Agreement appended to this guidelines and any such other undertakings arising out this guidelines/Agreement.

Action taken maybe in the form of monetary fine of not less than Rs Ten Thousand but which may extend to Rs.1.00 lakh (Rupees One lakh) or de-empanelment depending on the severity of the contravention of guidelines or MOA. If the Empanelled Hospital is de-empaneled for non-compliance of Empanelment Guidelines or MOA, they shall for not be entitled to take back their security deposit

**XIV Withdrawal of empanelment:** Empanelment can be withdrawn by the empanelled hospital under the following terms and condition:-

1. Must be mutually agreed
2. After minimum 2 yrs empanelment
3. Not due to violation or contravention of MOA
4. 50% of security deposit shall be reimbursed to the State Government/ forfeited by the hospital

**XV. Grievance redressal**

1. Notification may be issued by the Government regarding provision for submitting grievances by the patients. Maybe included in the provisional permission form.
2. Grievances maybe submitted to Empanelment committee through Member Secretary of Empanelment Committee.



3. Empanelment Committee will investigate the grievances submitted by patients or suo motto by means of inspection or medical audit. It will sent a show cause notice within 7 days from the date of receiving the inspection report to which the hospital should respond within 2 weeks of receiving the show cause notice. If no response is received or response is not found to be satisfactory, appropriate action will be taken as per decision of Empanelment committee.
4. The action taken against the hospital maybe in the form of monetary fine of not less than Rs Ten Thousand but which may extend to Rs.1.00 lakh (Rupees One lakh) or de-empanelment as per the severity of the grievances.

**XVI Referral to Higher/specialized treatment:** in case of non-availability of any treatment/ specialized treatment in the hospital, referral of the patient should be made to Government Medical College or to other Empaneled Hospital. If the need arises for referral to non –empaneled Hospital, a letter from the referring with reasons for referral should be submitted to the Empanelment Committee through the Director, Hospital and Medical Education

**XVII Norms and Parameter for Empanelment/ Minimum Criteria for empanelment of Hospitals :** The hospital should fulfil the following criteria as per section VII of the guidelines. Criteria's marked with Asterisk are mandatory criteria's which must be fulfilled:-

1. At least 25 beds for General/Multispecialty hospitals and 5 beds for single specialty hospitals with adequate spacing of beds (1metre)and basic amenities like clean mattress and linen, potable water, electricity, toilets (M/F)/ bath, cupboard or place to store patients belongings, fans/ cooler, hand washing facilities inside the ward.
2. Clean public toilet(s), potable water for drinking and hand hygiene and clean and safe environment for visitors.\*
3. Disable friendly with disable friendly toilets, ramps and/ or railings and/or lift\*.
4. Corridors at least 1.5 to 2 meters wide.
5. Signage to be displayed in appropriate areas –Directional signage, Informative signage (Names of care givers, service provided and tariffs of services, timings of facility, important phone numbers etc), Safety signage (emergency exits, hazards from electric shock, inflammables, radiations etc) Mandatory signage (Citizens charter, Patients rights and responsibilities, PNDT Act etc) , No Smoking signage and such signage as mandated by existing laws and guidelines.\*



6. Parking space for ambulance near the emergency department and adequate parking for staff (minimum half the staff) and patients (at least 10 parking space) within the hospital premises or nearby.
7. Fire safety – Fire and smoke detectors, Fire fighting equipment, fire exits, open space identified for evacuation\*.
8. Hospital waste disposal system: Proper waste disposal as per Biomedical waste Disposal (Management and Handling ) Rules 2016 and environment (Protection) Act 1986.
9. Uninterrupted 24 hour supply of electricity and generator facility with required capacity suitable for bed strength of the hospital.
10. Qualified medical, paramedical and other supporting staff as per scope of service provided\*.
11. 24 hours emergency service or on-call service managed by qualified medical practitioner. Emergency room should be easily accessed specially by wheelchair. Stretchers/ trolleys, wheel chair should be available. The emergency service should be equipped with monitors, emergency crash cart and other resuscitation equipments. \*
12. Where surgical procedures are offered – Fully equipped OT with equipments as per specialized services available with qualified and adequate nursing and other staffs, post-op ward (if no ICU) with ventilators, monitors and other required emergency equipments. Zoning should be done and proper channelling of patients, staff and supplies should be done.
13. Where ICU/HDU services are offered – Equipped with ventilators, monitoring equipments, suction, O<sub>2</sub> supply with compressed air, piped gas, crash cart with cardiac life support, first line drugs, defibrillator, bag valve mask and suction devices. There should be at least 1 Qualified doctor( Anaesthesiologist / critical care doctor) as a permanent staff and adequate nursing and other staffs (1 nurse for 2/3 ICU patients). Should be sound treated and air conditioned.
14. Ambulance service with ambulance registered in the name of the hospital to provide 24x7 ambulance service or outsource the service with valid partnership deal documents.
15. Essential laboratory diagnostic service like basic Pathology, Microbiology and Biochemistry analysis. It may also outsource the service with Laboratories having permanent registration under Clinical Establishment Act with valid Partnership deal.



16. Radio-diagnostic facilities like X- Ray, Ultrasound, CT Scan with valid licence from BARC/PNDT Act and shall observe regulations of International Commission on radiology protection. It may also outsource the service with centers registered under Clinical Establishment Act and observing the required rules and regulations with valid partnership deal.
17. Central Sterile Supply Department or standard sterilization facilities\*.
18. Dietary service or outsourced\*.
19. Security service.
20. Proper medicine storage – sound alike look alike medications are separately stored, temperature sensitive medications stored in refrigerator and medicines past expiry date are discarded.
21. Adoption of ethical and professional medical conduct and etiquette regulation.
22. Record Maintenance; Medical records of patients, health information and statistics as required by State Government and National Health Mission,, Records regarding Notifiable disease, Disaster and Epidemics shall be maintained and furnish the same to authorities as and when required. Records maybe maintained in physical and digital format.\*
23. Legal requirements: Abide and comply to any laws and provisions as mandated by the Central or State Act, Rules and Regulations , including State Government Notification and Office Orders.
24. Adherence to Standard Treatment Guidelines

#### **XVIII Required Documents: (as applicable)**

1. Private ltd Company registration or Partnership firm registration/proprietorship
2. Registration under Societies Registration Act 2001
3. Rental Lease agreement registration(if the building is leased)
4. Plan approval and occupancy certificate from local municipal corporation/State authority
5. Approval for high tension transformer for electricity from Department of Electricity
6. NOC from Fire department
7. NOC from Pollution Control Board
8. License for operating kitchen from Food Safety and Standards Authority/FDA



9. Registration under CEA or State Regulatory Act
10. Pharmacy license/registration from Office of Drug Controller/FDA
11. License under NDPS Act from FDA
12. License/registration under PNDT Act
13. License under AERB/BARC
14. License for operating lifts
15. License for possession of rectified/ denatured Spirit from Excise Department
16. Ambulance Registration
17. License/Registration under Mental health Care Act
18. Registration under Transplantation of Human Organs Act 1994
19. Registration under MTP Act
20. License for operating blood bank
21. Audited balance sheet for last 3 years
22. Accreditation certificate
23. Tax Clearance Certificate
24. Rate List of services
25. List of Medical and health care staffs with qualification and registration number
26. Inspection and Calibration of equipments certificate
27. PAN Card
28. Policies and Procedure documents
  - a. Protocol/SOP for registration, consultation, admission, interdepartmental referral, discharge and transfer of patients. SOP for ICU care if applicable
  - b. Action on sentinel events
  - c. SOP for safe use of blood and blood products if applicable
  - d. SOP for adverse drug reaction and adverse surgical or other events
  - e. SOP for waste disposal
  - f. SOP for equipment Maintenance
  - g. SOP for handling of medical records
  - h. Disaster management plan
  - i. Grievance Redressal

## **XIX Entitlement**

(i) Rooms : as per Finance Notification Vide No D. 12015/1/2018-FEA/92 Dated the 19<sup>th</sup> December, 2019

**1. Entitlements in Accomodation :** The upper ceiling for room entitlements shall be limited as the following table below or whichever is lesser:

Sl. No.	Pay level in the pay matrix	Entitlements per night (in Rs.)	
		Inside Mizoram	Outside Mizoram
1	13 & above	3000	6000
2	10 to 12	2000	4500
3	6 to 9	1000	3000
4	3 to 5	750	2000
5	1 to 2	400	1500



*Any change of accommodation beyond the entitlement shall be paid from the Government Servants' own pocket and will not be reimbursed.*

*In the case of patients treated in ICU, reimbursement for all cases, irrespective of the category of the Government Servant shall be permissible.*

**(ii) Diet charges:** As per Finance Notification Vide No.D.12015/1/02-  
FEA Dated Aizawl, the 25<sup>th</sup> June 2018, entitlement on diet charges are hereby revised as follows:

i)Rs. 125/- per meal with a maximum of two meals per day or actual charge whichever is less.

ii)For Special diet (Therapeutic Diet) duly prescribed by Medical Officer- Rs. 350/- per day or actual charge whichever is less.

*If the amount of diet charges exceeds the entitlement, the Government Servant will have to pay from his own sources and will not be permissible for reimbursement.*

**(iii) Air travel :** As per Finance Notification Vide No.D. 12015/1/02-  
FEA Dated Aizawl, the 14<sup>th</sup> August 2017.

The cheapest mode of travel must be encouraged and mode of travel should be as per entitlement and/or as per recommendation of the Medical Board. Actual Air travelling expenses may be reimbursed as charged by the Airlines for the first visit. The upper ceiling permissible for the reimbursement for the subsequent follow up visits (to & fro) per head are as follows:

**Aizawl to Imphal/Guwahati/Kolkata and back** -Rs. 10,000/-

**Aizawl to N. Delhi/Mumbai/Chennai/Bengaluru/-Rs. 20,000/-**

**Hyderabad/Thiruvananthapuram and back**

**(iv) Day care/OPD for referred cases:** As per Finance Notification Vide  
No.D.12015/1/02 Dated Aizawl, the 14<sup>th</sup> August 2017

- 1) Hepatitis B & C
- 2) Dialysis
- 3) Parental Chemotherapy for cancer & other Chronic disease eg. Rheumatoid arthritis for rituximab infusion
- 4) Refractive Eye Surgery
- 5) Laser Therapy for Diabetic Retinopathy
- 6) Hemifacial Spasm/Blepharospasm/Cervical Dystonia requiring Therapeutic Botox Injection
- 7) Connective tissue Diseases eg. SLE, DLE
- 8) Lithotripsy (Kidney stone removal)
- 9) Treatment follow up (monitoring) of Cancer, Organ transplant, Post Head Injury, PPI (Permanent Pacemaker Implantation)
- 10) Laparoscopic Therapeutic Surgeries
- 11) Central Line Insertion
- 12) Chronic Heart Failure
- 13) Coronary Artery Disease (CAD)
- 14) Pulmonary hypertension



**For non-referred cases**

- 1) Herniotomy under GA
- 2) Chronic Anal Fissure under GA
- 3) Big Abscessw cavities under GA
- 4) Circumcision under GA
- 5) Diagnostic Laparoscopic examination
- 6) Thalassemia and other haematological disorders requiring repeated transfusion
- 7) OME for Grommet Insertion under LA
- 8) Myringoplasty (adult) under LA
- 9) Surgery for Cataact, Squint(adult) Glaocoma
- 10) Laser procedure for Glaucoma and posterior capsular opacity

(v) **Credit facilities:** as per notification Vide No. 17014/29/2019-HFW/28 Dated 4<sup>th</sup> October 2019

1. Organ Transplant – Kidney, Liver & Bone Marrow
2. Heart diseases requiring intervention such as Stenting, Angiography, Pace Maker and Open Heart Surgery.
3. Brain Tumour, Complicated Head Injury
4. Cancer
5. SLE with Complications.

**XX Approved Rates:** The rates shall be charged as per Government of Mizoram Notification vide No.D12016/2/2025-HFW/MUHCS/3. Dated Aizawl, the 18<sup>th</sup> March, 2025

**XXI Indemnity :** The empanelled hospital shall at all times, indemnify and keep indemnified the state Government against all actions, suits, claims and demands brought or made against it in respect of anything done or purported to have been done by the empanelled hospital in execution of or in connection with the services under this agreement and against any loss or damages to the state Government in consequence to any action or suit being brought against the Government along with the empanelled hospital as a party for anything done or purpoted to have been done in the course of the execution of the agreement.

**Sd/-H.LALENGMAWIA, IAS)**  
Commissioner & Secretary  
Health & Family Welfare Department



Memo No.D-12016/3/2025-HFW/MUHCS : Dated Aizawl, the 21<sup>st</sup> Mar' 2025

Copy to:

1. Secretary to Governor, Mizoram.
2. P.S to Chief Minister, Mizoram
3. P.S to Minister, H & FW Department
4. P.S to Speaker/ Ministers/Leader of Opposition / Dy.Speaker /Dy.Govt. Chief Whip
5. Sr. PPS to Chief Secretary, Government of Mizoram
6. All Administrative Heads of Department, Government of Mizoram.
7. Chief Controller of Accounts, Mizoram
8. Principal Director, Health & Family Welfare Department
9. All Heads of Department, Government of Mizoram
10. Director, Health Services, Mizoram
11. Director, Hospital & Medical Education, Mizoram *with a request to share a copy of this Notification to all Government/Private/Non-Government Health Institutions (Providers)*
12. Director, Zoram Medical College & Hospital, Falkawn
13. Director, Mizoram State Cancer Institute, Zemabawk
14. Mission Director, NHM Mizoram
15. Chief Executive Officer, MSHCS, Mizoram
16. Joint Director, Nursing, H & FW Department.
17. Deputy Director, Ayush, Mizoram
18. All Sr. Med. Superintendents/ Med. Superintendents under H & FW Department
19. All Sr. Chief Medical Officers/Chief Medical Officers under H & FW Department.
20. All Treasury Officers, Mizoram.
21. All Dy. Medical Officers/ Sub-Divisional Medical Officers under H & FW Department.
22. Web Manager, H & FW Department to upload in the Departmental *website*.
23. Guard File

*Handwritten signature and date: 21/3/25*

(MELODY NGURTHANTLUANGI)

Deputy Secretary to the Govt. of Mizoram  
Health & Family Welfare Department



**APPLICATION FORM FOR EMPANELMENT OF  
PRIVATE HOSPITALS AND DIAGNOSTIC CENTRES**

1. Name of Hospital / Diagnostic Centres –

\_\_\_\_\_

2. Address –

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Ownership -

\_\_\_\_\_

4. Year in which establish –

\_\_\_\_\_

5. Contact Person –

Mr/Mrs/Dr. \_\_\_\_\_

Designation : \_\_\_\_\_

Tel : \_\_\_\_\_ Mobile : \_\_\_\_\_

Fax : \_\_\_\_\_ Email : \_\_\_\_\_

6. OPD Data (last three years)

Period	Number of patients



7. OPD Data (last three years)

Period	Number of patients Admitted

8. Number of Inpatient beds :

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9. Scope of empanelment

Application is made as a (strike out which is nit applicable)

- a) Mullti-Speciality (General Purpose Hospital)
- b) Speciality/Super Speciality Hospital (Indicate speciality from list below)

Clinical Service	Service Provided (Yes/No)	Number of beds available	Comments
Cardiology			
Cardiothoracic surgery			
Coronary Care Unit			
Day Care Treatment Endoscopy & Therapeutic			
Dentistry & Oral Surgery			
Dermatology			
Dialysis			
Emergency Medicine & Surgery			
Ear Nose & Throat			
Fertility regulation			
Gastroenterology			
General Medicine			
General Surgery			
Gynaecology			
Intensive care Unit Adult			
Intensive Care Unit Paediatric			
Intensive care Unit Neonatal			
Laser Treatment			
Nephrology			
Neurology			
Nuclear medicine			
Obstetrics			



Oncology			
• Medical Oncology			
• Radiation Oncology			
• Surgical Oncology			
Ophthalmology			
Orthopaedic Surgery			
Plastic & Cosmetic Surgery			
Physiotherapy & Rehabilitation Medicine			
Respiratory Medicine			
Surgical ICU			
Tranplantation Services			
Casualty Medical Services			
Other, please rate			

**Scope of Empanelment (Diagnostic Services)**

<b>Diagnostic Service</b>	<b>Service Provided (Yes/No)</b>	<b>Comment</b>
<b><i>Diagnostic Imaging :</i></b>		
CT Scanning		
DSA Lab		
Gamma Camera		
MRI		
PET		
Ultrasound		
X- Ray conventional		
X- Ray digital		
<b><i>Laboratory Services :</i></b>		
Clinical Bio-Chemistry		
Clinical Immunology		
Clinical Microbiology		
Clinical Pathology		
Molecular Diagnostics		
Blood Transfusion services		



**List Inpatient Care Units / Wards and the number of each Unit/Ward**

Name of Unit / Ward	Number of wards	Number of beds	Floor /Location
Deluxe			
Private Wards (Single Occupancy			
Semi Private Wards (2-3 patients occupancy)-AC			
General Wards (4-10 patients occupancy) non AC			
ICU			
NICU			
PICU			
ITU			
HDU			
Any others			

**Non Clinical and Administrative Departments (tick any one)**

Support service	In house	Out Sourced
Dietary/Catering		
Cleaning services		
General Administration		
Medical Record Keeping		
Laundry		
Pharmacy Services		
Management of Clinical waste		
Management of non clinical waste		
Mortuary Services		
Central Sterile Supply Department (CSSD)		
Ambulance Services		
Fire Safety & Security Services		
Other, please specify		



## Staff Information

Group	Number	Remarks if any
Managerial		
Doctors		
• Resident Doctors- regular Appointment		
• Resident Doctors-contractual		
• Resident Doctors -- part time		
• Consultant (speciality wise)		
a) Full Time		
b) Part Time		
Nurses		
Technicians		
Paramedical		
Others		

## VERIFICATION

It is certified that all the details/facts/figures given are true and the best of my knowledge and are as per records available in the hospital and are unconditionally verified to be true. If at a later stage it is found that some information has been concealed or has been misrepresented, the recognition/empanelment given is liable to be cancelled.

Date of Application \_\_\_\_\_

\_\_\_\_\_  
Authorised Signatory

Name : \_\_\_\_\_

Designation : \_\_\_\_\_



MEMORANDUM OF AGREEMENT

GOVERNMENT OF MIZORAM

HEALTH & FAMILY WELFARE DEPARTMENT

All Private Hospitals which are empanelled by the Government of Mizoram are mandated to execute the Agreement as per the appended Memorandum of Agreement (M.O.A) model between the Secretary to the Govt. of Mizoram, Health & Family Welfare Department and the concerned Hospital on a non-judicial stamp paper of Rs 100/- for further necessary action.

(Secretary)

Health & Family Welfare Department

Govt. of Mizoram

MEMORANDUM OF AGREEMENT

This M.O.A. is hereby executed on the \_\_\_\_\_ day of \_\_\_\_\_ 202\_\_

between the Health and Family Welfare Department, Govt. of Mizoram acting through the Secretary, Health & Family Welfare Department, hereinafter called in this M.O.A, the "Health and Family Welfare, Government of Mizoram" hereinafter shall be referred to as "the First Party" (whose expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns) of the First Part.

AND

(Private Hospital) \_\_\_\_\_ having its registered office at

\_\_\_\_\_, acting through the

\_\_\_\_\_ (Name of Private Hospital / and address) hereinafter called in this M.O.A, the "Private Hospital " thereafter shall be referred to as "the Second Party" (whose expression shall, unless the context requires otherwise, includes its legal heirs, representatives, administrators, successors and permitted assigns) of the other Part.

WHEREAS

a. THE FIRST PARTY has decided to reimburse the expenses incurred for management and treatment of illnesses of the Government employees under the Government of Mizoram and their dependents and reimbursement of their expenses in the Hospital run by THE SECOND PARTY.



b. AND THE SECOND PARTY has submitted application for empanelment of the hospital for management and treatment of illnesses of the Government employees under the Government of Mizoram and their dependents and reimbursement of their expenses in the Hospital run by THE SECOND PARTY and their application has been approved by the Empanelment Committee.

T HEREOFRE

THE PARTIES have agreed to sign this M.O.A. on the following terms and conditions as given below for management and treatment of illnesses of the Government employees under the Government of Mizoram and their dependents and reimbursement of their expenses in the Hospital run by THE SECOND PARTY. under the existing Mizoram Universal Healthcare Scheme and as amended from time to time.

**Terms and Conditions:**

1. The SECOND PARTY shall fully comply with and be binded by all the provisions of 'The Mizoram Government Guidelines for Empanelment of Private Hospitals within and outside Mizoram (Amendment) 2025' which shall hereafter be referred to as the Guidelines

**2. Duration and termination of M.O.A:**

(i)The M.O.A. shall remain in force for a period of 5 years initially and extendable up to 1 year (if the FIRST PARTY so decides on the recommendation of Empanelment committee) provided that the extension shall be due to unavoidable circumstance like pandemic, political/civil unrest in the state and natural disaster.

(ii)The FIRST PARTY is free to terminate the M.O.A. if deemed appropriate by Empanelment Committee

**3. Intake Capacity:**

(i)The intake capacity (bed strength) of \_\_\_\_\_  
(Name of Hospital) is \_\_\_\_\_ and shall not be reduced during the empanelment period/term..

**4. Availability of qualified medical practitioners:**

The SECOND PARTY shall have the furnished list of Specialists and Resident Doctors along with Registration in Medical Council to FIRST PARTY and intimate changes if any to the FIRST PARTY.

**5. Paramedical Nursing and Technical Staff :**

The SECOND PARTY shall provide the standard requirement of nursing staff as per Indian Nursing Council (INC) norms, and intimate changes if any to the FIRST PARTY



## **6. Casualty Medical Services :**

The SECOND PARTY shall mandatorily operate round the clock Casualty Medical Services or on call service manned by qualified Medical Practitioner . Casualty Medical Services shall be equipped with Oxygen, Defibrillator and other life saving equipment as per guidelines

**7. Public Amenities:** The SECOND PARTY shall mandatorily have Clean public toilet(s), potable water for drinking and hand hygiene and clean and safe environment for visitors.

**8. Disable friendly environment:** The SECOND PARTY shall mandatorily have disable friendly environment as per guidelines

**9. Signage:** The SECOND PARTY) shall mandatorily display signage as per guidelines at appropriate places

**10. Hospital Waste Management and Disposal System :** The SECOND PARTY shall mandatorily follow the Biomedical Waste Disposal (Management & Handling) Rules, 2016 and The Environment (Protection) Act, 1986.

**11.. Central Sterile Supply Department (CSSD):** The SECOND PARTY shall mandatorily have CSSD or standard sterilization facilities

**12. Fire safety and security service:** The SECOND PARTY shall mandatorily have Fire safety equipment's and fire safety certificate from appropriate authority.

**13.Record Maintenance:** The SECOND PARTY shall mandatorily maintain records as per guidelines.

**14. ICU/HDU/OT:** Where such services are rendered, the SECOND PARTY shall have well equipped ICU,HDU and OT as per guidelines.

**15. Essential Laboratory Diagnostic Services (ELDS):** The SECOND PARTY shall operate Essential Laboratory Diagnostic Services or out source laboratory service with laboratories having permanent registration under Clinical Establishment Act with valid partnership deal documents

**16. Radio-diagnostic facilities:** The SECOND PARTY shall operate and maintain the Radio-diagnostic facilities as per guidelines and the Radiology Department shall observe regulations of International Commission on Radiology Protection, 1955 and possess the license of BARC . It may also outsource the service with diagnostic centers registered under The Clinical Establishment Act 2010 with valid partnership deal documents

**17. Dietary Services :** The SECOND PARTY shall have the facility of nutritional dietary services for the admitted indoor patients or outsource the service.

**18. Ambulance Services :** The Second Party shall have the ambulance services. The ambulance should be registered in the name of the hospital or maybe outsourced with a valid long term agreement between the hospital and other party for making available 24x7 ambulance services

**19. Parking space:** The SECOND PARTY shall have parking space for ambulance near the Emergency department and parking space for staff and patients as per guidelines



- 20. Electricity supply :** The SECOND PARTY shall have 24 hour supply of electricity and generator facility.
21. Adoption of existing Ethical and Professional Medical Conduct & Etiquette Regulations.
22. The SECOND PARTY shall not refuse to provide any Medical ,Surgical and other health care services available in the Hospital to the incumbent employee of Mizoram Government .
23. The SECOND PARTY shall not prescribe unnecessary medications or investigation and not perform unnecessary procedures and shall also strictly adhere to Standard Treatment Guidelines.
24. The SECOND PARTY shall not give the establishment on lease to another agency. If so, empanelment will be terminated and fresh application for empanelment shall be required by the new establishment
- 25. Referral for higher / specialized treatment :** The SECOND PARTY shall, in case of non-availability of any treatment/ specialized treatment in the hospital, refer the patient to Government Medical College or to other Empaneled Hospital. If the need arises for referral to non –empaneled Hsopital, aletter from the referring with reasons for referral should be submitted to the Empanelment Committee through the Director, Hospital and Medical Education
- 26. Inspection by the Empanelment Committee:** Inspection team appointed by the Empanelment Committee, Govt. of Mizoram can inspect the hospital during M.O.A. period to ascertain that the parameters of approval are being maintained properly by the Hospital. And the SECOND PARTY shall co-operate with the inspection team
- 27. Non-compliance and/or violation of any provisions of the guidelines / M.O.A:** If at any stage, during the period of M.O.A., the SECOND PARTY violates or fails to comply any of the conditions of the M.O.A. and Guidelines, especially the prescribed standards, appropriate action will be taken as per Guidelines .
- 28. Withdrawal of Empanelment :** Empanelment can be withdrawn by the SECOND PARTY after minimum of two years empanelment if it is mutually agreed by both the parties and is not due to violation of M.O.A. In such case, 50% of the security deposit will be forfeited by the hospital.
- 29. Single Point Responsibility :** The SECOND PARTY shall be solely responsible for acts and performance of the Medical personnel, ethical and professional code of conduct for Medical services to be provided to the employees of Mizoram Government, administration, cleanliness, control of infections and full and true implementation of the Terms and Conditions of this M.O.A. and Guidelines
- 30. Dispute Resolution :** If any dispute of difference arises between the parties relating to any matter arising from or touching upon this agreement, the same shall be referred to the Empanelment Committee, Govt. of Mizoram for resolution. On failure to resolve the issue , the Empanelment Committee may put forward the matter to the Law Court in Aizawl, Mizoram.
- 31. Clause of Rates :** The rates shall be charged as per the 'Mizoram Universal Healthcare Scheme' notified by the Government of Mizoram vide Notification No.D12016/2/2025-HFW/MUHCS/3. Dated Aizawl, the 18<sup>th</sup> March, 2025 and as amended from time to time.



**31. Entitlement for various types of wards and cabins :** The employees of the Govt. of Mizoram are entitled to facilities of private, semi-private or general ward depending on their pay drawn in pay band / pension. This entitlement are amended from time to time and the latest order in this regards is to be followed.

**32. Changes in infrastructure / staff :** The SECOND PARTY shall immediately communicate to the Empanelment Committee about any change in the facilities and services offered. The new establishment of the same hospital shall attract a fresh inspection for consideration of continuation of empanelment.

**IN WITNESS WHEREOF,** the parties have caused this agreement to be duly executed through their authorized representative as of the date, month and year set forth above as the date of execution of this MoA.

**For and on behalf of the  
First Party**

**Signature:**

**Name:**

**Designation:**

**For and on behalf of the  
Second Party**

**Signature:**

**Name:**

**Designation:**

**1) WITNESS**

**2) WITNESS**



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 notified rates.
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/ de-empanelment by the Government of Mizoram. The institution will be liable to pay compensation for any financial loss caused or physical and or mental injuries caused to its beneficiaries of the State Government.
5. The Hospital will pay damage to the beneficiaries if any injury, loss of part or death occurs due to gross negligence.
6. That the Hospital has not been derecognized / de-empanelment by any State Government or any other Organizations, after being empanelled.
7. That no investigation by central Government / State Government or any statutory investigating agency is pending or contemplated against the Hospital
8. I hereby, on behalf of Hospital ..... agree to abide by the terms and conditions laid down by the Government of Mizoram and further amendments from time to time.
9. That the Hospital will cooperate and implement any Government Scheme which may be Central or State relating to Health Care, if the Government of Mizoram is of the opinion that they should do so.

Signature

Head of Institution / Authorized Signato



CHECK LIST FOR EMPANELMENT

Sl. No.	Parameters	Objective/element	Yes	No/NA	Comments/Remark
1	Infrastructure				
		Beds: More than 5 beds (Single speciality) More than 25 beds (General/Multispecialty)  Spacing of beds, 1 mtr  Basic amenities in the ward			
		Clean public toilets, potable water, clean and safe environment			
		Disable friendly			
		Corridors at least 1.5 - 2mtrs wide			
		Signage at appropriate place			
		Parking space			
		Fire safety			
		Hospital waste disposal system			
		24 hr electricity and generator facility			
2	Human Resource				
		Qualified medical, paramedical and supporting staffs as per scope of service			
3	Services as per minimum standards				
		24 hrs emergency service as per guideline norms			
		ICU/HDU service as per guideline norms			
		OT service as per guideline norms			
		Ambulance service			
		Essential laboratory diagnostic service as per guideline norms			



		Radio-diagnostic services as per guideline norms		
		CSSD or standard sterilization service		
		Dietary service		
		Security service		
		Record maintenance		
		Proper medicine storage		
		Record Maintenance		
		Standard Treatment Guidelines		
		Any other services		
4	Documents			
		Private Ltd Company /partnership firm registration/Proprietorship		
		Registration under Societies Registration act 2001		
		Rental lease agreement Registration		
		Plan approval and Occupancy certificate of the building		
		Approval for high tension for electricity		
		NOC from Fire department		
		NOC from Pollution Control Board		
		Registration under CEA or State Regulatory Act		
		License for operating kitchen		
		Pharmacy License		
		License under NDPS Act		
		Registration/License under PNDT Act		
		License under AERB /BARC		
		License for operating lifts		
		License for possession of rectified/ denatured Spirit		
		Ambulance Registration		
		License/Registration under Mental health Care Act		
		Registration under Transplantation of Human Organs Act 1994		



		Registration under MTP Act			
		License for operating blood bank			
		Audited balance sheet for last 3 years			
		Accreditation certificate			
		Tax Clearance Certificate			
		Rate List of services			
		Inspection and Calibration of equipments certificate			
		PAN Card			
		List of medical and health care staffs with qualification and registration number			
5	Policies/procedure documents				
		SOP for hospital services			
		SOP for handling of medical records			
		SOP for adverse drug reaction, adverse surgical events etc			
		SOP for safe use of blood and blood products			
		SOP for waste disposal			
		SOP for maintenance of equipments			
		Disaster Management plan			
		Grievance redressal system			
		Action on sentinel events			