

**Department of Medical, Health and Family Welfare**

**Government of Uttar Pradesh**

**Request for Qualification cum Request for Proposal (RFQ cum RFP)**

**for**

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**Selection of Service Provider for 108 Emergency Medical Transport Services in Uttar Pradesh**

**PART – II: CONTRACT**

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**Bid Ref. No.: UPMSCL/EQ/RFP/RFQ/15/25/R-Ten**

**Department of Medical, Health & Family Welfare,**

**Government of Uttar Pradesh (GoUP)**

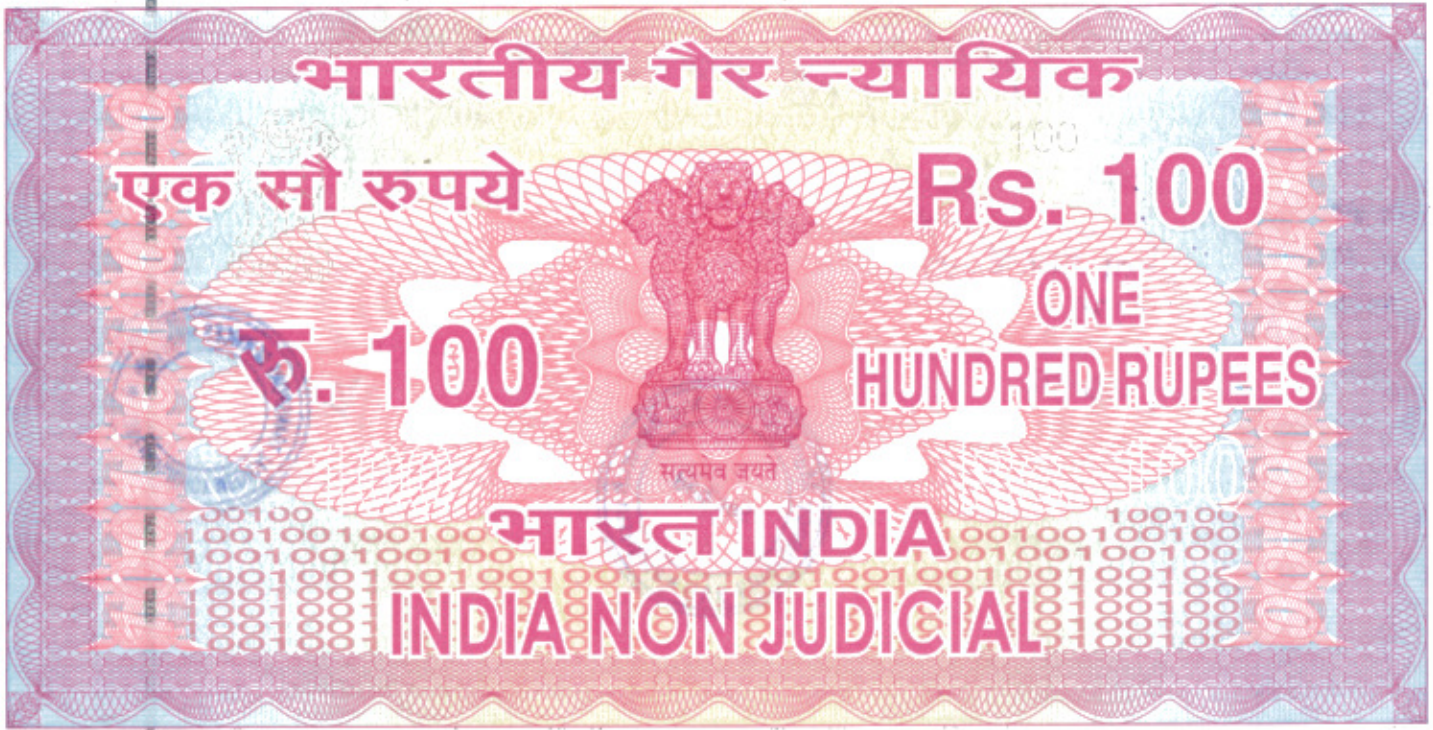
5<sup>th</sup> Floor, Room No. 516, Vikas Bhawan , Janpath Market,

Vidhan Sabha Road, Hazrat Ganj, Lucknow-226 001

**April 2019**

**West Cluster**





उत्तर प्रदेश UTTAR PRADESH

ET 392442

**EMERGENCY MEDICAL TRANSPORT SERVICES CONTRACT**

THIS EMTS CONTRACT ("Contract") is entered into at Lucknow on this 15<sup>th</sup> day of April, 2019 ("Effective Date"),

Amongst:

1. **Governor of Uttar Pradesh, acting through the Director General, Medical and Health Services, Department of Medical Health & Family Welfare, Government of Uttar Pradesh Swasthya Bhawan, Kaiserbagh, Lucknow - Uttar Pradesh** (hereinafter referred to as "**the Authority**" which expression shall unless repugnant to the context or meaning thereof include its administrators and assigns) of the First Part;

AND

2. **108 Emergency Medical Transport Services West (UP), a company incorporated under the provisions of the Companies Act, 2013, having CIN: U85100TG2019NPL131388 and, having its registered office at Survey No. 670 & 671, EMRI, Devar Yamzal, Medchal Road, Secunderabad-500078, Rangareddi, Telangana, India** (hereinafter referred to as the "**Service Provider**" which expression shall unless repugnant to the context or meaning thereof include its successors) of the Second Part;

AND

3. **GVK Emergency Management & Research Institute, a society registered under the provisions of the Andhra Pradesh Societies Act 2001, and having its registered office at Paigah House, 156-159, Sardar Patel Road, Secunderabad-500003, Andhra Pradesh, India** (hereinafter referred to as the "**Selected Bidder**" or "**Confirming Party**" which expression shall unless repugnant to the context or meaning thereof include its successors) of the Third Part.

*Radmaksh Singh*  
by

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जिम्हिल्ला एंव स्वास्थ्य सेव  
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Dr. Anil Kumar  
UP

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लाइसेंस नंबर 196  
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Authority, Service Provider and the Selected Bidder or Confirming Party are hereinafter referred to individually as "**Party**" and jointly as "**Parties**".

**WHEREAS:**

- A. The Authority is desirous of engaging the Service Providers to operate and manage Emergency Medical Transport Services in 75 (seventy five) districts of the State of Uttar Pradesh divided in two clusters- East & West for the benefit of the general population.
- B. The Authority had accordingly invited proposals by its Request for Proposal No. UPMSCLEQ/RFP/Rfq/15/25 /R-Ten dated 13<sup>th</sup> July 2018 re-tendered on 11<sup>th</sup> December 2018 (the "**Request for Proposal**" or "**RFP**") for cluster West under a single-stage bid process from interested parties pursuant to which the Authority declared GVK Emergency Management & Research Institute as the Selected Bidder and issued the Letter of Intent No. 4539/EQ/UPMSCLEQ/2019 dated 23<sup>rd</sup> February 2019 (hereinafter called the "**LOI**") to it.
- C. The Selected Bidder accepted the LOI and returned to the Authority a duplicate copy of the LOI duly signed by its Authorized representative in token of acceptance thereof.
- D. One of the requirements of the RFP was that the Selected Bidder shall incorporate a Special Purpose Vehicle (SPV) for execution of the Project and the Selected Bidder has since promoted and incorporated the Service Provider as a company under the Companies Act, 2013.
- E. By its letter dated 10<sup>th</sup> April 2019, the Service Provider has also joined in the said request of the Selected Bidder to the Authority to accept it as the entity which shall undertake and perform the obligations and exercise the rights of the Selected Bidder including the obligation to enter into this Contract pursuant to the LOI. The Service Provider has further represented to the effect that it has been promoted by the Selected Bidder for the purposes hereof.
- F. The Authority has agreed to the said request of the Selected Bidder and the Service Provider, and has accordingly agreed to enter into this Contract with the Service Provider for execution of the Project on the terms and conditions set forth hereinafter, subject to the Selected Bidder also signing this Contract as the Confirming Party.
- G. The Service Provider has complied or has undertaken to comply with all the conditions contained in the RFP enabling the signing of this Contract.

**NOW, THEREFORE**, in consideration of the foregoing and the respective covenants and agreements set forth in this Contract, the receipt and sufficiency of which is hereby acknowledged, and intending to be legally bound hereby, the Parties agree as follows:

  
(डॉ० पदमाकर सिंह)  
महानिदेशक,  
विविधता एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



## ARTICLE 1

### DEFINITIONS AND INTERPRETATION

#### 1. General

##### 1.1 Definitions

All capitalised terms used in this Contract shall, unless the context otherwise requires, have the meanings ascribed to them in Article 19 of this Contract.

##### 1.2 Interpretation

1.2.1 Reference to the singular shall include reference to the plural and vice-versa and a reference to any gender shall include a reference to the other genders, except where the context otherwise requires.

1.2.2 The headings in this Contract are included for ease of reference, and shall not affect the meaning or the interpretation of this Contract.

1.2.3 The Schedules to this Contract form an integral part of this Contract and will be of full force and effect. The provisions of this Contract and the Schedules hereto shall be interpreted harmoniously.

1.2.4 The preamble and the recitals shall form an integral part of this Contract and shall be interpreted harmoniously.

1.2.5 Unless the context otherwise requires, a reference to any clause, recital, schedule shall be to a Clause, Recital, Schedule of this Contract respectively, except where the context otherwise requires.

1.2.6 Reference to any law or regulation having force of law includes a reference to that law or regulation, as amended, modified, supplemented, extended or re-enacted from time to time.

1.2.7 Reference to time shall, except where the context otherwise requires, be construed as a reference to Indian Standard Time. Any reference to calendar shall be construed as reference to the Gregorian calendar.

1.2.8 The words "include" or "including" shall be deemed to be followed by "without limitation" or "but not limited to" whether or not they are followed by such phrases.

1.2.9 Unless the context otherwise requires, any period of time referred to shall be deemed to expire at the end of the last date of such period.

1.2.10 In case of any discrepancy between words and figures, the words shall prevail over the figures.


1.2.11 Whenever provision is made for the giving of notice, approval or consent by any Person, unless otherwise specified, such notice, approval or consent shall be in writing and the words "notify" and "approve" shall be construed accordingly.

1.2.12 Provisions including the word "agree", "agreed", "agreement" require the agreement to be recorded in writing.

1.2.13 The terms "written" or "in writing" mean hand-written, type-written, printed or electronically made, and resulting in a permanent record.

1.2.14 Any reference to a document is to that document as amended, varied or novated from time to time otherwise than in breach of this Contract or that document.



  
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उत्तर प्रदेश।



### 1.3 Communications

Wherever this Contract provides for the giving or issuing of approvals, certificates, consents, determinations, notices and requests, these communications shall be:

- (a) in writing and delivered by hand (against receipt), sent by mail or courier, or transmitted using any of the agreed systems of electronic transmission as stated in Clause 18.3 (Notices); and
- (b) delivered, sent or transmitted to the address for the recipient's communications as stated in the Contract. However:
  - (i) if the recipient gives notice of another address, communications shall thereafter be delivered accordingly; and
  - (ii) if the recipient has not stated otherwise when requesting an approval or consent, communications may be sent to the address from which the request was issued.

### 1.4 Language

All notices required to be given by one Party to the other Party and all other communications, documentation, proceedings and matters which are in any way relevant to this Contract shall be in writing and in English language.

### 1.5 Priority of agreements and errors/discrepancies

This Contract, and all other agreements and documents forming part of this Contract are to be taken as mutually explanatory and, unless otherwise expressly provided elsewhere in this Contract, the priority of this Contract and other documents and agreements forming part hereof shall, in the event of any conflict between them, be in the following order:

- (a) this Contract read with Schedules;
- (b) Letter of Intent;
- (c) Request for Proposal; and
- (d) all other agreements and documents executed by and between the Parties

In-case of any discrepancy or conflict between the provisions of the above documents, the provisions of the documents mentioned prior in the above order shall prevail over the provisions of the documents mentioned subsequently in the above order.

### 1.6 Joint and Several Liability

If the Service Provider constitutes (under Applicable Laws)/is a joint venture or consortium, then regardless of the appointment of Lead Member, and Consortium acting through it, the consortium members shall have the following obligations:

- (a) these persons shall be deemed to be jointly and severally liable to the Authority for the performance of the Contract;
- (b) these persons shall notify the Authority of their leader who shall have authority to bind the Service Provider and each of these persons; and
- (c) the Service Provider shall not alter its composition or legal status without the prior consent of the Authority.



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## ARTICLE 2

### REPRESENTATIONS AND WARRANTIES

#### 2. Representations and Warranties of the Service Provider

The Service Provider hereby represents and warrants to the other Party as follows:

##### 2.1.1 Due Organisation

It is a company duly organised, validly existing and in good standing under the Applicable Laws of the jurisdiction where it is incorporated and has all requisite power and authority to own and operate its business and properties and to carry on its business as such business is now being conducted and is duly qualified to do business in India and in any other jurisdiction in which its performance of the Contract makes such qualification necessary.

##### 2.1.2 Due Authorization; Binding Obligation

It has full power and authority to execute and deliver the Contract and to perform its obligations hereunder and to carry out the transactions contemplated hereby, and the execution, delivery and performance of the Contract by it have been duly authorized by all necessary action on its part. This Contract has been duly executed and delivered by it and is such Party's legal, valid and binding obligation enforceable in accordance with its terms.

It has taken all necessary corporate and other action under Applicable Laws and its constitutional documents to authorize the execution, delivery and performance of this Contract.

##### 2.1.3 No Insolvency

It is not in liquidation or subject to an administration order and no administrator, administrative receiver or receiver has been appointed over the whole or a substantial part of its property, assets or undertaking, and no equivalent or analogous event has occurred.

##### 2.1.4 Non-Contravention

The execution, delivery and performance of the Contract by it and the consummation of the transactions contemplated hereby do not and will not contravene the certificate of incorporation, constitutional documents, or by-laws of such Party, and do not and will not conflict with or result in a breach of or default under any indenture, mortgage, lease, agreement, instrument, judgment, decree, order or ruling to which such Party is a party or by which it or any of its properties is bound or affected.


##### 2.1.5 Commercial Interest

The entry into and performance of the Contract by it is in its commercial interest and to its corporate benefit and it has assessed and satisfied itself as to the existence of such corporate benefit.

##### 2.1.6 Regulatory Approvals

All governmental or other authorisations, Approvals, orders or consents required (if any) in connection with the execution, delivery and performance of the Contract by the respective Party have been obtained (or will be obtained in a timely manner) to allow Ambulance Services during the Term of this Contract.



  
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## 2.1.7 Compliance with Applicable Laws

It has not contravened any Applicable Laws on the Effective Date, which contravention would have an adverse effect on the Project or any license, registration, permission, consent or approval held by it in relation to the Project. Further, it has not violated any Intellectual Property Right related laws, rules and regulations, nor does any infringement of any Intellectual Property Rights of any third party exists.

2.1.8 All the information furnished in the Bid is, and shall be, true and correct as on the Effective Date and the balance sheet and profit and loss account of the Service Provider for its every accounting years after the Effective Date furnished to the Authority shall give true and fair view of the affairs of the Service Provider.

2.1.9 The execution, delivery and performance of this Contract will not conflict with, result in the breach of, constitute a default under or any covenant, agreement, understanding, decree or order to which, it is a Party or by which it or any of its properties or assets is bound or affected.

2.1.10 There are no actions, suits, proceedings, or investigations pending or, to the Service Provider's knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of or constitute a default of the Service Provider under this Contract or which individually or in the aggregate may result in any adverse effect on its business, properties or assets or its condition, financial or otherwise, or in any impairment of its ability to perform its obligations and duties under this Contract.

2.1.11 It has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any government agency which may result in any adverse effect or impairment of the Service Provider's ability to perform its obligations and duties under this Contract.

2.1.12 No representation or warranty by the Service Provider contained herein or in any other document furnished by it to the Authority, or to any governmental agency in relation to applicable permits contains or will contain any untrue statement of material fact or omits or will omit to state a material fact necessary to make such representation or warranty not misleading.

2.1.13 It warrants that no sums, in cash or kind, have been paid or will be paid by or on behalf of the Service Provider, to any person by way of fees, commission or otherwise for securing or entering into this Contract or for influencing or attempting to influence any officer or employee of Authority in connection therewith. It shall duly renew and maintain Performance Security at all times up till 6 (six) months after the expiry of the Term in full force and effect in accordance with the provisions of this Contract.

2.1.14 Intentionally Left Blank

2.1.15 The Service Provider undertakes to observe the highest standard of ethics during the performance of the work under this Contract without indulging in any Corrupt, Fraudulent, Collusive or Coercive Practices. For the purposes of this provision, the terms set forth below shall have the meaning assigned to them as follows:

- a. **"Corrupt Practice"** means the offering, giving receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any party in the procurement process or the execution of a contract;



- b. **"Fraudulent Practice"** means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
- c. **"Collusive Practices"** means a scheme or arrangement between two or more Service Providers, with or without the knowledge of Authority, designed to influence the action of any party in the procurement process or execution of the contract; and
- d. **"Coercive Practices"** means harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of the contract.
- 2.1.16 The Service Provider acknowledges that prior to the submissions of the Bid, the Selected Bidder had after a complete and careful examination made an independent evaluation of all the information provided by the Authority and had determined to the Selected Bidder's satisfaction the nature and extent of such difficulties, risks and issues as are likely to arise or may be faced by the Service Provider in the course of performance of its obligations hereunder.
- 2.1.17 The Service Provider acknowledges and hereby accepts the risk of inadequacy, mistake or error in or relating to any of the matters set forth above and hereby confirms that the Authority shall not be liable for the same in any manner whatsoever to the Service Provider.
- 2.1.18 The Selected Bidder Confirms that it has incorporated the Service Provider as SPV to execute the Project according to the terms and conditions of this Contract and the Selected Bidder shall be liable for all the acts and omissions of the Service Provider relating to the Project during the Term.

## 2.2 Representations and Warranties of the Authority

The Authority represents, warrants and covenants to the Service Provider that:

- a. it has full power and authority to execute, deliver and perform its obligations under this Contract and to carry out the transactions contemplated herein and that it has taken all actions necessary to execute this Contract, exercise its rights and perform its obligations, under this Contract;
- b. it has taken all necessary actions under Applicable Laws to authorise the execution, delivery and performance of this Contract;
- c. it has the financial standing and capacity to perform its obligations under this Contract;
- d. this Contract constitutes a legal, valid and binding obligation enforceable against it in accordance with the terms hereof;
- e. it has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Instrumentality which may result in any Material Adverse Effect on the Authority's ability to perform its obligations under this Contract; and
- f. it has good, legal and valid right and title to the Existing Project Facilities, and has the power and authority to handover such Existing Project Facilities to the Service Provider for the development of the Project in accordance with the terms of this Contract.




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उत्तर प्रदेश।



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### 2.3 Continuing Representations

Each representation and warranty given by the Parties in this Article 2 (Representations and Warranties) and elsewhere in the Contract shall be deemed repeated on a continuing basis throughout the term of the Contract.



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## ARTICLE 3

### SCOPE OF THE PROJECT AND VARIATION OF WORK


#### 3. PURPOSE

The purpose of this Contract is to provide and manage Ambulance Services in Area of Operation for responding to medical emergencies and transporting the patient to the nearest Community Health Centre or District Hospital within the shortest possible time. The Ambulance Services will be coordinated through an Emergency Response Centre ("ERC") which shall be accessible through a toll free number.

#### 3.1 SCOPE OF PROJECT

3.1 The Scope of the Project (the "Scope of Project") shall mean and include, during the Term:

- (a) Taking over of the presently deployed fleet of 462 Ambulances in the Western cluster in accordance with the timelines and in the manner set out in this Contract, as well as setting-up of the ERC using the existing equipment and technology including software provided by the Authority, as set forth in Schedule 1 and in conformity with the Specifications set forth in Schedule 6 and the provisions of this Contract;
- (b) The Service Provider shall be obligated to ensure seamless integration and shall consolidate the ERC software, the fleet management application, the GPS tracking application and other software and applications which are being operated as part of the Project in order to increase the effectiveness and accessibility of the Ambulance Services as set forth in Schedule 1 and in conformity with the provisions of this Contract; Furthermore, the Service Provider shall ensure that all software mentioned above and the data generated therein are automatically interlinked and is made interoperable with the mobile based application designed for the Project. Provided further that the Service Provider shall be obligated to further develop the mobile application so as to ensure that data can be accessed on the mobile application;
- (c) Arrange the suitable premises at its own cost to set-up ERC, with a dedicated office space for the Authority under such premises for easy monitoring of the Project as set forth in Schedule 1 and in conformity with the Specifications set forth in Schedule 6 and the provisions of this Contract;
- (d) Provide Ambulance Services as set forth in the Schedule 1 and this Contract, operate and maintain the Project Facilities in term of this Contract;
- (e) The Service Provider shall be responsible for operation and maintenance of Additional Ambulances beyond the existing Ambulances, which the Authority shall hand over prior to the Commencement Date and such Additional Ambulances shall be operationalized within 120 (one hundred and twenty) days from the date of handover of that particular Additional Ambulance; It is further understood that such Additional Ambulances shall, when introduced, form an integral part of the Ambulance Services, and for such Additional Ambulances, the terms and conditions of this Contract shall apply mutatis mutandis;
- (f) Performance and fulfilment of all other obligations of the Service Provider in accordance with the provisions of this Contract and matters incidental thereto or

  
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necessary for the performance of any or all of the obligations of the Service Provider under this Contract;

- (g) The Service Provider shall ensure that data and information generated from the ERC software, fleet management application and the GPS tracking application and any other Project related software shall be made accessible to the Authority for the purpose of verification of the invoice generated by the Service Provider, in a form and manner which is acceptable to the Authority for the smooth implementation of the Ambulance Services;
- (h) In case of the Ambulance is being used for events like religious fairs and festivals, police/army recruitments, and if the Ambulance is stationed at a particular place for one shift, i.e. 12 (twelve) hours, then such Ambulance would have deemed to have completed 2.5 (two point five) trips for which a credit of 2.5 (two point five) trips shall be admissible and in case the Ambulance has been stationed round the clock, i.e. two shifts, then such Ambulance would have deemed to have completed 05 (five) trips and credit of 05 (five) trips shall be admissible;
- (i) The Service Provider shall be responsible for developing a web based application for the purpose of monitoring the Key Performance Indicators of the Project ("**Monitoring Application**"). This Monitoring Application shall be developed by the Service Provider solely under the instructions of the Authority and as per the format and specifications provided by the Authority from time to time. The Authority shall have the right to trial the operation of this Monitoring Application prior to its introduction and operation so as to ensure that it is operating in a manner which is to the satisfaction of the Authority and that the Monitoring Application is capable of monitoring the adherence to the Key Performance Indicators;
- (j) Provide the Maintenance Services as set forth in Clause 12, Schedule 1 and elsewhere in this Contract as well as in accordance with Good Industry Practice.

### 3.1 A Additional Obligations

The Service Provider shall be obligated to perform the following activities during the Term of the Contract in addition to the Scope of Project as per the instructions and directions of the Authority ("**Additional Obligations**"):

- (a) Integrate the Project with the any other emergency services if so directed by the Authority, in accordance with the timelines, manner and mechanism specified by the Authority. The Service Provider shall ensure that the level of integration with other emergency services shall be such that calls can be seamlessly transferred from the ERC to the other emergency services and vice versa; and
- (b) Integrate and connect the mobile application of the Project with the Hospital Management and Information System (HMIS) installed by the Authority at each medical facility so as to enable the Ambulance driver to ascertain the medical services available at such medical facility; The HMIS shall be introduced as per the timelines determined by the Authority.

As and when the Authority directs the Service Provider to fulfil these Additional Obligations, these shall be, subject to and in accordance with Article 3A, treated as an event of Variation.

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For the avoidance of doubt, the Additional Obligations shall not be included in the Scope of Project and are in addition to the Scope of Project mentioned in Clause 3.1.


- 3.2 Unless otherwise expressly mentioned in this Contract, the execution of relevant Scope of Project by the Service Provider shall be strictly according to the applicable Specifications, and/or other directions/requirements of the Authority issued subject to and in accordance with terms hereof.
- 3.3 Any Ambulance (Ambulances taken over by the Service Provider) which are handed over and it is discovered at such time of handover that the defects mentioned in the Punch List are not rectified, the Authority shall ensure that such defects shall be rectified/modified/repared by the Existing Operator at its own cost and responsibility.
- 3.4 The Service Provider shall not assign or subcontract the whole of its Maintenance Services. However, the Service Provider may subcontract a part of its Maintenance Services to any third party with the prior permission of the Authority in the manner laid down in Clause 9.2. However, it is understood that such sub-contracting shall not relieve the Service Provider from any of its obligations under this Contract, and the Service Provider shall be liable for its entire Scope of Project as if none of it has been subcontracted to any third party and the entire Scope of Project has been executed by the Service Provider itself. In case of any defaults and omissions committed by any Sub-Service Provider or its agents, the Service Provider shall be responsible for rectifying such defaults and omissions.

3.5 **Ambulances, Area of Operation & Expansion in the no of Ambulances**

The total no. of Ambulances under this Contract shall include total 683 (Six hundred and eighty three) Ambulances - The Service Provider shall provide the Ambulance Services in West Cluster of Uttar Pradesh as per Schedule 10 and any new division(s)/ district(s) carved out of existing divisions(s)/ district(s) shall also form a part of Area of Operation. The Service Provider may also need to transport the patient to neighbouring health facilities in Chandigarh and NCR.

The Authority may, at its sole discretion, at any time decide to increase the number of Ambulances, if so required, by up to 50% (fifty percent) on the same terms and conditions during the Term. For the avoidance of doubt the payment for operation of such Ambulances shall be made at the same rates which are being charged for the other Ambulances in that particular year of the Term.

3.6 **Commencement of Ambulance Services**

  
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The Service Provider shall commence the Ambulance Services in accordance with the terms hereof after fulfilment of the all the Conditions Precedent by the Parties as per timelines specified in the Article 4 of this Contract ("**Commencement Date**"). Post the Commencement Date, the Ambulances shall be handed over by Authority in phased manner to the Service Provider, which will be recorded by way of jointly executed memorandum and drawing up of related inventory by authorised representative of the Parties, confirming or otherwise the Punch List as well in accordance with the timelines specified in the handover schedule provided herein in Schedule 2. Upon handover of the Ambulances within the relevant Phase, the Service Provider shall immediately operationalize the Ambulance Services for the Ambulances so received and upon such operationalization of the Ambulance Services for the Ambulances which have been handed over, the obligations and the KPIs specified in the Contract shall apply. However, if any deviation from Punch List is determined, then Authority shall promptly procure the rectification thereof from the Existing Operator or bear the cost itself, and to the extent of such deficiency, the KPIs shall not apply.

For the purposes of clarification, for the remaining Ambulances which are yet to be handed over, the Existing Operator shall continue operating those Ambulances.

### 3.7 Handover of existing Ambulances

After the Commencement Date, the existing 462 Ambulances shall be handed over in two phases as detailed in Schedule 2. In each phase, 50% (fifty per cent) of the Ambulances shall be handed over to the Service Provider in such a manner that for each district 50% (fifty per cent) of the existing Ambulances earmarked/allocated for that district is handed over. The detailed timelines for achievement of each Phase has been specified in the handover schedule mentioned in Schedule 2. The specific Ambulances which are to be handed over in each Phase shall be identified by the Authority.

In each Phase and in each district, the existing Ambulances shall be handed over by the Existing Operator to the CMO of the district or any other official designated by the Authority and the CMO/designated official shall in turn hand over the Ambulances to the Service Provider at the time and location specified by the Authority.

The CMO/designated official while facilitating the handover operation shall execute a joint memorandum for inventorization of the assets and their comparative status with Punch List items so as to verify and confirm whether the defects mentioned in the Punch List have been cured. If the defects in the Punch List have not been cured, then the Authority shall ensure and procure that such defects are cured by the Existing Operator or Authority shall undertake the remedial activities and bear the cost thereof.

Upon completion of handover of each Phase, the Service Provider shall ensure that they are in compliance with the Specifications laid down in the Contract, and is operationalized from next day of the handover date for each Phase so as to ensure that there is minimal disruption in the Ambulance Services.

In this regard the Parties agree that in respect of the Ambulances handed over as per the mechanism mentioned above to the Service Provider, all the incoming calls to the Toll Free Number shall land at the ERC which is operationalized by the Service Provider and shall be directed to the Ambulances which have been handed over to the Service Provider.

However, in respect of the Ambulances still in the possession of the Existing Operator, though the call will land at the ERC operated by the Service Provider, the calls will be relayed/directed to the Existing Operator for dispatch of the Ambulances in the possession and control of the Existing Operator. In this regard the Authority shall ensure and procure the required coordination by issuing necessary instructions to the Existing Operator till the completion of handover of all the existing Ambulances to the Service Provider.

### 3.8 Introduction of Additional Ambulances

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The Parties clearly understand, confirm and agree that the Authority shall handover the Additional Ambulances prior to or on the Commencement Date and the Service Provider shall within 120 (one hundred and twenty) days from the date of handover of that particular Additional Ambulance ensure that each Additional Ambulance is equipped and refurbished in accordance with the Specifications mentioned in Schedule 6 as well as operationalized. Upon completion of such refurbishment and equipping, the Service Provider shall intimate the Authority to conduct appropriate tests to verify and certify that the Additional Ambulances are equipped as per specified specifications and manpower deployed therein, and are ready to be put into operation in compliance with terms of the Contract. The tests shall either be conducted by the Authority itself or by an independent third party appointed by the Authority. If the tests are successful, the Authority shall issue a certificate of road worthiness for such Additional Ambulances and upon such certification, the Additional Ambulances shall be put to operation as part of the Ambulance Services by the Service Provider. In case any deficiency is detected pursuant to such tests, the Service Provider shall promptly address and cure the same to procure the verification as per aforesaid process so as to put the Additional Ambulances in operation. For the avoidance of doubt the process of refurbishment and equipping of the Additional Ambulances, the testing to be conducted by the Authority and operationalization of the Additional Ambulances by the Service Provider shall happen within 120 (one hundred and twenty) days from the date of handover of that particular Additional Ambulance.

In case the Service Provider fails to operationalize these Additional Ambulances within the stipulated period of 120 (one hundred and twenty) days after the date of handover of that particular Additional Ambulance, the Service Provider shall be given an extension of 10 (ten) days provided that in these 10 (ten) days Damages shall be levied at the rate of 0.05% (zero point zero five per cent) of the Performance Security per Ambulance per day of delay.

If the Service Provider fails to operationalize the Additional Ambulances within these 10 (ten) days as well, the same shall be treated as an event of default and the Authority shall have the right to terminate the Contract in accordance with Article 15.

### 3.9 Replacement of old Ambulances

The Authority shall ensure that the existing Ambulances which have travelled distance more than the distance specified in G.O. or are older than the years specified in G.O. shall be replaced as early as possible and furthermore, during the Term, all Ambulances which travel distance more than the distance specified in G.O. or are older than the years specified in G.O., shall be replaced by the Authority in accordance with the mechanism laid down in Clause 8.1.2 (ix). As and when the same are replaced subject to and in accordance with terms hereof, the mechanism for conduct of test and certification for operational and roadworthy condition shall be as per the provisions in Clause 3.8. Prior to each such handover the Authority shall notify the Service Provider communicating the date of handover, the maximum time period for equipping and operationalizing the Ambulances and the long stop date for commencement of operation of these Ambulances thereof, provided that this long stop date for commencement of operation shall not be more than 120 (one hundred and twenty) days from the date of handover of such Ambulance by the Authority to the Service Provider. On or before the notified long stop date, the Service Provider shall be required to make the Ambulances compliant with the requirements of the Contract and make the Ambulances operational.



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## ARTICLE 3A

### VARIATION

#### 3A.1 Variation

The Authority may, notwithstanding anything to the contrary contained in this Contract, require the provision of additional services which are not included in the Scope of the Project mentioned in Clause 3.1 (the "**Variation**"). Any such Variation shall be made in accordance with the provisions of this Article 3A and the costs thereof shall be borne by the Authority in accordance with Clause 3A.3.


For the purpose of clarification, a Variation shall also include any of the Additional Obligations.

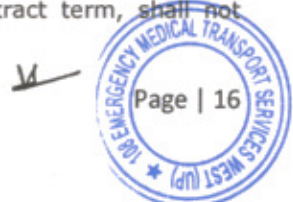
#### 3A.2 Procedure for Variation

- (a) In the event of the Authority determining that a Variation is necessary, it shall issue to the Service Provider a notice specifying in reasonable detail the services contemplated thereunder ("**Variation Notice**").
- (b) Upon receipt of the Variation Notice, the Service Provider shall provide the Authority with a detailed plan as to the manner in which it shall effectuate and implement such Variation. The Service Provider shall also provide the Authority with an estimate regarding the estimated costs and the time that will be required in implementing such Variation. The Service Provider shall intimate the Authority as to whether there shall be any potential disruption in the Ambulance Services as a result of implementation of such Variation.
- (c) Upon receipt of the information mentioned above, in sub-clause b), the Authority shall in mutual discussion with the Service Provider decide upon the time required and the costs of implementing such Variation. The Authority may seek the support of a third party in this regard. In case the Parties are unable to reach an agreement regarding the cost and time, the same shall be treated as a Dispute and shall be resolved in accordance with Article 17.
- (d) In case the cost, time and manner of implementation of the Variation is finalized by the Authority, it shall issue a variation order ("**Variation Order**") and the Service Provider shall forthwith begin with the implementation of the Variation.

#### 3A.3 Payment for Variation

- a) Within 7 (seven) days of issuing a Variation Order, the Authority shall make an advance payment to the Service Provider a sum equal to 20% (twenty per cent) of the cost of respective Variation Order as agreed hereunder.
- b) The Service Provider shall, after commencement of the work under the relevant Variation Order, present to the Authority invoices for payment in respect of the activities and works completed under the relevant Variation Order. In this regard, the Service Provider shall be required to provide documentation to support the invoices. Within 30 (thirty) days of receipt of such invoices, the Authority shall disburse to the Service Provider the remaining cost of relevant Variation Order after making a proportionate deduction for the advance payment made as per sub-clause a).
- c) The remaining cost of the Variation Order shall be paid by the Authority to the Service Provider within 30 (thirty) days of the receipt of the invoice from the Service Provider.
- d) Notwithstanding anything to the contrary contained in this Article 3A, all aggregate costs arising out of all Variation Orders issued during contract term, shall not

  
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exceed 10% (ten per cent) of the consideration being paid under this Contract for the entire Contract Term.

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## ARTICLE 4

### CONDITIONS PRECEDENTS

#### 4.1 Conditions Precedent

4.1.1 Save and except as expressly provided in Articles 4 and 8, or unless the context otherwise requires, the respective rights and obligations of the Parties under this Contract shall be subject to the satisfaction in full of the conditions precedent specified in this Clause 4.1 (the "**Conditions Precedent**").

4.1.2 The Authority shall be obligated to satisfy all of the Conditions Precedent set forth in this Clause 4.1.2 within 45 (forty five) days of the execution of this Contract:


- a) Handover the Additional Ambulances;
- b) Handover of 206 (two hundred and six) new Ambulances which shall be replacing the old Ambulances;
- c) The Authority shall ensure that the Service Provider is granted access to the existing Ambulances which are to be handed over and for this purpose ensure that the Existing Operator extends all necessary cooperation and assistance to the Servicer Provider; and
- d) Provide a written representation that the existing Ambulances are in operable condition and are ready to be handed over to the Service Provider, in Phases, as of the Commencement Date.

4.1.3 The Service Provider shall be required to fulfil the following Conditions Precedent within 45 (forty five) days from the date of execution of this Contract, unless waived by the Authority:

- (a) procure all required Approvals for implementing the Project;
- (b) Equip and operationalize ERC services with at least 74 seats to receive emergency calls and assign Ambulances. The Service Provider agrees that without prejudice to this condition precedent obligations, the ERC seats for receiving emergency calls and dispatching Ambulances, associated equipment and manpower shall during the term of the Contract be increased in the ratio of 1 per 10 Ambulances added;
- (c) ensure that the Standard Operating Protocol and the Standard Ambulance Operating Protocol are prepared, finalized and approved by the Authority;
- (d) inspect and examine in presence of Authority's representative, the existing Ambulances which are in the possession of and being operated by the Existing Operator and prepare a detailed list of major and minor repairs/deficiencies/remedial aspects that is required ("**Punch List**") to be addressed by the Existing Operator /Authority and the Authority shall ensure and procure that the Existing Operator rectifies such defects identified in the Punch List or the Authority bears the cost thereof, so as to put the Ambulances in good working condition on the respective date of handover in each Phase;

For the purpose of Clause 4.1.3 (d) above, the Authority shall provide the necessary assistance, instruction, facilitation and coordination to ensure that the Service Provider gains access to the Ambulances which are in the possession of the Existing Operator;

- (e) ensure that the manpower and personnel for operating the Ambulance Services and for operating the ERC are deployed or demonstrably ready to be deployed, and a list of such personnel shall be handed over to the Authority;
- (f) ensure complete integration of the ERC software, GPS tracking application and fleet management system to the satisfaction of the Authority; and

  
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(g) develop and operationalize the Monitoring Application in accordance with the instructions of the Authority.

4.1.4. In the event that the Authority is unable to procure and handover Additional Ambulances to the Service Provider within the stipulated timeline, the Authority shall relax the response time to 20 (twenty) minutes for urban area and 30 (thirty) minutes for rural areas instead of 15 (fifteen) minutes for both rural and urban areas. For the avoidance of doubt, the Damages related to delay in response time, as enumerated in Schedule 5, shall be enforceable and payable by the Service Provider for non-adherence to the abovementioned response times of 20 (twenty) minutes and 30 (thirty) minutes, for urban and rural areas, respectively.

#### 4.2 Damages for delay by the Authority


In the event that (i) the Authority does not procure fulfilment of any or all of the Conditions Precedent set forth in Clause 4.1.2 within the period specified in respect thereof, and (ii) the delay has not occurred as a result of breach of this Contract by the Service Provider or due to Force Majeure, the Authority shall pay to the Service Provider, Damages in an amount calculated at the rate of 0.1% (zero point one per cent) of the Performance Security for each day's delay until the fulfilment of such Conditions Precedent, subject to a maximum of 10% (ten per cent) of the Performance Security. For avoidance of doubt, it is clarified that the Damages shall not be applicable for 4.1.2 (b) in the event of any delay as the same shall be considered as waived off as per the provisions of Clause 4.1.4 unless communicated otherwise by the Authority.

#### 4.3 Damages for delay by the Service Provider

In the event that (i) the Service Provider does not procure fulfilment of any or all of the Conditions Precedent set forth in Clause 4.1.3 within a period of 45 (forty five) days from the date of this Contract, and (ii) the delay has not occurred as a result of failure to fulfil the obligations under Clause 4.1.2 or other breach of this Contract by the Authority or due to Force Majeure, the Service Provider shall pay to the Authority Damages in an amount calculated at the rate of 0.1% (zero point one per cent) of the Performance Security for each day's delay until the fulfilment of such Conditions Precedent, subject to a maximum of the Performance Security.

#### 4.4 Failure to achieve the Commencement Date

If the limit of liability specified in Clause 4.2 or 4.3 is reached in respect of either party this Contract shall cease to be effective and binding and the parties shall have no further liability to each other save that, where the limit on the Service Provider's liability in Clause 4.3 has been reached or exceeded the Authority shall be entitled to encash the Bid Security and appropriate proceeds thereof as Damages (or, if the Bid Security has been substituted for the Performance Security, then the Authority shall be entitled to encash from the Performance Security an amount equal to the Bid Security).

  
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## ARTICLE 5

### TERM OF THE CONTRACT

#### 5. TERM OF THE CONTRACT

5.1 Subject to the terms and conditions contained hereinafter, this Contract unless otherwise terminated in accordance with the provisions of Article 15 herein, shall remain valid and in force for an initial period of 5 (five) years, which period shall be reckoned from the Commencement Date ("**Term**").


5.2 Unless otherwise terminated in accordance with the terms of this Contract, this Contract shall remain valid for the Service Provider till the expiry of the Term.

5.3 The expiry or termination of this Contract shall not affect any accrued rights, obligations and liabilities of the Parties from the Commencement Date, including but not limited to those specifically provided in this Contract nor shall it affect any continuing obligations which this Contract provides either expressly or by necessary implication, which are to survive its expiry or termination.

#### 5.4 Extension of Term

- (i) The Term of the Contract may be extended for an additional period on the same terms and conditions; provided Service Provider renders satisfactory performance of the Service during the initial Term ("**Extended Term**"). The satisfactory performance shall mean that the liquidated damages levied on the Service Provider till the completion of 4 years of the Contract, from the Commencement Date, has been lower than 10% (ten per cent) of the Performance Security amount.
- (ii) During the Extended Term, if any, the Service Provider shall be entitled for Monthly Contract Fee calculated on the basis of a 0% (zero per cent) increase over the original Monthly Contract Fee payable to the Service Provider during the last year of the original Term of the Contract.
- (iii) The Service Provider shall request the Authority, in writing, regarding its intention of extension of the Contract, 6 (six) months before the expiry of the Term of the Contract.
- (iv) The Authority shall request the Service Provider, in writing, regarding its intention of extension of the Contract, at any time before the expiry of the Term of the Contract.

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## ARTICLE 6

### PERFORMANCE SECURITY


6.1 The Service Provider has furnished a performance security in form of an irrevocable bank guarantee from a scheduled commercial bank ("**Performance Security**") to the Authority for a sum equivalent to Rs. 5,94,20,590 (Rupees Five Crore Ninety Four Lakh Twenty Thousand Five Hundred and Ninety Only) as per the format specified in Schedule 8 for due performance of its obligations under this Contract, which shall be valid and remain in force and effect up till 180 (one hundred and eighty) days after the expiry of the Term or Extended Term, if any. For the purpose of clarification, the amount for the Performance Security shall remain constant throughout the Term of the Contract and until the expiry of the Performance Security. Until such time the Performance Security is provided by the Service Provider in terms hereof, the Bid Security shall remain in force and effect, and upon such provision of the Performance Security pursuant hereto, the Authority shall release the Bid Security to the Service Provider within 15 (fifteen) days of submission of such Performance Security. In case the validity of Performance Security is expiring before the validity period specified in Clause 6.3, the Service Provider shall, at least 30 (thirty) days before the expiry of the Performance Security, replace the Performance Security with another Performance Security or extend the validity of the existing Performance Security, which shall remain valid and in force till the same is released in terms of the Clause 6.3. All costs associated with obtaining, providing and maintaining the relevant Performance Security shall be borne solely by the Service Provider. If the Service Provider fails to renew or extend the validity of its Performance Security, when required, then the Authority may encash the same in full as Damages.

#### 6.2 Appropriation of Performance Security

Upon occurrence of a Service Provider's default, the Authority shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate from the Performance Security, the amounts due to it for and in respect of such Service Provider's Default. Upon such encashment and appropriation from the Performance Security, the Service Provider shall, within 15 (fifteen) days thereof, replenish, in case of partial appropriation, to its original level the Performance Security, and in case of appropriation of the entire Performance Security by the Authority, provide a fresh Performance Security, as the case may be, failing which the Authority shall be entitled to terminate this Contract in accordance with Article 15. Upon replenishment or furnishing of a fresh Performance Security, as the case may be, as aforesaid, the Service Provider shall be entitled to an additional cure period of 30 (thirty) days for remedying the Service Provider's default, and in the event of the Service Provider not curing its default within such cure period, the Authority shall be entitled to encash and appropriate such Performance Security as Damages, and to terminate this Contract in accordance with Article 15.

#### 6.3 Release of Performance Security

The Performance Security shall remain in force and effect for the entire Term of the Contract and till 6 (six) months after the Term of the Contract. It shall be released after 180 (one hundred and eighty) days of the expiry of the Term or Extended Term of the Contract in accordance with this Contract.

  
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## ARTICLE 7

### OBLIGATION OF THE AUTHORITY

#### 7. OBLIGATIONS OF THE AUTHORITY

##### 7.1 Approvals

The Authority shall provide all required assistance and support to the Service Provider that may be required under law or otherwise for obtaining all Approvals which are required for the Authority to develop, construct, own and operate the Project. However, it is agreed and acknowledged by the Parties that the responsibility of obtaining all required Approvals shall be with the Service Provider, who shall obtain such Approvals in the name of the Authority. It is also acknowledged by the Service Provider that the Authority shall not in any way be responsible for the timely procurement of the Approvals so long as the Authority has provided its assistance as and when required by the Service Provider.

##### 7.2 Existing Project Facilities

The Authority, in accordance with the terms and conditions set forth herein, shall hand over the Existing Project Facilities to the Service Provider, for the duration of the Term and, for the purposes permitted under this Contract, and for no other purpose whatsoever.

##### 7.3 Authority's Representative

The Authority shall appoint a duly authorised representative ("**Authority's Representative**") to act on its behalf under this Contract. The Authority's Representative shall be such person whose name, address, contact number and designation have been provided by the Authority.


The Authority's Representative shall carry out the duties assigned to them, and shall exercise the authority delegated to them, by the Authority. Unless and until the Authority notifies the Service Provider otherwise by written notice, the Authority's Representative shall be deemed to have the full authority of the Authority under this Contract, except in respect of Article 15 (Termination).

If the Authority wishes to replace any person appointed as Authority's Representative, the Authority shall, within 2 (two) days of such replacement, give the Service Provider notice of the replacement's name, address, duties and authority, and of the date of appointment.

However, it is acknowledged by the Service Provider that any action, omission or failure to take action on part of the Authority's Representative under this Clause 7.3 shall not in any way relieve the Service Provider from its obligations under this Contract.

##### 7.4 Appointment of Committees, Agencies, etc.

The Authority at its discretion may constitute committees or appoint external agencies for the monitoring of performance, processing and verifying invoices/claims, handling disbursement of funds, etc. The Authority may from time to time appoint and reconstitute appropriate committees and agencies, to monitor and coordinate the work and services of the Service Provider and undertake various studies, investigation, inquiries, verifications, etc. as may be considered appropriate.

  
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## 7.5 General Obligations

The Authority shall:

- (a) procure new Ambulance(s) to be provided to Service Provider from time to time, in terms of this Contract; and
- (b) replacement of old worn out Ambulance in terms of the provisions of this Contract.
- (c) transfer Existing Project Facilities to the Service Provider;
- (d) be responsible for payment of the Monthly Contract Fee as mentioned in Article 10 of this Contract;
- (e) procure the Toll Free Number for the purpose of this Project during the Term and Extended Term;
- (f) ensure that it will provide and facilitate the space to park the Ambulances;
- (g) provide necessary assistance in implementation of the Project;
- (h) through a district level committee, which shall also have representation from the Service Provider and chaired by representative of the Authority (as per the directives issued by Government from time to time), decide on the deployment/re-deployment of Ambulances, at strategically selected locations, in order to attend all emergencies effectively and within specified response time;
- (i) instruct the district health society or District Hospital to provide all necessary assistance to the Service Provider and coordinate the smooth implementation and operation of the Project in the respective District. The Authority may also constitute a High Powered Committee to provide policy direction, assistance and regulations for the implementation and operation of the Project;
- (j) Intentionally Left Blank.
- (k) on receipt of written communication from the Service Provider regarding achievement of each Phase of the Project, the Authority shall within 15 (fifteen) days from the date of receipt of such communication, verify and issue a certificates for completion of each Phase to the Service Provider;
- (l) provide instructions, specifications and the format in which the Service Provider is to develop, operationalize and upgrade the Monitoring Application, from time to time.

## 7.6 Payments

The Authority shall make payments to the Service Provider in accordance with Article 10 (Monthly Contract Fee and Payment) in consideration of the Service Provider performing the Scope of Project and other obligations under this Contract.

  
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## ARTICLE 8

### OBLIGATIONS OF THE SERVICE PROVIDER

#### 8. OBLIGATIONS OF THE SERVICE PROVIDER


##### 8.1 General Obligations of the Service Provider

##### 8.1.1 Performance of Scope of Project

The Service Provider hereby acknowledges and agrees that it shall perform the Ambulance Services and the Maintenance Services forming part of the Scope of Project in accordance with this Contract and Applicable Laws.

##### 8.1.2 Project Facilities

- (i) Ownership of all the Project Facilities and Project Facilities for the purposes of the implementation of the Project shall vest with the Authority.
- (ii) The Service Provider shall make fully available all intellectual property that it may have relevant to the operation, management of Ambulances without any charge. The Service Provider shall ensure that any intellectual property developed and/or owned by the Service Provider itself in relation to provision of Ambulance Services will become the property of the Authority. In respect of the intellectual property for which the Service Provider has procured exclusive/non-exclusive license to use that intellectual property from a third party, such right shall be transferred to Authority upon expiry or earlier termination of the Contract, and Service Provider shall while negotiating the terms governing such licenses procure that Authority has the requisite step in rights.
- (iii) The Service Provider has no right, title or interest or any form of ownership rights over any of the Project Facilities. It is hereby clarified that the Service Provider shall not get any right, title or interest in the Ambulances including Aihn dditional Ambulances or any equipment, material, hardware and software either provided by Authority or procured/developed by Service Provider under this Contract and the Service Provider has no right to create any interest or title or any Encumbrance in relation to the Project Facilities in favour of any third party.
- (iv) The Service Provider shall ensure that all the Project Facilities that are deployed for the purpose of implementation of the Project, and shall be transferred in good working condition, upon the expiry of the Term or earlier Termination of the Contract, to Authority without any limitation and any additional burden, financial or otherwise on the Authority.
- (v) The Service Provider shall bear all costs and expenses relating to obtaining any user license or Approvals in favour of the Authority or for ensuring the due transfer of the Project Facilities to the Authority upon the expiry of the Term or earlier Termination of the Contract. The Service Provider shall ensure that all warranties and/or guarantees related to the Project Facilities that may be valid and existing at the time of expiry of the Term and/or earlier Termination of the Contract are also transferred to the Authority, as the case may be without any cost to the Authority.
- (vi) The Ambulances which are handed over upon the expiry of the Term or earlier Termination of the Contract, should be in operative and road worthy condition, although normal wear and tear is permissible. In case any Ambulance is found not to be road worthy, then the cost of repair or residual value of the vehicle assessed

  
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by a licensed surveyor, as per IRDA Rules shall be recovered from the Service Provider. Such a licensed surveyor shall be appointed by the Authority at its discretion and Service Provider shall agree to the evaluation results. All the costs related to repair/residual value/fee of licensed surveyor shall be borne by the Service Provider.


- (vii) The Service Provider shall maintain an asset register of the ERC equipment, detailing the equipment and technology including software provided by the Authority, and also include in the asset register the equipment/software/technology procured by the Service Provider. The Service Provider shall inform the Authority, before scrapping or replacing any equipment. All such replacement shall be at the cost of the Service Provider. In such a case the said scrapped/replaced equipment shall be returned to the Authority. The asset register shall be suitably updated to reflect the present status of ERC equipment/technology/software and shall be presented to Authority whenever a change has been made.
- (viii) The Service Provider shall bear all the expenses for the usage of the Toll Free Number for the purpose of this Project during the Term, if any;
- (ix) The Service Provider shall intimate and request for procurement of new Ambulances, to the Authority 6 (six) months prior to any Ambulance in the fleet running distance as specified in G.O. or completing years specified in G.O. of operation, as the case may be. The Service Provider shall fill data of all Ambulances in the MIS and set an auto alert to alert both Parties for replacement of such Ambulance. An alert shall be sent at least 6 (six) months in advance based on the expected kilometres to be travelled (using past 12 months' data).

Provided that if the Authority fails to replace the Ambulances which have been driven for more than the distance as per G.O. or are older than the years specified in G.O. despite a request for replacement being placed with the Authority, 6 (six) months prior to when the Ambulance is eligible for replacement, then such older Ambulances shall not be considered for calculating the Damages applicable for non-adherence of the Key Performance Indicator related to an Ambulance being non-operational for a period of continuous 30 (thirty) days or a total period of 30 (thirty) days out of last 45 (forty five) days, as mentioned in SI. No. 7 of Schedule 5.

The Service Provider shall ensure that such newly handed over Ambulance/Ambulances are equipped, fabricated and furnished in accordance with the requirements set out under this Contract, and operationalized within 120 (one hundred and twenty) days of handover of such Ambulance or within the long stop date agreed upon mutually between the Service Provider and the Authority.

- (x) The Service Provider shall ensure transfer of patients referred by CMO/CMS/Nodal Person to Delhi/PGIMER Chandigarh etc., provided the distance between referring location and Delhi / PGIMER Chandigarh is less than or equal to 200 (two hundred) KM. In case beneficiaries call 108 for any incident, the Emergency Response Officer (ERO) will use existing protocol and assess requirement of Ambulance in extremely critical situation and have the case assigned. In case of request for inter-facility transfer by the medical officer stationed at the medical facility where the patient is admitted, the ERC shall be called and an Ambulance shall be dispatched to facilitate such inter-facility transfer.

### 8.1.3 Compliance with Applicable Laws

  
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The Service Provider is expected to know all the Applicable Laws related to its Scope of Project and its obligations under this Contract, and shall undertake the Project in accordance with the Applicable Laws.

The Service Provider shall comply with the terms and conditions of all Approvals in the performance of its obligations under this Contract. The Service Provider shall, at its own cost and expense, in addition to its obligations elsewhere set out in this Contract:

- (i) make or cause to be made, necessary applications to the relevant Governmental Instrumentality with such particulars and details as may be required for obtaining the required Approvals and obtain and keep in force and effect such Approvals in conformity with the Applicable Laws as are required to perform its obligations under this Contract; and
- (ii) procure as required, the appropriate proprietary rights, licenses, agreements and permissions for materials, methods, processes and systems used or incorporated into the Works.

The Service Provider shall submit to the Authority, copies of all such Approvals required to be obtained by the Service Provider and have been obtained by them.

#### 8.1.4 Conduct

The Service Provider shall at all times during the progress of the Contract use its best endeavours to prevent any unlawful, riotous or disorderly conduct or behaviour by or amongst its employees, agents and the labour etc.

#### 8.1.5 Labour and Other Statutory Compliance

The Service Provider shall in respect of employees/workers employed by it for execution of the Scope of Project, comply with all Applicable Laws and beneficial legislations for such employment, including but not limited to, all beneficial legislations, Contract Labour Act, 1970, Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employees' Compensation Act, 1923, Contract Labour (R&A) Act, 1970, Construction Workers (Regulation of Employment & Conditions of Service) Act, 1996 and Child Labour (Prohibition and Regulation) Act, 1986 etc.


Provided further, that the Service Provider shall ensure that all bio-medical waste, if any generated during the operation of the Ambulance Services, shall be handed over by the Ambulance staff to the nearest public medical facility which is in compliance with Applicable Laws, including but not limited to the Bio-Medical Waste Management Rules, 2016.

#### 8.1.6 Co-operation

The Service Provider shall, as specified in this Contract or as instructed by the Authority, allow appropriate opportunities for carrying out work to:

- (a) the Authority's personnel;
- (b) any other Service Providers employed by the Authority; and
- (c) the personnel of any legally constituted public authorities.

who may be employed in the execution of the Project or of any work not included in the Contract.

  
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The Service Provider shall make available Ambulance Services in case of situation like natural calamity, social cause or on request of government for special conditions at mutually agreed terms.

#### 8.1.7 Quality Assurance

The Service Provider shall ensure quality assurance in Ambulance Services and demonstrate compliance with the requirements of the Contract in accordance with the terms contained in this Contract. The Authority shall be entitled to inspect any aspect to ensure compliance of this provision. Compliance with this quality assurance provision shall not relieve the Service Provider of any of its duties, obligations or responsibilities under the Contract.

#### 8.1.8 Training

The Service Provider shall carry out the requisite training of its Personnel ("**Service Provider's Personnel**") regarding the Ambulance Services and Maintenance Services of the Project including training in relation to the usage of the Ambulance Equipments before the Commencement Date. Service Provider shall undertake training and deployment of adequate qualified personnel as per requirement of the project in Head Office, field staff, call centre employees, Emergency Management Technicians, drivers and other required staff for running the Project efficiently. Training norms/ courses for EMTS/ Pilots/technical personnel shall be duly approved by the Government. Aadhaar based verification of all the employees shall be done by the Service Provider to the extent permissible and on a best effort basis and biometric based attendance system should be put in place.


#### 8.2 Other Obligations of the Service Provider

8.2.1 The Service Provider shall, during the term of this Contract, perform its Scope of Project and all other obligations under this Contract consistent with the requirements set forth in this Contract and Applicable Laws, and the terms and conditions of the applicable Approvals. The details and particulars of the Scope of Project to be performed by the Service Provider under this Contract are specified in Schedule 1.

8.2.2 The Service Provider agrees to perform the Scope of Project and do all other things required/considered prudent so to do, in relation thereto, in accordance with the parameters set forth in Clauses 8.1 and 8.2. All employees, representatives engaged by the Service Provider in connection with the performance of its Scope of Project and obligations under this Contract will be under the complete control of the Service Provider and will not be deemed to be employees of the Authority, and nothing contained in this Contract or in any sub-contract awarded by the Service Provider will be construed to create any contractual relationship between any such employees, representatives or Sub-Service Provider and the Authority.

8.2.3 The Service Provider shall be solely responsible for all means, methods, techniques, sequences and procedures in connection with the performance of the Scope of Project and obligations under the provisions of this Contract. Without limiting the generality of the foregoing, the Service Provider shall perform the Scope of Project:

- (a) in a continuous manner in accordance with the Project phasing activities in Schedule 2;
- (b) in its entirety, in compliance with Applicable Laws and the applicable Specifications, by using methods which are acceptable as per Good Industry Practice; and

  
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8.2.4 The Service Provider shall also perform all services, not specifically stated in this Contract, but which:

- (a) can be reasonably inferred from this Contract as being required for the Project;
- (b) can be reasonably inferred in accordance with Good Industry Practice, that the performance or causing the performance of such works or service, was contemplated as part of this Contract; or
- (c) are necessary to enable the Service Provider to fulfil its obligations under this Contract,

in each case, as if such services were expressly mentioned in this Contract and the same shall be considered a part of its Scope of Project and shall be performed by the Service Provider, without any additional cost to the Authority.

8.2.5 Except as otherwise expressly provided in this Contract, the Service Provider agrees and acknowledges that it shall perform all its obligations and responsibilities under this Contract at its own risk, cost, and expense.

8.2.6 In the absence of any standard specification in relation to any part of its Scope of Project, the instructions/directions of the Authority/Authority's Representative regarding any specification, and compliance of the Applicable Laws shall be binding on the Service Provider provided such instructions/directions are necessary to meet the functional requirements specified in the Specification.


8.2.7 The Service Provider shall at all times take all precautions to maintain the health and safety of the Service Provider's Personnel, health and safety infrastructure and all necessary welfare and hygiene requirements in terms of the Applicable Laws and Good Industry Practice during the Term.

Care shall be taken by the Service Provider during the operation, maintenance and execution of the Ambulance Services to avoid damages to the existing Ambulances. He shall be responsible for repairing all such damages and restoring the same to the original finish at his cost.

The Service Provider shall ensure that all waste generated during the course of providing the Ambulance Services shall be disposed of and removed in compliance with Applicable Laws.

#### 8.2.8 **Ethics and Corrupt Practices**

The Service Provider acknowledges that the Authority and the Authority's Personnel have a longstanding reputation for honesty and integrity in their business dealings and for their policies promoting lawful and ethical behavior. The Authority is committed to upholding that reputation. The Authority's Personnel are prohibited from accepting bribes or kickbacks in any form and further, are prohibited from accepting goods or services provided by a Sub-Service Provider, supplier or vendor for the personal benefit of the Authority's Personnel, his or her relatives, or any entity in which the Authority's Personnel or his or her relatives has a personal interest. This prohibition includes, but is not limited to the work performed on an Authority's Personnel's residence and applies regardless of whether the beneficiary of the goods or services pays for them. Therefore, if the Service Provider offers or provides a bribe or a kickback to any Authority's Personnel, or offers or provides goods and services to any Authority's Personnel, his or her relatives, or any entity in which the Authority's Personnel or his relatives has a financial interest, the Service Provider will be considered to be in material breach of the Contract.

  
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The Service Provider shall ensure that it does not give or offers to give (directly or indirectly) to any person any bribe, gift, gratuity, commission or other thing of value, as an inducement or reward:

- (a) for doing or forbearing to do any action in relation to the Contract; or
- (b) for showing or forbearing to show favour or disfavor to any person in relation to the Contract,

and shall ensure that none of the Service Provider's Personnel, agents etc. gives or offers to give (directly or indirectly) to any person any such inducement or reward as is described in this clause.

The Service Provider undertakes to inform the Authority of any action by any entity or person associated with the Ambulance Services that the Service Provider believes violates any Applicable Laws or any clause of this Contract.

The Service Provider's violation of any of the foregoing shall be considered as a Service Provider's default, and the Authority shall be entitled to its rights and remedies under the provisions of this Contract and Applicable Laws.


The Service Provider represents and warrants that the Service Provider and, to the best knowledge of the Service Provider after due inquiry, the Service Provider's Personnel are in compliance in all respects with all Applicable Laws in relation to the construction and performance of the Ambulance Services.

The Service Provider represents and warrants, and undertakes to the Authority that the Service Provider (nor any of their directors, officers, agents or employees), nor to the best of knowledge of the Service Provider after due inquiry, none of the Service Provider's Personnel, is aware of, or has taken any action while acting on behalf of the Service Provider or vendors, directly and indirectly, that would result in a violation by such persons of any legislation in any jurisdiction dealing with bribery or corruption, including, without limitation, making use of the mails or any means or instrumentality of interstate commerce corruptly in furtherance of an offer, payment, promise to pay or authorization of the payment of any money, or other property, gift, promise to give, or authorization of the giving of anything of value to any domestic or foreign official, public authority, political party or official thereof or any candidate for any political office, in contravention of any legislation in any jurisdiction dealing with bribery or corruption.

The Service Provider represents and warrants, and undertakes to the Authority that the Service Provider has, to the best of knowledge of the Service Provider after due inquiry, the Service Provider's Personnel have conducted their businesses in compliance with Applicable Laws and have instituted and maintain policies and procedures designed to ensure, and which are reasonably expected to continue to ensure, continued compliance therewith.

The Service Provider represents and warrants, and undertakes to the Authority that the Service Provider (nor any of their directors, officers, agents or employees) have not, and to the best of knowledge of the Service Provider after due inquiry, no director, employee, agent or any other person authorized by the Service Provider's Personnel, acting on behalf of the Service Provider has, directly or indirectly:

- (a) used any corporate funds (i) to offer or make any political contribution or gift for any purpose relating to any political activity that would be unlawful under Applicable Law; and (ii) offered or made any payment to any governmental official that would be unlawful under Applicable Law;

  
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- (b) made any payoff, influence payment, bribe, rebate, kickback or payment to any governmental official (whether in the form of property or services, or in any other form), that would be unlawful under Applicable Law;
- (c) committed, offered or attempted to take any of the actions described in sub-sections (a) and (b) hereinabove.

The provisions of this clause shall be incorporated into any sub-contract the Service Provider enters into with the Sub-Service Provider, in connection with the performance of the Ambulance Services.

### 8.2.9 Accident of the Ambulances during the Ambulance Service

In the event of any accident of an Ambulance all cost of repair etc. of such Ambulance shall be borne by the Service Provider. Further, the Ambulance have been declared as total loss due to accident or any other incident, the Service Provider shall promptly replace such Ambulance at its own cost and transfer the replacement Ambulance in the name of the Authority.

For the avoidance of doubt, the Ambulance which has been declared as a total loss due to the accident shall be handed over by the Service Provider to the Authority.


All claims including injury and/or death of the patient or any other person etc. or claim of any nature in relation to such accident shall be complete responsibility of the Service Provider. The Service Provider shall be solely responsible for such accident in terms of this Contract and Applicable Laws including any penal or criminal laws etc.

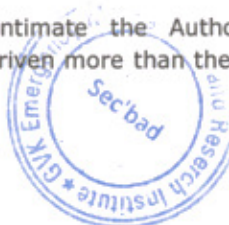
Provided that in case of any Ambulance being non-operational due to it being involved in an accident, the Service Provider shall ensure that at its cost and responsibility it shall make arrangement for alternate Ambulances of similar nature, on hire to maintain the Ambulance Services and Maintenance Services as stipulated in this Contract and shall intimate in writing to the Authority about the same. For the avoidance of doubt, the Parties agree that the alternate Ambulances which are arranged for and operated by the Service Provider shall be considered as part of the operational fleet of Ambulances for the purposes of computing and calculating the Monthly Contract Fee in accordance with the provisions of this Contract.

### 8.3 Covenants of the Service Provider and Selected Bidder

#### 8.3.1 Covenants of the Service Provider shall include:

- (i) The Service Provider agrees and undertakes to render Ambulance Services and other work and services under this Contract with regularity throughout the Term of the Contract.
- (ii) The Service Provider shall be obliged to maintain the Ambulance Services and keep it in working condition and further deploy the Manpower required at its own cost and responsibility.
- (iii) The Service Provider agrees to take over the Existing Project Facilities on 'as is where is basis'. The Service Provider shall repair/rectify/replace the equipment installed in the Ambulances, which becomes non-functional during the course of operations at its own cost.
- (iv) The Service Provider shall achieve response time of 15 (fifteen) minutes in urban and rural areas under the Area of Operation.
- (v) The Service Provider shall intimate the Authority regarding replacement of Ambulances which have been driven more than the distance specified in G.O. or are

  
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older than the years specified in G.O at least 6 (six) months prior to the such Ambulances reaching a distance as per G.O. or becoming older than the years specified in G.O.

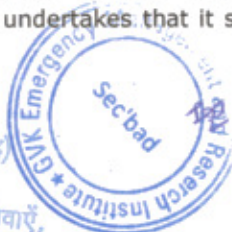
- (vi) Subject to this Contract, the Service Provider shall be responsible for procurement of equipment as per Schedule 6, and fabrication including but not limited to provisioning of wash basin and dustbin etc. The fabrication design shall be approved by the Authority.
- (vii) The Service Provider shall procure and maintain all Ambulance Equipment, Medical Equipment, Medical Consumables and supplies for the Ambulance fleet as per the specification contained in Schedule 6.
- (viii) Subject to this Contract, the Service Provider shall be responsible to establish, operate, manage and maintain the ERC as per the specification contained in Schedule 1, except for Toll Free Number and incoming charges of Toll Free Number, if any. Provided however that the Service Provider shall be responsible for upgrading the number of PRI lines connecting the Toll Free Number as specified in Schedule 1.
- (ix) The Service Provider agrees to take over from Authority, the existing available equipment and technology including software, which shall be used for setting-up of a new ERC by Service Provider. If the Service Provider understands the need to upgrade or replace the existing equipment or technology including software, then it shall do so at its own cost.
- (x) Procure, at own cost, additional equipment and provisioning of ERC manpower, and in case there is an increase in number of Ambulances. The ERC should have 1 seat for every 10 Ambulances for receiving emergency calls and dispatching Ambulances, associated equipment. Upon the Commencement Date, at least 74 seater ERC shall be functional. Number of seats shall be increased within 15 (fifteen) days of addition of Ambulances to the fleet.
- (xi) The Service Provider shall ensure that out of the 74 seats at the ERC, a minimum of 5% (five per cent) of the seat strength shall be reserved for the purpose of grievance redressal. The grievance redressal procedure has been further detailed in Schedule 1 of the Contract. Further, the Service Provider shall ensure that there are adequate number of seats at the ERC which shall be reserved for ensuring that grievances received from social media outlets are taken cognizance of and is resolved.
- (xii) The Service Provider shall acquire from Authority and if required, enhance or procure fresh, the hardware / solution including Computer Technology, Voice logger system, legally valid Geographic Information Systems (GIS), Geographical Positioning Systems (GPS)/General Packet Radio Service (GPRS), Automatic Vehicle Location & Tracking (AVLT), Computer Aided Dispatch (CAD).
- (xiii) The Service Provider shall take over the application software already deployed for the Project and the associated hardware components as suggested by authority. The Service Provider shall update the software periodically as per requirement. Any hardware which requires replacement/upgradability with respect to the latest technological advancement, which in turn enables to make the emergency response service faster and more efficient should be done by the Service Provider during the Term of the Contract at their own cost.

  
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- (xiv) The Service Provider agrees to enhance the mobile application for increasing effectiveness and accessibility of the Ambulance Services, as per requirements given in this Contract.
- (xv) Intentionally Left Blank.
- (xvi) The Service Provider agrees to set-up and staff ERC (1 seat per 10 Ambulance added), complete with IT equipment (hardware/software) in the premises arranged by the Service Provider, to assist the Authority and/or its representatives in monitoring of the Project.
- (xvii) The Service Provider shall operate and ensure that Ambulance Services are available on 24 (twenty four) hours per day and 365 (three hundred and sixty five) days a year basis to the people without any charges being levied from the public. In the event of any repair or other factors affecting the Ambulances or the non-availability of any other Project Facility or Manpower deputed for any Ambulance Services, the Service Provider at its cost and responsibility shall make arrangement for alternate Ambulances of similar nature, on hire to maintain the Ambulance Services and Maintenance Services as stipulated in this Contract and shall intimate in writing to the Authority about the same. The Service Provider shall ensure that not more than 5% (five per cent) of the Ambulances shall be non-operational on any given day, after the Commencement Date, during the Term of the Contract. The Service Provider may arrange alternative Ambulance of similar type to cover up for the shortfall, if any, in number of Ambulances below 95% (ninety five per cent). These back up Ambulances shall be considered as on road or operational against the original Ambulance while calculating non-operational Ambulances percentage for the purpose of levying Damages under Schedule 5. These back up Ambulances shall be in compliance with the Specifications provided for Ambulances under this Contract.
- (xviii) The Service Provider agrees to provide GPS enabled trip data to the Authority for performance monitoring and payment purposes. GPS device installed in Ambulances being inducted for replacement/expansion of the fleet, shall have capacity to store data during "No Network Connection" situation up to 5,000 (five thousand) records and upload later when network connectivity is re-established. Variance of only up to 5% (five per cent) in GPS data recording shall be acceptable.
- (xix) The Service Provider shall duly maintain such records including log books as the Authority may require and furnish the same to the Authority in such manner and in such form as may be prescribed by Authority.
- (xx) The Service Provider agrees that it shall cooperate and shall be obliged to give all the requisite information and details to the Authority or any other designated representative of Authority for the purpose of verification of its claims.
- (xxi) The Service Provider agrees and undertakes to render services incidental to the Scope of the Project and conditions of work as contained in this Contract without any extra charges or payment provided that the quantum of such extra work does not result in extra expenditure to the Service Provider.
- (xxii) The Service Provider agrees that the Selected Bidder {Single entity or Consortium Members}, shall hold / collectively hold, as the case may be, at least 51% (fifty one per cent) of the subscribed and paid up equity of the Service Provider at all times until the end of Term of the Contract. The Service Provider unconditionally and irrevocably undertakes that it shall not cause during the Term of this Contract, any

  
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change in aforesaid minimum equity shareholding without prior written approval of the Authority.

- (xxiii) The Service Provider acknowledges and agrees that in addition to the compliance with aforesaid conditions in relation to the shareholding, in case selected Bidder is a Consortium of entities, each of the Members, including the Lead Member, whose Technical Capacity and Financial Capacity is evaluated for the purposes of qualification under the RFP, shall hold at least 26% (twenty six per cent) of the subscribed and paid up equity of the Service Provider and all other Members shall hold at least 10% (ten percent) each of the subscribed and paid up equity of the Service Provider for the entire Term of the Contract; provided that the Lead Member of the Consortium shall at all times hold equity share capital of the Service Provider higher than the share capital held by any other member of the Consortium in the Service Provider.
- (xxiv) The Service Provider hereby covenants that it shall at all times during the Term of the Contract maintain such displays, promotional material and/or messages as may be directed or approved by Authority free of cost.
- (xxv) The Service Provider acknowledges and accepts that the technology including hardware and software that shall be financed, procured and/or developed by the Service Provider shall be provided to the Authority, free of cost, in accordance with the provisions of this Contract, for the purposes of using the said software for the Ambulance Services.
- (xxvi) The Service Provider agrees that it shall ensure and shall not contest that all rights and interests of the Service Provider in and to the Project vest in the Authority during and after the Term of the Contract without any further act or deed on the part of the Service Provider or Authority.
- (xxvii) The Service Provider hereby covenants that it shall duly maintain the Project Facilities free and clear of all liens, claims, and encumbrances and it shall not at any time create any charge, lien or encumbrances whatsoever over the Project Facilities. The Service Provider shall maintain the Project Facilities in good condition.
- (xxviii) Service Provider hereby covenants that it or its Manpower shall not use the Project Facilities for any purpose other than for the purposes of this Contract.
- (xxix) The insurance in respect of the Ambulances shall be taken out and maintained by the Service Provider, subject to Applicable Laws and Good Industry Practice, in the name of the Authority. For avoidance of doubt, the claims proceeds received from such insurance policies shall be paid directly to the Authority. The Equipment fitted within the Ambulances shall be taken out and maintained by the Service Provider and in respect of such insurance policies the Authority shall be the co-insured.
- (xxx) The Service Provider hereby covenants to undertake IEC/IPC activities, promote/advertise this service to create awareness among the people it serves and thereby increase uptake of services.
- (xxxi) All major and minor maintenance, servicing and replacement of spares and equipment in Ambulances shall be the responsibility of the Service Provider.
- (xxxii) The Service Provider shall be responsible for fuelling of the Ambulances and providing un-interrupted power supply facility to the ERC to provide un-interrupted services.

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- (xxxiii) The Service Provider acknowledges and accepts that response time for Ambulance Services as contained in Schedule 5 is a Key Performance Indicator for the purposes of this Contract and is also the essence of this Contract. In case of breach of the said Key Performance Indicators as per Schedule 5, the Service Provider shall be liable to pay Damages in accordance with Schedule 5. Provided however, that in case certain Ambulances are engaged in any kind of special duty by way of an official government order, then the Authority may exempt those Ambulances from fulfilment of the Key Performance Indicator in respect of computing availability of 95% (ninety five per cent) operational Ambulances on any given day.
- (xxxiv) The Service Provider shall duly provide stabilization and first aid to the user of the Ambulance Services and shall be obliged to transport the user to the nearest government hospital or Community Healthcare Centres in terms of this Contract and Applicable Laws and practices and as per the protocol defined by Authority from time to time.
- (xxxv) The Service Provider shall ensure that a chart marking availability of all Medical Consumables in the Ambulance is maintained and updated by its Manpower at all times.
- (xxxvi) The Ambulance should be regularly serviced and maintained to reduce the risk of breakdown. The responsibility for maintenance will lie with the Service Provider for breakdown or repairs of Ambulances and other Project Facilities.
- (xxxvii) The Service Provider has to ensure that the staffing norms mentioned in the Schedules are adhered to and reported to Authority or any other agency appointed by the Authority.
- (xxxviii) The Service Provider shall share/provide a link to the Authority which will allow the Authority to access the GPS/GPRS, GIS and any other system procured for the Project for real time monitoring and shall develop the dashboards in consultation with Authority as per their requirements. The Service Provider shall also ensure that the Authority shall be given access to the call logs of the calls received at the ERC as well as information regarding the number of grievance redressal calls received by the Service Provider including the status of resolution of such grievances every month in the manner specified by the Authority.
- (xxxix) The Service Provider agrees that Authority or its representative shall at all times have access to all the data pertaining to this Project.
- (xl) The Service Provider shall duly ensure that it will follow the Good Industry Practices in operation of the Ambulance Services.
- (xli) The Service Provider agrees that it shall notify any technical fault of the Toll Free Number during the Term of the Contract to the concerned Service Provider and the Authority immediately but not later than 15 (fifteen) minutes from the identification of such technical fault.
- (xlii) The Service Provider shall agree on protocols, with the ALS Ambulance Service Provider, for transferring the calls from general public to ARC (ALS Response Centre), since general public can make calls to the ERC for seeking ALS Ambulance Services.
- (xliii) The Service Provider shall on a best efforts basis coordinate with Telecom Regulatory Authority of India (TRAI), Department of Telecommunications, Government of India and any other relevant Government Instrumentality to ensure that there is adequate

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call segregation so as to ensure that calls from the other cluster or from another state does not land at the ERC of the Service Provider.

In cases where the calls from the border districts (adjoining another cluster) still land at the ERC of the Service Provider, the Service Provider, for the cluster where the call has landed, shall be obligated to either transfer such calls to the call centre of the adjoining cluster or the Service Provider shall provide Ambulance Services as if such calls belonged to its own cluster. Notwithstanding anything contained in this sub-clause, in case no Ambulance is dispatched to the site of emergency, the same shall be treated as a Non-Response Default and the Service Provider of the cluster where the call has landed shall be solely held liable and the Damages specified in Schedule 5 shall be levied on such Service Provider.

In case calls land at the ERC, from border states of Uttar Pradesh, the Service Provider shall ensure that the ERC transfers the call to the call centre of the respective state. In case a centralized call centre facility is not available in such state, the ERC shall intimate the caller to contact the Ambulance service provider in such state in accordance with the Standard Operating Protocols of the Service Provider.

In case the Service Provider receives calls for other emergency services, it is the responsibility of the Service Provider to guide the caller to call on appropriate numbers of such emergency services until the integration as envisaged under Additional Obligations.

### 8.3.2 Covenants of the Selected Bidder

- (i) The Selected Bidder, by joining as a Confirming Party to this Contract undertakes and confirms that as the Selected Bidder it shall continue to be responsible and liable, along with the Service Provider, to the Authority for performance of all the obligations till all the terms and conditions of this Contract and the RFP are fulfilled to the entire satisfaction of the Authority.
- (ii) The Selected Bidder further agrees that it shall ensure that the Service Provider abides by and complies with all the terms and conditions of the RFP and this Contract and the Authority shall have the right to take such action as it may deem fit against the Selected Bidder for any failure or default of the Service Provider in performance of its obligations under this Contract.

  
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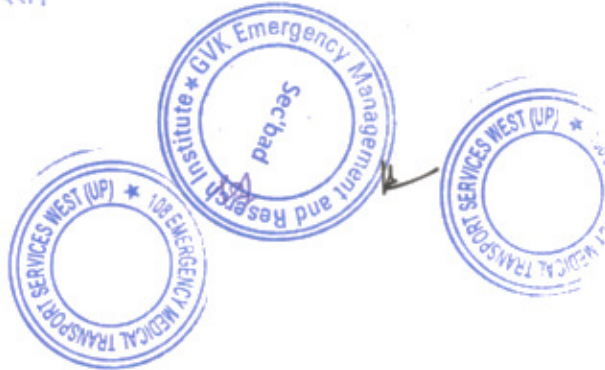


## ARTICLE 9

### MANPOWER

- 9.1 The Service Provider acknowledges that it shall appoint and recruit Manpower and impart adequate training to the Manpower for performance of all its obligations in accordance with the terms, conditions and covenants set forth in this Contract for the operation, maintenance and management of Ambulance Services, Maintenance Services and Project Facilities. The Manpower appointed for operation of the Ambulance Services and Maintenance Services shall be the employees of the Service Provider or hired by Service Provider on contract and the Authority will not be liable for any acts of omission/ commission vis-à-vis the employee appointed by the Service Provider or hired by him on contract as the case may be. The qualification and experience of ERC, Ambulance and ERC personnel has been given in Schedule 1.
- 9.2 Service Provider shall not sub-contract the whole or substantially the whole of the Maintenance Services. However the Service Provider may sub-contract a part of its Maintenance Services obligations, under this Contract, with the prior written approval of the Authority. However, if a Sub-Service Provider is appointed, the Service Provider shall be responsible for the proper performance by, and liable for the acts or defaults of its Sub-Service Provider(s), its agents or employees, as if they were the acts or defaults of the Service Provider. The Service Provider shall provide the Authority with the following information and particulars:
- (a) the intended appointment of a Sub-Service Provider, with detailed particulars which shall include its scope and other relevant experience; and
- (b) the intended commencement of Sub-Service Provider's work.
- 9.3 The Service Provider shall pay and satisfy, or cause to be paid and satisfied, all undisputed invoices and claims issued in accordance with the sub-contracts of any Sub-Service Provider in so far as they relate to the Scope of Project. The Service Provider shall ensure that Sub-Service Provider(s) comply with the terms and conditions of the Approvals and requirements of Applicable Laws.

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**ARTICLE 10**  
**MONTHLY CONTRACT FEE AND PAYMENT**

**10. MONTHLY CONTRACT FEE AND PAYMENT**

**10.1.1 Monthly Contract Fee**

The consideration provided in this Contract, for the Service Provider for executing the Scope of Project of this Contract and performing its obligations under this Contract shall be the full and comprehensive consideration paid on a monthly basis. The Monthly Contract Fee will be paid in accordance with this Article 10 and the Service Provider shall not directly or indirectly be entitled to any other sum either from the Authority, users of Ambulance services or any other person, whatsoever.

Subject to the provisions of this Contract, including deductions against set off for Damages as provided herein and in consideration of the Service Provider undertaking to perform and discharge its obligations in accordance with the terms, conditions and covenants set forth in this Contract, the Authority agrees and undertakes to pay to the Service Provider INR 1,44, 999 (Rupees One Lakh Forty Four Thousand Nine Hundred and Ninety Nine) per month per Ambulance with effect from Commencement Date ("**Monthly Contract Fee**") for West cluster. The Monthly Contract Fee shall be inclusive of all applicable taxes and duties other than applicable GST. The applicable GST shall be payable by the Authority at the prevailing rate over and above the Monthly Contract Fee. All payments of the Monthly Contract Fee shall be made by the Authority to the Service Provider in INR. Subject to adjustments as provided under this Contract, the Authority shall pay amounts under each invoice directly to such bank account(s) of the Service Provider, as may be instructed by the Service Provider to the Authority.

By way of illustration the Monthly Contract Fee shall be calculated in the following manner:

Monthly Contract Fee: A x B

A: No. of Ambulances

B: Fee per Ambulance per month (based on average of minimum 5 trips per day & running of 120 KM per Ambulance per day; on the average for fleet per district, in any month)

10.1.2 In the event that the Ambulances do not cover 120 (one hundred and twenty) Km or 5(five) trips on an average in accordance with the terms of the Contract, there shall be deductions in payment in accordance with the terms of the Contract including Schedule 5 (Key Performance Indicators).

10.1.3 The Service Provider shall be deemed to have satisfied themselves as to the correctness and sufficiency of its Monthly Contract Fee after taking into consideration all unforeseeable difficulties and costs involved in executing its Scope of Project and obligations under this Contract. Unless otherwise stated in this Contract, the Monthly Contract Fee shall cover respectively all of the Service Provider's obligations under this Contract and all things necessary for the Ambulance Services and the Maintenance Services during the Term of the Contract.

**10.2 Terms and procedure of payment of Monthly Contract Fee**

10.2.1 After the Final Commissioning Date, the Service Provider shall be required to submit invoices by 7th (seventh) day of every month for the previous month along with the GPS data for distance covered and a declaration stating that it has performed all the activities and tasks envisaged under the Contract. The invoices shall be supported monthly reports as per Schedule 7 of this Contract and any other reports or documents as may be mutually decided from time to time. The invoice should ideally be generated on-line using the electronic data gathered during the month.

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10.2.2 The invoice amount calculation and trip data verification shall be done through the online/web based software which shall be developed by the Service Provider. Broad process that will be followed in release of payments will be as follows:


- (a) The software shall directly pull from the server, Ambulance wise trip data with GPS enabled distance data and Patient Data Records, for the completed trips, at the end of the day (i.e. at 24:00 hours every day) and on 7<sup>th</sup> (seventh) of every month automatically compile the preceding month's data and calculate the total invoice amount.
- (b) The Service Provider shall manually enter the trip data and distance covered, for trips where GPS data is unavailable on a daily basis and at end of the month, this manually entered data shall be submitted for verification. In such cases the trip distance shall be as indicated in the trip sheet / log book and verified by the CMO/CMS. Such manual entries shall be automatically limited by the software to 5% (five per cent) of total trips done by a particular Ambulance in a month. Provided that if the manual entries exceed the 5% (five per cent) limit mentioned above, the number of manual entries above the 5% (five per cent) limit shall not be taken into consideration for the purpose of release of payment of Monthly Contract Fee.
- (c) The CMO/CMS of the concerned district will have to verify the manual entries which have been provided by the Service Provider to ensure their correctness.
- (d) For the purpose of payment, the CMO/CMS shall also verify the trip data generated by the GPS by corroborating the same from the copy of the Patient Care Record (PCR) which has been submitted to him.
- (e) 70% (seventy per cent) payment of the Monthly Contract Fee for the submitted invoices shall be made within 15 (fifteen) days of receipt of such invoice and payment of the remaining 30% (thirty per cent) shall be made upon verification provided that the full and final payment of the entire Monthly Contract Fee shall be completed within 30 (thirty) days from the date of submission of the invoice.
- (f) CMO/CMS shall be required to verify the records within 14 (fourteen) days of receipt of notification by the system. If not verified, the system shall auto approve all records. However, the respective CMO/CMS shall be accountable in case of auto approval. The system shall prompt Authority for payment of invoice, after verification has been completed.

10.2.3 The Service Provider shall be allowed an annual increment of 8% (eight per cent) on the rate quoted in the financial bid starting from 2<sup>nd</sup> year of operation.

10.2.4 The Authority at its discretion may appoint any other external agency for verifying invoices/claims, monitoring of processing and handling the disbursement of Payments or any other amount payable to the Service Provider etc.

10.2.5 For any reason, other than those attributable to the Service Provider, if the Authority fails to pay the invoices within the payment period of 30 (thirty) days from the date of submission of invoice by the Service Provider ("**Payment Due Date**"), without assigning any reason or giving advance communication of delay in payment, then in that case the Authority shall be liable to pay interest @ Bank Rate per annum for the period of delay for such undisputed amount.

10.2.6 Notwithstanding any verification made by the Authority or any external agency, if the invoices or claims made by the Service Provider are found to be incorrect, the Service Provider shall be liable to refund to Authority three times of the amount wrongly invoiced or claimed. This shall be without prejudice to the rights of the Authority to treat the

  
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Service Provider to be in material breach of this Contract and proceed against the Service Provider as specified in this Contract.

10.2.7 It is hereby agreed that Damages imposed on the Service Provider in pursuance of Schedule 5 or any other amount payable by the Service Provider to the Authority shall be first sought to be adjusted against the payments or any other amounts payable to the Service Provider by Authority.

10.2.8 Only where no payment is payable by the Authority to the Service Provider or the monthly payment together with any other amounts payable to the Service Provider by Authority is less than the amount payable by the Service Provider, that such excess amounts and/or required deductions may be recovered through encashment of the Bank Guarantee.

10.2.9 The Service Provider shall provide the EMTS free of cost to the public.


10.2.10 The Monthly Contract Fee shall be calculated on the basis of average number of Ambulances operating in a calendar month. Payment shall only be made only for the on road and operational Ambulances. In the event of number of operational Ambulances are less than 95% (ninety five per cent) on any given day, the Damages as provided in Schedule 5 of this Contract, shall be applicable additionally. For the avoidance of doubt, the Damages shall be levied on the entire shortfall in Ambulances below full strength and not only on the Ambulances which have caused the fleet strength to fall below 95% (ninety five per cent). For the purpose of illustration if the number of operational Ambulances falls to 93% (ninety three per cent), then Damages shall be levied on each Ambulance corresponding to the 7% (seven per cent) shortfall.

Provided however that the Service Provider may opt to arrange alternative Ambulance of similar type to cover up for the shortfall, if any, in number of Ambulances below 95% (ninety five per cent). These back up Ambulances will be considered as operational against the original Ambulance, while calculating non-operational Ambulances percentage for the purpose of levying Damages under Schedule 5. However the Service Provider shall ensure that these back up Ambulances shall be in compliance with the specifications provided for Ambulances under this Contract specifically in Schedule 6.

10.2.11 The Service Provider will have to install GPS to ensure all trip distances are accurately recorded. In case GPS device is non-functional, for a maximum permissible limit of one day (i.e. 24 continuous hours) per month per Ambulance, payment to the Service Provider may be made for trips made by the Ambulance on that day basis distance indicated in trip sheet / log book and verified by CMS/CMO/nodal person. Service Provider needs to repair/replace the GPS device within one day. If the GPS device is non-functional on the second day, the Ambulance will be considered to be non-operational and not be liable for payment. Variance of only up to 5% (five per cent) in GPS data recording shall be acceptable.

10.2.12 The pro-forma of the invoice and the documents and details to accompany it, shall be mutually discussed and agreed to by the Parties, provided that the Service Provider shall at all times ensure that invoices are raised in accordance with the relevant provisions of Applicable Laws, so as to enable the Authority to avail credit of the taxes indicated in the said invoice.

10.2.13 In the event the Authority raises any objection to the invoices raised by the Service Provider, such matter shall be mutually discussed and settled in an amicable manner. Notwithstanding any such objection or dispute, the Authority shall make payment of the undisputed amount to the Service Provider within 7 (seven) days after receipt by the Authority of such invoice, and the disputed amount shall be paid immediately after the settlement, if required. Further, the Authority has the right to withhold the whole or part of any payment claimed by the Service Provider which, in the opinion of the Authority, is necessary for protection of the Authority from loss on account of claims against the Service

  
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Provider or failure by the Service Provider to make due payment to the Authority, employees or not having paid taxes, dues, fees, charges etc.

For the avoidance of doubt, it is clarified that if an invoice is not accompanied by the supporting documents or if the invoice amount is disputed or withheld for any reason by the Authority in accordance with the terms of this Contract, then such amounts of the invoice shall not be due and payable by the Authority, until the dispute is resolved or the supporting documents have been provided by the Service Provider, as the case may be. Further, the withholding of any amounts by the Authority pursuant to this Clause 10.2.13 shall not constitute an event of default for non-payment, on the part of the Authority under this Contract.

10.2.14 Intentionally left blank.

10.2.15 The submission of an invoice by the Service Provider shall be deemed to be a confirmation by the Service Provider that it has no additional claims, except as may already have been submitted in writing, for anything that has occurred up to and including the last day of the period covered by such invoice.

10.2.16 Each Party shall be responsible for respective taxes (including but not limited to income tax, service tax, excise duty, customs etc.) in relation to its obligations and Scope of Project under this Contract. The Authority shall withhold from payments to be made to the Service Provider, and pay to the relevant Governmental Instrumentality, any and all taxes, cess and levies required to be withheld pursuant to Applicable Laws and the Monthly Contract Fee shall be deemed to include such taxes, levies or cess. A certificate for such tax deducted at source would be provided by the Authority to the Service Provider immediately on deposit of such taxes with the relevant Governmental Instrumentality.

10.3 Intentionally left blank.

#### 10.4 Taxes and Duties

10.4.1 In case the Service Provider desires income tax deduction as well as works contract tax at source at a lower rate, under any legislation, double taxation treaty, GST and/ or any advance ruling, then the Service Provider shall be responsible for obtaining the necessary authorization from the concerned tax authority authorising the deduction of tax at source at a lower rate/value and shall provide Authority with the original copy of such authorisation.

Statutory variation in taxes and duties or levy of new tax, other than applicable GST which shall be paid by the Authority above and beyond the Monthly Contract Fee, will be to the Service Provider's account and shall be deemed to be part of the Monthly Contract Fee.

10.4.2 The Service Provider shall be fully responsible for meeting all tax obligations that legally vest upon the Service Provider and shall keep the Authority fully indemnified in this regard.

10.4.3 If the Authority is eligible for deemed export benefits, such benefits, to the extent applicable, would be passed on by the Service Provider to the Authority. The Service Provider will inform the Authority of the conditions required to be met/documents required to be submitted by the Authority in order to avail such benefits within reasonable timelines. Any rejection/ delay in availing such benefit, due to any default of the Service Provider, would be to the Service Provider's account and the Authority would be eligible for reimbursement of deemed export benefits.

10.4.4 The Authority shall deduct tax and issue the relevant certificates for tax deduction at source in accordance with Applicable Laws, from the payments made by the Authority to the Service Provider.

  
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10.4.5 All the Parties to this Project shall obtain a tax registration number, GSTIN with the Indian tax authorities i.e. Permanent Account Number (PAN). In case any Party does not furnish its PAN, the payer shall deduct tax at source as provided in the Income Tax Act, 1961, or in the relevant Finance Act, or at such higher rate as may be required by Section 206AA of Indian Income Tax Act, 1961, from time to time.

10.4.6 Under this Contract, the Service Provider shall furnish the requisite documents and declarations which may be required by the Authority at the time of withholding tax on payments to be made.

## 10.5 Change in Law

### 10.5.1 Definition of Change in Law

"Change in Law" means the occurrence of any of the following after the Effective Date resulting in any adverse and material increase of recurring/non-recurring expenditure/cost by the Service Provider or any income to the Service Provider:

- (a) the enactment, coming into effect, adoption, promulgation, amendment, modification or repeal (without re-enactment or consolidation) in India, of any Applicable Laws (other than levy of additional/new taxes or change in the rate of applicable taxes), including rules and regulations framed pursuant to such Applicable Laws;
- (b) any change in the interpretation or application of any Applicable Laws (other than tax Laws) by any Governmental Instrumentality or any competent court of law having the legal power to interpret or apply such Applicable Laws;
- (c) the imposition of a requirement for obtaining any consents, clearances and permits which was not required earlier under Applicable Laws; or
- (d) any change required in the terms and conditions of the Contract prescribed for obtaining any consents, clearances and permits or the inclusion of any new terms or conditions for obtaining such consents, clearances and permits.


However, notwithstanding anything contained in this Contract, Change in Law shall not cover any change on account of any change in rate of taxes (including tax applied on the income or profits of a Service Provider) or change in tax as per Applicable Laws.

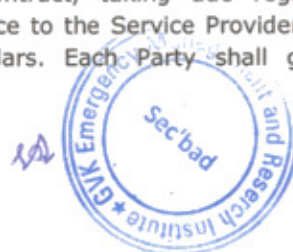
### 10.5.2 Relief for Change in Law

During the Term, for any claims made under Clause 10.5.1 above, the adverse and material impact of such change will be considered on reasonable effort basis for compensation by the Authority. The Service Provider claiming compensation for Change in Law shall provide to the Authority documentary proof of any increase in its contract price for establishing the impact of Change in Law.

### 10.5.3 Notification of Change in Law

If the Service Provider is affected by a Change in Law in accordance with Clause 10.5.1 and wishes to claim relief for such Change in Law, it shall give notice to the Authority of such Change in Law as soon as reasonably practicable but not later than 7 (seven) days after becoming aware of the same. Any notice served pursuant to this Clause 10.5.3 shall provide, amongst other things, precise details of the Change in Law and its effect on the contract price and the execution of Works. After receiving the notice the Authority shall proceed to determine these matters and shall consult the Service Provider in an endeavour to reach an agreement. If the agreement is not reached, the Authority shall make a fair determination in accordance with the Contract, taking due regard of all relevant circumstances. The Authority shall give notice to the Service Provider of each agreement or determination, with supporting particulars. Each Party shall give effect to each

  
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agreement or determination, unless the Service Provider gives notice, to the Authority, of its dissatisfaction with a determination within 14 (fourteen) days of receiving it. Either Party may then refer the dispute to be resolved in terms of dispute resolution mechanism set out in Clause 17.1 (Amicable Settlement) and 17.2 (Arbitration).

#### 10.4.4 Payment on account of Change in Law

The manner of payment of compensation for any Change in Law will be mutually agreed by the Parties.

  
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## ARTICLE 12

### MAINTENANCE SERVICES

#### 12.1 Maintenance Service

12.1.1 During the Term, the Service Provider shall maintain the Project in accordance with the Contract and if required, modify, repair or otherwise make improvements to the Project to comply with the provisions of this Contract and Applicable Laws and conform to the Specifications, the Maintenance Manual and Good Industry Practice. The obligations of the Service Provider shall include:

- (a) permitting and providing a safe, smooth and uninterrupted use of the Project;
- (b) undertaking routine maintenance of the Project including prompt repairs as may be required;
- (c) preventing, with the assistance of concerned law enforcement agencies, any unauthorized use of the Project;
- (d) preventing, with the assistance of the concerned law enforcement agencies, any encroachments on the Project; and
- (e) quarterly preventive maintenance of the Ambulances.

12.1.2 In the event of replacement of an Ambulance, the Service Provider at its cost and responsibility shall make arrangement for alternate Ambulances of similar nature, on hire to maintain the services as stipulated in this Contract. However, such replacement of an Ambulance shall happen within a reasonable time so that all times during the Term of the Contract, the Service Provider is operating 95% (ninety five per cent) of the Ambulances as specified in Clause 8.3 (xvii) of this Contract.

12.1.3 The Service Provider shall also be responsible for all the Medical Consumables and Medical Equipment's during the Term of the Contract as detailed in Schedule 1.

#### 12.2 Maintenance Requirements

The Service Provider agrees and acknowledges that it shall not sub-contract the entirety or a substantial portion of its Maintenance Services obligations during the Term. However, the Service Provider may subcontract a part of its Maintenance Services related obligations, provided that such a Sub-Service Provider is appointed on an arm's length basis. Provided further, that prior to such subcontracting, the Service Provider shall intimate the Authority and provide copies of the subcontract entered into to the Authority and any other particulars as may be sought by the Authority from time to time.

The Parties understand that such subcontracting shall not relieve the Service Provider from any of its obligations under this Contract, and the Service Provider shall be held responsible for all acts, omissions, defaults and liabilities incurred by the Sub- Service Provider, its agents or employees, as if they were the acts, omissions, defaults and liabilities of the Service Provider itself. The Service Provider shall be responsible for rectifying such defaults and omissions to the satisfaction of the Authority.

#### 12.3 Maintenance Manual

No later than 30 (thirty) days from the Effective Date, the Service Provider shall, in consultation with the Authority, evolve an operation, upkeep, repair and maintenance manual also including the specialized components and other components (the "**Maintenance Manual**") for the regular and preventive maintenance of the Project in conformity with Specifications, maintenance requirements, safety requirements and Good Industry Practice, and shall provide 3 (three) copies, thereof to the Authority.

  
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## 12.4 Systems Audit

The Parties hereby understand that a STQC audit shall be conducted by the Service Provider at the supervision of the Authority to verify the condition of the software and the other Project Facilities in accordance with the timelines specified by the Authority. The Service Provider shall ensure that the certification received as a result of the STQC audit shall be kept maintained and updated at all times. In case such STQC certification is expiring, it shall be the Service Provider's sole responsibility to ensure such STQC certificate is renewed.

For the purpose of reviewing and auditing the functioning of the Monitoring Application, developed by the Service Provider under Clause 3.1 (i), the Authority may request the STQC auditor to conduct such review or audit or the Authority appoint another external auditor for this purpose. As part of the audit process, the STQC auditor or external auditor, as the case may be, shall ensure, from time to time, that the Monitoring Application is adequately and accurately monitoring the KPIs and is providing accurate and correct information regarding the fulfilment of such KPIs.

- 12.4.1 In mutual consultation with the Authority the Service Provider shall provide a maintenance schedule with an agreed time for rectifying any maintenance related damages/repair for each maintenance type.

In the event that the Service Provider fails to repair or rectify any defect or deficiency set forth in the maintenance requirements within the period specified therein, it shall be deemed to be in breach of this Contract and the Authority shall be entitled to recover Damages, to be calculated and paid for each day of delay until the breach is cured at the rate of 1% (one per cent) of the Monthly Contract Fee for each instance of breach. Recovery of such Damages shall be without prejudice to the rights of the Authority under this Contract, including the right of Termination thereof.

- 12.4.2 Intentionally left blank.


- 12.4.3 If the Service Provider fails to pay the amount of Damages within the said period of 7 (seven) days of its demand, the Authority shall be entitled to recover the said amount of the liquidated damages by invoking the Performance Guarantee. If the then Contract Performance Guarantee is for an amount which is less than the amount of the liquidated damages payable by the Service Provider to the Authority under this Clause 12.4, the Service Provider shall be liable to forthwith pay the balance amount. For avoidance of doubt it is clarified that this clause will survive the termination or expiry of this Contract.

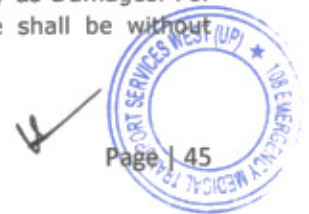
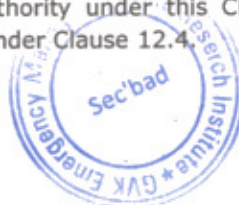
## 12.5 Restoration of loss or damage to Project

Save and except as otherwise expressly provided in this Contract, in the event that the Project or any part thereof suffers any loss or damage during the Term from any cause whatsoever, the Service Provider shall, at its cost and expense, rectify and remedy such loss or damage forthwith so that the Project conforms to the provisions of this Contract.

## 12.6 Authority's right to take remedial measures

In the event the Service Provider doesn't maintain and/or repair the Project or any part thereof in conformity with the maintenance requirements or the Maintenance Manual as the case may be, and fails to commence remedial works within 15 (fifteen) days of receipt of notice from the Authority, the Authority shall without prejudice to its rights under this Contract including Termination thereof, be entitled to undertake such remedial measures at the risk and cost of the Service Provider, and to recover its costs from the Service Provider. In addition to recovery of the aforesaid cost, a sum equal to 20% (twenty per cent) of such cost shall be paid by the Service Provider to the Authority as Damages. For the avoidance of doubt, the right of the Authority under this Clause shall be without prejudice to its rights and remedies provided under Clause 12.4.

  
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## ARTICLE 13

### INSURANCE

13.1 During the Term, the Service Provider shall:

- (a) at its sole cost and expense, obtain, maintain and keep in full force and effect insurances, to the extent permissible under Applicable Laws, against injury to third parties and damage to property etc.;
- (b) obtain and keep in force applicable insurance policies in accordance with the Applicable Laws, circulars issued by the Government of Uttar Pradesh, if any, and Good Industry Practice;
- (c) obtain and keep in force all the necessary insurances for its employees/ in accordance with Applicable Laws and Good Industry Practice;
- (d) obtain insurance policies for the Equipment and bear all costs and expenses in respect of such insurances and shall also ensure that the Authority is the co-insured in such policies; and
- (e) obtain and keep in force insurance policies for the Ambulances.

#### 13.2 Proof of Insurance

Service Provider shall provide to the Authority all certificates, documents and other proofs evidencing that the insurance which the Service Provider is obliged to procure under this Contract have been procured and are in full force and effect.

#### 13.3 Deductibles

Any and all deductibles and all losses or damages in excess of the insured limits in the insurance policies required under this Contract shall be to the account of the Service Provider, unless otherwise expressly stated in this Contract.

#### 13.4 Insurance Policy Cancellation


In case of cancellation of any insurance policy required to be carried by this Contract, or the insolvency, bankruptcy or failure of any such insurance company that has issued a policy hereunder, the Service Provider shall promptly notify the Authority and obtain new insurance policies in the amounts and coverage required hereby.

#### 13.5 Alteration to the Policy Terms

The Service Provider shall not make or agree to any material alteration to the terms of any insurance policies without the prior approval of the Authority.

#### 13.6 Insurance policies not to limit Service Provider's liability

The insurance policies required to be maintained by the Service Provider shall in no way affect, nor are they intended as a limitation of its obligation under the Contract.

  
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13.7 **Failure to obtain insurance**

If the Service Provider fails to take out and/or maintain in effect the applicable insurances required under this Contract, the Authority may take out and maintain in effect any such insurances and may from time to time deduct from any amount due to the Service Provider under the Contract towards the premium of such insurances, or may otherwise recover such amount as a debt due from the Service Provider and the Monthly Contract Fee shall be adjusted accordingly.

13.8 **Loss Payee**

The Service Provider shall ensure that all such insurance policies obtained for the Project in terms of this Contract shall be endorsed in the name of the Authority and the Authority, Authority's Representative or the Committee/ agencies designated by the Authority, is named as the first loss payee in all insurance contracts effected by the Service Provider pursuant to this Article 13.

  
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## ARTICLE 14

### FORCE MAJEURE

#### 14.1 Affected Party

14.1.1 As used in this Contract, the expression "**Force Majeure**" or "**Force Majeure Event**" shall mean occurrence in the State of any or all of Non-Political Event, Indirect Political Event and Political Event respectively, if it affects the performance by the Party claiming the benefit of Force Majeure (the "**Affected Party**") of its obligations under this Contract and which act or event (i) is beyond the reasonable control of the Affected Party; and (ii) the Affected Party could not have prevented or overcome by exercise of due diligence and following Good Industry Practice, and (iii) has material adverse effect on the Affected Party.

14.1.2 Any event of Force Majeure shall be deemed to be an event of Force Majeure affecting a Service Provider only if the Force Majeure event affects and results or inputs for Service Provider's Scope of Project.

#### 14.2 Force Majeure

14.2.1 A 'Force Majeure' means any event or circumstance or combination of events and circumstances including those stated below that wholly or partly prevents or unavoidably delays an Affected Party in the performance of its obligations under this Contract, but only if and to the extent that such events or circumstances are not within the reasonable control, directly or indirectly, of the Affected Party and could not have been avoided if the Affected Party had taken reasonable care or complied with Good Industry Practices:

(a) **Non-Political Event:**

A Non-Political Event shall mean one or more of the following acts or events:

- (i) act of God, epidemic, extremely adverse weather conditions, lightning, earthquake, landslide, cyclone, flood, volcanic eruption, chemical or radioactive contamination or ionising radiation, fire or explosion (to the extent of contamination or radiation or fire or explosion originating from a source external to the Ambulance or the ERC);
- (ii) strikes or boycotts (other than those involving the Service Provider or its respective employees/representatives, or attributable to any act or omission of any of them) interrupting Ambulances Services for a continuous period exceeding 7 (seven) days in an Accounting Year, and not being an Indirect Political Event;
- (iii) any failure or delay on the part of an agent of the Service Provider but only to the extent caused by another Non-Political Event and which does not result in any offsetting compensation being payable to the Service Provider by or on behalf of such agent of the Service Provider;
- (iv) any judgement or order of any court of competent jurisdiction or statutory authority made against the Service Provider in any proceedings for reasons other than (i) failure of the Service Provider to comply with any Applicable Law or Applicable Permit, or (ii) on account of breach of any Applicable Law or Applicable Permit or of any contract, or (iii) enforcement of this Contract, or (iv) exercise of any of its rights under this Contract by the Authority;
- (v) **Intentionally Left Blank**
- (vi) any event or circumstances of a nature analogous to any of the foregoing.

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(b) **Political Event:**

A Political Event shall mean one or more of the following acts or events:

- (i) Nationalization or compulsory acquisition by any Indian Governmental Instrumentality of any material assets or rights of the Authority; or
- (ii) the unlawful, unreasonable or discriminatory revocation of or refusal to renew, any consents, clearances and permits required by the Authority to perform its obligations under any related agreement or any unlawful, unreasonable or discriminatory refusal to grant any other consents, clearances and permits required for the development/ maintenance of the Project, provided that a competent court of law declares the revocation or refusal to be unlawful, unreasonable and discriminatory and strikes the same down; or
- (iii) any other unlawful, unreasonable or discriminatory action on the part of an Indian Governmental Instrumentality which is directed against the Project, provided that a competent court of law declares the action to be unlawful, unreasonable and discriminatory and strikes the same down; or
- (iv) any event or circumstances of a nature analogous to any of the foregoing.


(c) **Indirect Political Event:**

- (i) act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, terrorist or military action; or
- (ii) radioactive contamination or ionising radiation originating from a source in India or resulting from any other Indirect Force Majeure Event mentioned above, excluding circumstances where the source or cause of contamination or radiation is brought or has been brought by the Affected Party or those employed or engaged by the Affected Party; or
- (iii) industry wide strikes and labour disturbances, having a nationwide impact in India; or
- (iv) any Indirect Political Event that causes a Non-Political Event; or
- (v) any event or circumstances of a nature analogous to any of the foregoing.

**14.3 Force Majeure Exclusions**

14.3.1 Force Majeure shall not include: (a) any event or circumstance which is within the reasonable control of the Parties, and (b) the following conditions, except to the extent that they are consequences of an event of Force Majeure:

- (i) Unavailability, late delivery, or changes in cost of the machinery, equipment, materials, spare parts etc. required for the Ambulances Services and Ambulances Equipment;
- (ii) Delay in the performance of any Sub-Service Provider appointed by the Service Provider or its agents;
- (iii) Non-performance resulting from normal wear and tear typically experienced in equipment;
- (iv) Strikes or labour disturbance at the facilities of the Affected Party;

  
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- (v) Insufficiency of finances or funds or the Contract becoming onerous to perform; and
- (vi) Non-performance caused by, or connected with the Affected Party's:
  - (A) negligent or intentional acts, errors or omissions;
  - (B) failure to comply with an Applicable Laws; or
  - (C) breach of, or default under this Contract.

#### 14.4 Notification of Force Majeure

14.4.1 The Affected Party shall give notice to the other Party of any event of Force Majeure as soon as reasonably practicable, but not later than 12 (twelve) hours after the date on which such Party knew or should reasonably have known of the commencement of the event of Force Majeure. If an event of Force Majeure results in a breakdown of communications rendering it unreasonable to give notice within the applicable time limit specified herein, then the Party claiming Force Majeure shall give such notice as soon as reasonably practicable after reinstatement of communications, but not later than 1 (one) day after such reinstatement.

Provided that such notice shall be a pre-condition to the Affected Party's entitlement to claim relief under this Contract. Such notice shall include full particulars of the event of Force Majeure including:

- (a) the nature and extent of each Force Majeure Event which is the subject matter for any claim for relief under this Article with evidence in support thereof;
  - (b) the estimated duration and the effect or probable effect which such Force Majeure Event is having or shall have on the Affected Party's performance of its obligations under this Contract;
  - (c) the measures which the Affected Party is taking or proposes to take for mitigating the impact of such Force Majeure Event; and
  - (d) any other information relevant to the Affected Party's claim.
- 14.4.2 The Affected Party shall give notice to the other Party of (i) the cessation of the relevant event of Force Majeure; and (ii) the cessation of the effects of such event of Force Majeure on the performance of its rights or obligations under this Contract, as soon as practicable after becoming aware of each of these cessations.
- 14.4.3 The Affected Party shall not be entitled to any relief for or in respect of a Force Majeure Event unless it has notified the other Party of the occurrence of the Force Majeure Event forthwith and in any event not later than 12 (twelve) hours after the Affected Party knew, or ought reasonably to have known, of its occurrence.
- 14.4.4 For so long as the Affected Party continues to claim to be materially affected by such Force Majeure Event, it shall provide the other Party with regular reports containing information of the event and such other information as the other Party may reasonably request from the Affected Party.
- 14.4.5 After the Effective Date, if any Force Majeure Event occurs, the dates set forth in the Project phasing activities i.e. Schedule 2, at the sole discretion of Authority, may be extended by a period for which effect of such Force Majeure Event subsists.
- 14.4.6 If a Force Majeure Event subsists for a period of 180 (one hundred and eighty) days or more within a continuous period of 365 (three hundred and sixty five) days, either Party may in its discretion terminate this Contract by issuing a termination notice to the other Party without being liable in any manner whatsoever, and upon issue of such termination

  
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notice, this Contract shall, notwithstanding anything to the contrary contained herein, stand terminated forthwith; provided that before issuing such termination notice, either Party shall inform the other Party and grant 15 (fifteen) days time to make a representation, and may after the expiry of such 15 (fifteen) days period in its sole discretion issue the termination notice.

14.4.7 The non-availability of the Manpower, Ambulances and/or other Project Facilities due to repair etc. shall not be considered as Force Majeure and it shall be the responsibility of the Service Provider to arrange for appropriate alternatives to maintain the services as stipulated in this Contract. It shall be entirely the obligation of the Service Provider to maintain the Manpower, Ambulances and other Project Facilities required rendering the services and working under this Contract.

#### 14.5 Consequences of Force Majeure


14.5.1 Except as expressly provided in this Contract, no Party shall be in breach of its obligations pursuant to this Contract or otherwise liable to the other Party for any hindrance or delay in performance or non-performance of any such obligations if and to the extent that such hindrance, delay or non-performance is due to a Force Majeure Event.

14.5.2 If the Service Provider is prevented from performing any of its obligations under the Contract by Force Majeure of which notice has been given under Clause 14.4 (Notification of Force Majeure) and the services provided under this Contract are/ or will be delayed as a result, the Service Provider shall be entitled to an extension of Term (but not reimbursement of any associated cost) for any such delay.

#### 14.6 Intentionally left blank

#### 14.7 Optional Termination

14.7.1 If the execution of the Scope of Project of a Service Provider in progress is prevented for a continuous period of 180 (one hundred and eighty) days by reason of Force Majeure of which notice has been given under Clause 14.4 (Notification of Force Majeure) (or for multiple periods which totals more than 180 (one hundred and eighty) days due to the same notified Force Majeure, then the Authority may give to the Service Provider a notice of termination of this Contract. If a termination notice is issued by the Authority pursuant to this Clause 14.7.1, the termination shall take effect 7 (seven) days after the notice is given. Upon such termination, the Authority will be required to release the Performance Security provided by the Service Provider, it being specified that the release will only be granted when all amounts payable by the Service Provider under this Contract to the Authority have been irrevocably paid in full. Upon such termination, the Authority shall pay to the Service Provider the amounts payable by the Authority for any services already carried out by the Service Provider in terms of the Contract.


  
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## ARTICLE 15

### TERMINATION OF THE CONTRACT

- 15.1 This Contract shall terminate by efflux of time on the expiry of the Term.
- 15.2 The Authority may terminate this Contact for the following Events of Default and in relation to the Scope of the Project of the Contract Term, if the Service Provider:
- (a) is in material breach of this Contract and in case such breach is rectifiable and the Service Provider fails to cure such breach within a period of 10 (ten) days from the receipt of notice from Authority;
  - (b) transfers or creates any encumbrance, charge or lien over any of the Project Facilities in favour of any person / agency;
  - (c) transfers or fails to perform any of its obligations specified under this Contract;
  - (d) collects fees in any form from the beneficiaries/users;
  - (e) has failed to achieve the required milestones in accordance with Schedule 2 of this Contract and delay is more than 90 (ninety) days for achieving any of the milestones;
  - (f) has failed to comply with the performance indicators namely Response Time Default and Non Response Default to the calls as provided in Schedule 5 are found to be more than 0.1% (zero point one per cent) of the cases in each calendar month and the default continues for a period of 6 (six) months;
  - (g) in a calendar month if there are more than 50% (fifty per cent) instances of calls receiving a feedback below a score of 3 (three);
  - (h) Intentionally left blank.
  - (i) has failed to adhere to the performance standards for ERC (as mentioned in the Schedule 3 to this Contract) and the default continues for a period of 6 (six) months;
  - (j) fails to submit or does not maintain the Performance Security or comprehensive insurance as provided in this Contract;
  - (k) is adjudged bankrupt or insolvent or a trustee or receiver is appointed for the Service Provider or for any of its property that has a material bearing on the Project;
  - (l) petition for winding up of the Service Provider is admitted by a court of competent jurisdiction;
  - (m) abandons the operations of the Project for more than 15 (fifteen) consecutive days without the prior consent in writing of Authority, provided that the Service Provider shall be deemed not to have abandoned such operation if such abandonment was as a result of Force Majeure Event and is only for the period when such Force Majeure Event is continuing;
  - (n) repudiates this Contract or otherwise evidences an intention not to be bound by this Contract;

  
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- (o) Sub-contracts the whole of the services forming part of its Scope of Project, assigns or purports to assign its obligations under the Contract without the required agreement or consent of the Authority or in contravention of the terms of this Contract; or
- (p) is in material breach of any of its obligations under this Contract.

15.3 If any of the events or circumstances mentioned in Clause 15.2 above has been caused by reasons solely attributable to the Service Provider, the Authority may by giving a written notice to the Service Provider require it to cause rectification of the default. In the event, the Service Provider is unable to rectify the said default within a 30 (thirty) days' time period or any other extended period as may be agreed between the Authority and the Service Provider, the Authority can issue a notice for termination ("**Termination Notice**").

15.4 The termination of the Contract (or part of the Contract vis-à-vis the Scope of Project of the Service Provider) by the Authority shall not prejudice any other rights of the Authority against the Service Provider under the Contract or otherwise.

15.5 **Consequences of Termination for Service Provider's default**

Upon issuance of the Termination Notice for the Contract (or part of the Contract) by the Authority vis-à-vis the Service Provider, the Service Provider shall, within 30 (thirty) days, cease all the Ambulance Services and Maintenance Services. The Service Provider, within 30 (thirty) days from the issuance of the Termination Notice, submit all its Service Provider's Documents, the Ambulances, the Medical Equipment and the ERC Equipment to the Authority. The Service Provider shall use its best efforts to comply immediately with any reasonable instructions included in the Termination Notice: (a) for the assignment of any Sub-contract; and (b) for the protection of life or property or for the safety of the Project.

Further, upon issuance of Termination Notice by the Authority the Authority shall clear all amounts due to the Service Provider under this Contract within 30 (thirty) days.

The Service Provider shall, to the extent legally possible and if Authority so requires, assign to Authority all its right, title and benefits (not obligations) under any sub-contracts between it and its Sub-Service Providers (if any), including all warranties, performance guarantee or other continuing benefits arising under such sub-contracts. This handover and transfer shall also take place within 30 (thirty) days from the issuance of Termination Notice.

After termination, the Authority may complete the Service Provider's Scope of Project and/or arrange for any other entities to do so. The Authority and these entities may then use any Service Provider's Documents and other documents made by or on behalf of the Service Provider.


For the avoidance of doubt, the final date of termination of the contract shall be 30 (thirty) days after the issuance of the Termination Notice.

The Authority shall be entitled to enforce the Performance Security and recover the amount due to it in respect of such claim, Damages, rights or remedy without prejudice to its rights.

The Authority shall then give notice that the Service Provider's, Medical Consumables and Medical Equipment and any other equipment (if any) will be released to the Service Provider at a place stipulated by the Authority.

15.6 **Termination for Authority's Default**

15.6.1 In addition to any other termination events described in the Contract, the Service Provider shall be entitled to terminate the Contract to the extent of its Scope of Project if:

  
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- (a) the Service Provider does not receive any undisputed payment within 30 (thirty) days after the Payment Due Date;
- (b) the Authority fails to perform any of its material obligations under this Contract or is in material breach of any obligations under this Contract;
- (c) **Intentionally Left Blank.**
- (d) the Authority's default in performance of the obligations mentioned in Clause 7.5 and such defaults continue for a period of 60 (sixty) days.
- (e) the Authority becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against it compounds with its creditors, or carries on business under a receiver, trustee or manager for the benefit of its creditors, or if any act is done or event occurs which (under Applicable Laws) has a similar effect to any of these acts or events.

15.6.2 In any of these events or circumstances, the Service Provider shall provide a written notice to the Authority for curing the default, and if the default is not rectified within the period of 45 (forty five) days, the Service Provider shall issue a Termination Notice.

15.6.3 The termination of the Contract by the Service Provider shall not prejudice any other rights of the Authority, under the Contract or otherwise.

#### 15.7 Consequences of Termination for Authority's Default

15.7.1 After 30 (thirty) days post issuance of the Termination Notice pursuant to Clause 15.6, the Service Provider shall: (a) cease to carry out further Ambulances Services and/or Maintenance Services (except for such services as may have been instructed by the Authority for the protection of life or property or for safety of the Project) and deliver to the Authority, the part of the Ambulances Services and/or Maintenance Services that have been completed by it until the date of termination; (b) transfer all right, title and benefit of the Project (without any encumbrances), Approvals, right title and interest under any of the Project's contracts, sub-contracts, documents, etc.; and (c) deliver and handover to the Authority, Service Provider's Documents prepared by it in relation to the Project.

#### 15.7.2 Termination Payment due to termination for Authority's default

As soon as practicable after a notice for termination under Clause 15.6 has taken effect, the Authority shall immediately return the Performance Security, as the case may be, provided by the Service Provider and shall proceed to determine the balance amount of the Monthly Contract Fee not already paid to the Service Provider. The Authority shall within 30 (thirty) days of such determination, pay the balance Monthly Contract Fee to the Service Provider in terms of this Contract.

#### 15.8 Release from performance under Applicable Laws

Notwithstanding any other provision of this Contract, if any event or circumstance outside the control of the Parties (including, but not limited to Force Majeure Event) arises which makes it unlawful for any Party to fulfil its contractual obligations under the Contract or which, under the Applicable Laws governing the Contract, entitles the Party to be released from further performance of the Contract, then upon notice by either Party to the other Party of such event or circumstance:

- (a) the Parties shall be discharged from further performance, without prejudice to the rights of either Party in respect of any previous breach of the Contract, and
- (b) the sum payable by the Authority to the Service Provider shall be the same as under the optional termination of the Contract by the Parties under Clause 14.7.

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


**15.9 Upon Termination for any reason whatsoever, the Authority shall:**

- (a) be deemed to have taken encumbrance free possession and control of the Project forthwith;
- (b) take possession and control of all the Project Facilities without any encumbrances.;
- (c) be entitled to restrain the Service Provider and any person claiming through or under the Service Provider from taking away any of the Project Facilities.;
- (d) transfer, assign and/or deliver all Approvals to the Authority; and
- (e) execute such deeds of conveyance, documents and other writings as the Authority may reasonably require for conveying, divesting and assigning all the rights, title and interest of the Service Provider in the Project, if any, including Service Provider' warranties in respect of any equipment and the right to receive outstanding insurance claims, to the extent due and payable to the Authority, absolutely unto the Authority or its nominee.
- (f) shall proceed to determine the balance amount of the Monthly Contract Fee not already paid to the Service Provider. The Authority shall within 30 (thirty) days of such determination, pay the balance Monthly Contract Fee to the Service Provider in terms of this Contract.

**15.10 Upon Expiry or earlier Termination of this Contract, the Service Provider shall:**

- (a) notify Authority forthwith about the location and particulars of all Project Facilities; and
- (b) deliver forthwith the possession and control to Authority or any person designated by Authority of the Project Facilities excluding ERC building in operable condition, free and clear of all encumbrances and execute such deeds, writings and documents as may be required by Authority and under Applicable Laws for fully and effectively divesting the Service Provider of all of the rights and interests in the Authority.

  
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## ARTICLE 16

### INDEMNITY AND LIMITATION OF LIABILITY

#### 16.1 Indemnity

##### 16.1.1 Indemnification by the Service Provider

During the Term of this Contract, the Service Provider shall independently in relation to its specified obligations under this Contract indemnify and hold harmless the Authority, the Authority's directors, employees, personnel and its agents against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect or arising out of:

- (a) any and all actions, claims, liabilities, costs, damages and expenses of every kind and nature in respect of the sickness, injury or death of any person employed directly or indirectly by the Service Provider or any Sub-Service Provider and their respective employees and damage to or destruction of any property or equipment of the Service Provider and its employees arising during or as a result of the performances or non-performance of this Contract from any cause whatsoever provided that this Article, unless attributable to any default of the terms and conditions of the Contract by the Authority, the Authority's directors, employees and its agents;
- (b) breach of the Contract by the Service Provider.

16.1.2 The Service Provider shall also indemnify and hold the Authority harmless, from any and all action, claims, suits and/or legal proceedings initiated by any person, third party or otherwise, that may be initiated or raised against Authority whether that may be in the nature of criminal, civil, medico-legal proceedings, proceedings under the Consumer Protection Act, 1986 or any Applicable Law that may arise under this Contract.

##### 16.2 Indemnity -Third Party

The Service Provider shall indemnify and hold the Authority harmless from any and all claims, liabilities, costs, damages, and expenses of every kind and nature in respect of the sickness, injury or death of any third party and the damage to or destruction of any property of any third party arising directly or indirectly as a result of any gross negligence, default or omission of the Service Provider or its employees/agents.

##### 16.3 Non-Compliance with Applicable Laws


The Service Provider shall indemnify and hold the Authority harmless from any fines, penalties and similar charges which may be attributed to or imposed or assessed against the Authority by reason of the failure of the Service Provider to comply fully with all Applicable Laws save to the extent such failure was caused by the gross negligence, default or omission of the Authority or its employees.


##### 16.4 Indemnification by the Authority

During the term of this Contract, the Authority shall indemnify and hold harmless the Service Provider, its personnel, and its agents, against and from all claims, damages, losses and expenses (including legal fees and expenses) in respect of:

- (a) bodily injury, sickness, disease or death, which is directly attributable to any negligence, wilful act or breach of the Contract by the Authority, the Authority's Representative, or any of its agent.

##### 16.5 Limitation of Liability

  
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16.5.1 Neither Party shall be liable for loss of any profit/ contract nor for any indirect or consequential loss/ damage which may be suffered by the other Party under the Contract.

16.5.2 Subject to Clause 16.5.1 above, the total liability of the Service Provider to the Authority under this Article 16 shall be the following:

(a) In case of any fraud, deliberate default or reckless misconduct: Unlimited; and

(b) In any other case: A sum of the total Monthly Contract Fee.

16.5.3 Subject to Clause 16.5.1 above, the total liability of the Authority to the Service Provider under this Article 16 shall be limited to the Monthly Contract Fee.

#### 16.6 Personal Liability Limited

The Service Provider and the Authority each understand and agrees that there shall be absolutely no personal liability on the part of any of the employees, shareholders, partners, officers, directors, agents, authorized representatives or affiliates of the Authority or the Service Provider for the payment of any amounts due hereunder or performance of any obligations hereunder.

#### 16.7 Undertaking by the Service Provider

16.7.1 The Service Provider unequivocally acknowledges, agrees and confirms that it shall be responsible in the performance of the obligations of the Service Provider under its Scope of Project, as set out in Schedule 1 to this Contract, so as to ensure seamless and uninterrupted interface among all obligations of the Service Provider under its Scope of Project, including without limitation, the following:

(a) achieving, in a timely manner, the milestones set out in the Contract and performing all obligations under the Contract;

(b) not charging any fee directly from patients /users of the Ambulance Services; and

(c) all installed Project Facility are new, safe and according to good industry standards.


16.7.2 Notwithstanding anything contained in this Contract, the Service Provider hereby agrees and undertakes that it shall be liable for coordinating the Ambulance Services and for the overall performance of this Contract, and shall not deny such liability solely on the ground that the claim was not covered under its Scope of Project. Further, the Service Provider hereby undertakes and acknowledges that should any gap, deficiency or uncertainty arise with respect to the obligations of the Service Provider under its Scope of Project, then such gap, deficiency or uncertainty shall be promptly remedied (or caused to be remedied) by the Service Provider at no cost or expense to the Authority.

16.7.3 Notwithstanding the fact that the Service Provider's Scope of Project under the Contract is solely responsible to perform its Scope of Project and obligations, the Service Provider hereby agrees and undertakes to guarantee the due performance of the Service Provider's Scope of Project set out in Schedule 1. The Service Provider hereby agrees and confirms that in case of non-performance or inadequate performance by the Service Provider of Scope of Project, the Service Provider will perform (or cause performance) of such obligation without any additional cost to the Authority.

#### 16.8 Enforcement

For the avoidance of doubt, nothing in this Article shall prevent or restrict a Party enforcing any obligation owed to it under this Contract.

#### 16.9 Defence

  
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- 16.9.1 The Authority shall promptly notify the Service Provider of any matter which may give rise to a right of the Authority to be indemnified under this Article 16.
- 16.9.2 The Service Provider may at its own cost conduct negotiations for the settlement of any claim made against it, and any litigation that may arise there from in such reasonable manner as the Authority shall from time to time approve (such approval not to be unreasonably withheld).
- 16.9.3 The Service Provider may not, however, conduct such negotiations or litigation before it has given the Authority such security as the Authority may reasonably require. The security shall be for an amount required by the Authority, which is its reasonable assessment of the amount for which it may become liable and which are the subject of the indemnities under this Article 16.
- 16.9.4 The Authority shall not make any admission which might be prejudicial to the Service Provider unless the Service Provider has failed to take over the conduct of the negotiations or litigation or provide security under this Article 16 within a reasonable time after having been so requested.

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## ARTICLE 17


### DISPUTE RESOLUTION & GOVERNING LAW

#### 17.1 Amicable Settlement

- 17.1.1 Save where expressly stated to the contrary in this Contract, any dispute, difference, controversy of whatever nature or claim arising out of or relating to this Contract (whether in tort, contract, under statute or otherwise), including non-completion of the Project or any question regarding its existence, validity, interpretation, breach or termination and so notified in writing by either Party to the other (the "**Dispute**") shall in the first instance be attempted to be resolved amicably between the Parties amicably in accordance with the conciliation procedure set forth herein.
- 17.1.2 Either Party may require such Dispute to be referred to a person nominated by each Party. Upon such reference, the persons nominated by each Party shall meet at the earliest mutual convenience and in any event within 15 (fifteen) days of such reference to discuss and attempt to arrive at an amicable resolution of the Dispute.
- 17.1.3 If, after such meeting between the Parties in accordance with Clause 17.1.2, the Dispute is not amicably resolved pursuant to the above as evidenced by the signing of the written terms of settlement within 30 (thirty) working days of the aforesaid notice in writing or such longer period as may be mutually agreed by the Parties then the dispute shall be referred to adjudication by arbitration.

#### 17.2 Arbitration

- 17.2.1 All disputes referred to arbitration by any Party in accordance with terms of this Contract, shall be finally resolved by arbitration panel consisting of three arbitrators, one each to be appointed by each Party within 7 (seven) days from the date of issuance of notice of arbitration by any Party and the third arbitrator to be jointly appointed by the two arbitrators appointed by the Parties within 7 (seven) days of appointment of second arbitrator.
- 17.2.2 The venue of the arbitration shall be Lucknow, Uttar Pradesh. The language of the arbitration shall be English. The arbitration shall be conducted in accordance with the Arbitration and Conciliation Act ("**Arbitration Act**") and the Arbitration of the International Centre for Alternative Dispute Resolution, New Delhi ("**Rules**"), which Rules are deemed to be incorporated by reference in this Article 17.
- 17.2.3 The Parties shall ensure that any arbitrator appointed to act under this Clause 17.2 will agree to be bound to certain confidentiality obligations with respect to the terms of the Contract and any information obtained during the course of the arbitration proceedings.
- 17.2.4 The arbitrators shall issue a reasoned Award.
- 17.2.5 The Parties undertake to carry out any decision or award of the arbitrators (the "**Award**") without delay. Awards relating to any Dispute shall be final and binding on the Parties as from the date they are made.
- 17.2.6 The Parties agree that an Award may be enforced against the Service Provider and/or Authority, as the case may be and their respective assets wherever situated.
- 17.2.7 This Contract and rights and obligations of the Parties shall remain in full force and effect pending the award in any arbitration proceeding hereunder.

  
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**17.3 Continuance of Performance**

Performance of this Contract shall continue during any dispute resolution process referred to in this Clause 17.3.

**17.4 Governing Law and Jurisdiction**

The Contract shall be construed and interpreted in accordance with and governed by the laws of India, and subject to the provisions of Clause 17.3 above, the courts at Lucknow shall have exclusive jurisdiction over Disputes arising out of or relating to this Contract.



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## ARTICLE 18

### MISCELLANEOUS PROVISIONS

#### 18.1 Confidentiality

##### 18.1.1 Confidential Information

All information or documentation provided by any Party to the other Party for the development of the Project in terms of this Contract, as well as the terms and conditions of this Contract (collectively "**Confidential Information**"), shall be considered as confidential and except as otherwise provided herein, may not be disclosed to third parties without the prior written consent of the disclosing Party, provided that any Party may grant access to the Confidential Information to (a) its employees and authorized agents, vendors, representatives and agents which access is necessary to fulfil the terms of this Contract, (b) the financing parties and (c) potential investors, lenders or partners in the Project (including its advisors, attorneys, consultants Service Provider and other designees), who shall be bound by the terms of this confidentiality arrangements.

##### 18.1.2 Exclusions from Confidential Information

The Confidential Information shall not include information that (a) the receiving Party can demonstrate as rightfully in its possession prior to receiving it from the other Party; (b) is or becomes publicly known through no act omission or commission of the receiving Party; (c) is approved for release by written authorization of the disclosing Party; (d) is required to be disclosed by the receiving Party pursuant to legal requirements applicable to it or a legal process (so long as prior to furnishing such Confidential Information, the receiving Party notifies the disclosing Party and gives the disclosing Party the opportunity to object to the disclosure and/or to seek a protective order); provided, however, that any Confidential Information required to be so disclosed shall retain its confidential status for all other purposes; or (c) has been rightfully furnished to the receiving Party without any restriction on use or disclosure and not in violation of the rights of the other Party.

##### 18.1.3 Survival of confidentiality obligation


The confidentiality obligations under this Article 18 shall remain in force and effect from the Effective Date and until 24 (twenty-four) months after termination of this Contract.

#### 18.2 Intellectual or industrial property rights

The Service Provider shall be responsible to ensure that there is no infringement of any all intellectual or industrial property rights covering materials, materials, equipment, Aquatic Species, Specialized Components or process used in the execution of the Works in terms of this Contract. The Service Provider shall alone be liable for any damage or claim for such infringement and shall keep the Authority indemnified in that regard. The Service Provider shall, at its own cost and expenses, defend all suits or proceedings that may be instituted for alleged infringement of any such intellectual or industrial property rights. In the event of any suit or proceedings instituted against the Authority, the same shall be defended at the cost and expenses of the Service Provider who shall also satisfy/comply the decree, order or award made against the Authority.

#### 18.3 Notices

Any notice or other communication to be given under this Contract must be in writing and may be delivered or sent by post, fax or email to the Party to be served at its address as follows:

  
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शिक्षा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।





**To Authority at:**

Director General, Medical & Health  
Services, Directorate of Medical Health  
Services  
Swasthya Bhawan,  
Lucknow, Uttar Pradesh

Fax: 0522-2622625

E-mail: [monitoringcell.dgmh@gmail.com](mailto:monitoringcell.dgmh@gmail.com)

Attention: Dr. Padmakar Singh

**To the Service Provider at:**

State Head, 108 Emergency Medical  
Transport Services West (UP), CP-147,  
Sector D-1, LDA Colony, Kanpur Road  
Yojana, Lucknow- 226012

Fax: 0522- 2421998

Email: dhananjay\_kumar@emri.in

Attention: Mr. Dhananjay Kumar

**To Selected Bidder at:**

Senior Vice President, GVK Emergency  
Management & Research Institute, Devar  
Yamzal, Medchal Road, Secunderabad-  
500014, Telangana

Fax: 040-2346-2111

E-mail: rajesh\_waghmare@emri.in

Attention: Mr. Rajesh Waghmare

or at such other address, fax number or email address as such Party may have notified to the other Party in accordance with this Clause 18.3.

**18.4 Authority's Instructions**

The Authority may issue to the Service Provider instructions which may be necessary for the Service Provider to perform its obligations under the Contract. Each instruction shall be given in writing and shall state the obligations to which it relates and the Sub-clause (or other term of the Contract) in which the obligations are specified.

**18.5 Assignment and Novation**

The Service Provider cannot assign its rights and obligations under this Contract to any person.


**18.6 Amendments**

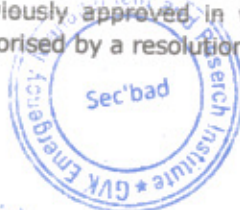
No purported alteration or amendment of this Contract shall be effective unless it is in writing, refers specifically to this Contract and is duly executed by each of the Parties to this Contract.

**18.7 Entirety**

This Contract and together with the other contract documents and the schedules constitute complete and exclusive statement of the terms of this Contract between the Parties on the subject hereof and no amendment or modification hereto shall be valid and effective unless expressly previously approved in writing by the Authority and executed by the person expressly authorised by a resolution of Authority in this behalf.

**18.8 No waiver**

  
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लखनऊ, उत्तर प्रदेश



18.8.1 No waiver by any Party of any default or defaults by the other Party in the performance of any of the provisions of the Contract:

- (a) shall operate or be construed as waiver of any other or further/ subsequent default or defaults or of other provisions of or obligations under this Contract;
- (b) shall be effective unless it is in writing and is duly executed by the authorized representative of such Party; and
- (c) shall affect the validity or enforceability of this Contract in any manner.

18.8.2 Neither the failure by either Party to insist on any occasion upon the performance of the terms and conditions of the Contract nor time or other indulgence granted by one Party to the other shall act as a waiver of such breach or acceptance of any variation or the relinquishment of any such right or any other right under this Contract, which shall remain in full force and effect.

### 18.9 Severability

If for any reason whatsoever any provision of this Contract is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner.

### 18.10 Relationship of the Parties

The Service Provider is appointed by the Authority as independent Service Provider dealing at arm's length, and this Contract shall not be interpreted or construed to create an association of persons, joint venture or partnership between the Parties or to impose any partnership, obligation or liability upon any Party. Notwithstanding anything contained in this Contract to the contrary, it is clarified that the intention of the Parties is not to carry on the business in common. Though there would be coordination between the Parties/Service Provider to ensure that the Project is completed within the agreed time frame, each Party/Service Provider shall be responsible for its identified Scope of Project in the Contract and expressly agrees to bear its own losses and retain all the profits arising from the performance of its Scope of Project. Each Party/Service Provider is individually responsible for employing capital and resources in executing individual Scope of Project and there exists no pooling of common assets/ resources and as corollary be independently responsible with respect to commercial risks associated with performance or negligence/ or breach relating to individual Scope of Project.

### 18.11 Successors and assigns

This Contract shall be binding upon, and inure to the benefit of the Parties and its successors and permitted assigns.


### 18.12 Counterparts

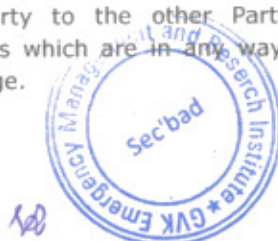
This Contract may be executed in any number of counterparts, whether signed originally or reproduced by facsimile, each of which shall be deemed to be an original, and all of which shall constitute one and the same instrument.

### 18.13 Language:

All notices required to be given by one Party to the other Party and all other communications, documentation and proceedings which are in any way relevant to this Contract shall be in writing and in English language.

### 18.14 Exclusion of Implied Warranties etc.

  
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This Contract expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other Contract between the Parties or any representation by either Party not contained in a binding legal Contract executed by both Parties.



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## ARTICLE 19

### DEFINITIONS

"**Additional Ambulances**" shall mean the new 221 Ambulances procured by the Authority and introduced in the ambulance fleet over and beyond the 462 ambulances which are currently available;

"**Additional Obligations**" shall have the meaning ascribed to it in Clause 3.1 A;

"**Affected Party**" shall have the meaning set forth in Clause 14.1.1;

"**Ambulance**" means a fully equipped BLS Ambulance as the case may be in accordance with the provisions of this Contract and include all existing BLS Ambulance including Additional Ambulances and any other new ambulance procured by the Authority during the term of this Contract and all related infrastructure etc. in terms of this Contract unless otherwise specified;

"**Ambulance Services**" or "**EMTS Ambulance Services**" means the ambulance services contemplated under the Scope of the Project to be undertaken by the Service Provider, as specified in Schedule 1 and this Contract;

"**Applicable Laws**" means all laws, brought into force and effect by GOI or the State Government including rules, regulations and notifications made thereunder, and judgements, decrees, injunctions, writs and orders of any court of record, applicable to this Contract and the exercise, performance and discharge of the respective rights and obligations of the Parties hereunder, as may be in force and effect during the subsistence of this Contract;

"**Approvals**" means any authorization, clearance, license, no-objection certificate, exemption, privilege, approval, registration, permit, waiver, acknowledgement, agreement, or concession required to be obtained from or provided by any Governmental Instrumentality relating to the development, execution, operations and the Works or to the performance by Service Provider of any obligations under this Contract;

"**ALS Ambulance**" or "**Advance Life Support Ambulance**" shall mean an ambulance equipped with advanced lifesaving equipment to support critical patients needing advanced care and used for inter-facility transfers in Uttar Pradesh;

"**Authority**" shall mean the entity defined in the array of parties as authority;

"**Authority's Personnel**" shall mean Authority's Representative and all other personnel which may include staff, labour and other employees of the Authority, and any other personnel assisting the Authority in the execution of the Project;

"**Authority's Representative**" shall have the meaning set forth in Clause 7.3;

"**Arbitration Act**" means the Arbitration and Conciliation Act, 1996 and shall include modifications to or any re-enactment thereof, as in force from time to time


"**Area of Operation**" shall mean the West cluster in the State of Uttar Pradesh as per the corresponding telecom circle;

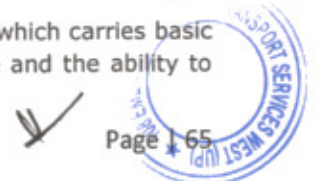
"**Bank Rate**" means the means the floor rate of interest announced by the State Bank of India for all its lending operations;

"**Bid**" shall mean the bid submitted by the Selected Bidder pursuant to the RFP;

"**Bid Security**" means the security provided by the Service Provider to the Authority along with the Bid in a sum of Rs. 1,14,00,000/- (Rupees One crore Fourteen lakhs only), in accordance with the Bid documents, and which is to remain in force until substituted by the Performance Security;

"**BLS Ambulance**" or "**Base Life Support Ambulance**" means an Ambulance which carries basic and essential equipment and supplies for optimal emergency care at the scene and the ability to

  
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offer medical aid such as first aid, immobilization, oxygen therapy, and other equipments as described in greater detail in the Schedule 6 (Ambulance Equipment);

"**Change in Law**" shall have the meaning set forth in Clause 10.5.1;

"**CMO**" shall mean the Chief Medical Officer of a district in Uttar Pradesh;

"**CMS**" shall mean the Chief Medical Superintendent of a district in Uttar Pradesh;

"**Commencement Date**" shall have the meaning ascribed to it in Clause 3.6;

"**Confidential Information**" shall have the meaning set forth in Clause 18.1.1;

"**Contract**" shall include this Contract; all Schedules hereto; the terms contained in the Request for Proposal as amended and clarified by Authority till the submission of the bid by the interested parties; the LOI dated 23<sup>rd</sup> February 2019; the related agreements, inter-alia, including Performance Security, undertaking and other instruments furnished by the Service Provider and the memorandums signed between the Service Provider and Authority from time to time in terms of this Contract in regard to the Area of Operation and other matters, manner and method for implementation of the Project;

"**Damages**" shall mean the damages payable by either Party to the other of them, as set forth in this Contract, whether on per diem basis or otherwise, are mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the Party entitled to receive the same and are not by way damage;

"**Dispute**" shall have the meaning set forth in Clause 17.1.1;

"**Effective Date**" means the date of execution of this Contract;

"**Emergency Response Centre**" or "**ERC**" shall mean the centralized and integrated premises of call centre facility fully equipped in accordance with the Schedule 1 for receiving calls, through a 24 (twenty four) hour toll free number, from the general public for EMTS and from which the dispatch of the Ambulances shall be controlled and in accordance with the terms and conditions of this Contract;



"**EMTS**" shall mean the Emergency Medical Transport Services inclusive of the scope of services as specified in Schedule 1;

"**Encumbrances**" means, any encumbrances such as mortgage, charge, pledge, lien, hypothecation, security interest, assignment, privilege or priority of any kind having the effect of security or other such obligations, and shall include any designation of loss payees or beneficiaries or any similar arrangement under any insurance policy pertaining to the Project Facilities;

"**ERC Equipment**" shall mean all the existing hardware, technology and software for ERC to be transferred to the Service Provider by the Authority. The Service Provider shall decide the Specifications (Hardware and Software) for upgrading or replacing the ERC equipment as per its requirement. The Service Provider shall maintain an Asset Register of the ERC Equipment, detailing the equipment and technology including software provided by the Authority, and shall also include in the Asset Register the Equipment/software/technology procured by the Service Provider;

"**Existing Operator**" shall mean GVK EMRI (UP) Private. Ltd;

"**Existing Project Facilities**" shall mean and include all assets including the 462 Ambulances fitted with Medical Equipment, other equipment, accessories, the hardware and software at the existing ERC, IT equipment (hardware and software) procured for ERC, mobile application

  
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database and other materials used for the work and services under this Contract more particularly specified in Schedule 6A<sup>1</sup>;

"**Feedback Call**" shall have the meaning set forth in Clause 1.12 (b) of Schedule 1;

"**Final Commissioning Date**" shall mean the date on which the Authority certifies completion of Phase II of the Project as detailed in Schedule 2;

"**Force Majeure/Force Majeure Event**" shall have the meaning set forth in Clause 14.1.1;

"**Good Industry Practice**" means the exercise of that degree of skill, diligence efficiency, reliability and prudence and those practices, methods, technical specifications and standards of equipment, safety, services and performance, as may change from time to time and which would reasonably and ordinarily be expected to be used by a skilled and experienced Service Provider engaged in activities similar to the Works and/ or Maintenance Services required to be carried out under this Contract;

"**Governmental Instrumentality**" means the Government of India, Government of state of Uttar Pradesh, and any ministry, department, board, authority, agency, corporation, commission under the direct or indirect control of Government of India or any of the above state Government(s) or both, any political sub-division of any of them including any court or Appropriate Commission(s) or tribunal or judicial or quasi-judicial body of India;

"**G.O.**" shall mean government order 3817/30-4-24km/86 dated 31<sup>st</sup> October 1986 for condemnation of government vehicles issued by Transport Department, Government of Uttar Pradesh, as amended from time to time;

"**IRDA Rules**" shall mean Regulatory guidelines issued by Insurance Regulatory & Development Authority of India;

"**INR**" means the Indian Rupees;

"**Indian Standard Time**" means the time observed throughout India;

"**Intellectual Property Right**" shall mean all patents, trademarks, service marks, logos, get-up, trade names, internet domain names, rights in designs, blue prints, programmes and manuals, drawings, copyright (including rights in computer software), database rights, semi-conductor, topography rights, utility models, rights in know-how and other intellectual property rights, in each case whether registered or unregistered and including applications for registration, and all rights or forms of protection having equivalent or similar effect anywhere in the world; ;

"**Key Performance Indicators**" or "**KPI**" shall mean the key performance indicators stated in Article 11 and Schedule 5;

"**LOI**" means the Letter of Intent dated 23<sup>rd</sup> February 2019, issued to the Service Provider to establish the Project;

"**Manpower**" shall mean any or all employees, personnel, staff of the Service Provider whether sourced from outside or on the payroll of the Service Provider;


"**Maintenance Manual**" shall have the meaning set forth in Clause 12.3;

"**Maintenance Services**" means all things or tasks which the Service Provider is, or may be, required to do for the regular maintenance and upkeep including but not limited to of the Ambulances, ERC, etc.;

"**Medical Consumables**" means consumables for Ambulances listed in Schedule 6;

"**Medical Equipments**" means equipments for Ambulances listed in Schedule 6;

<sup>1</sup> This Schedule 6A shall be updated at the time of handover

  
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"**Monitoring Application**" shall have the meaning ascribed to it in Clause 3.1 (i);

"**Monthly Contract Fee**" means the consideration to be payable to the Service Provider for execution of the Project in accordance with this Contract and as mentioned in Article 10 of the Contract;

"**Patient Data Records**" means data of all patients availing the Ambulance Services;

"**Payment Due Date**" shall have the meaning set forth in Clause 10.2.5;

"**Phase**" shall mean each Project phasing activity as stipulated in Schedule 2;

"**Performance Security**" shall have the meaning set forth in Clause 6.1;

"**Project**" means procurement and maintenance of Ambulances and operation of Ambulance Services and Maintenance Services including operation and maintenance of the Medical Equipment in the Ambulance, Medical Consumables, deploying adequate Manpower to carry out the scope of the Project in U.P. West Cluster as per the corresponding telecom circle in terms of this Contract;

"**Project Facilities**" shall mean and include all the Ambulances, installed Medical Equipment in Ambulances, Medical Consumables, ERC Equipment and software including the GPS tracking application, the ERC software and the fleet management application, mobile application, GIS, AVL, voice logger system, computer aided dispatch and mobile communication system, online/web based verification, Monitoring Application and any and other equipment and software, system etc. for part of the Ambulance and/or the Project;

"**Punch List**" shall have the meaning ascribed to it in Clause 4.1.3 (d);

"**Rs.**" or "**Rupees**" means Indian Rupees, the lawful currency of India;

"**Satisfactory Performance**" shall have the meaning ascribed to it in Clause 5.4;

"**Service Provider**" or "**SPV**" shall mean a company incorporated under the Companies Act, 1956/2013 to execute this Contract and undertake the Project and includes its respective legal successors and assigns;

"**Service Provider's Personnel**" means the Service Provider's Representative and all other personnel whom the Service Provider will utilise for the purpose of the Project which may include staff, labour and other employees of the Service Provider and each Sub-Service Provider, and any other personnel assisting the Service Provider in the execution of the entire Project.;

"**Staff Training documents**" means documents related to training of staff and personnel;

"**State**" shall mean the State of Uttar Pradesh;

"**Standard Operating Protocol**" shall mean the protocol for operation of the Project to be developed by the Service Provider and approved by the Authority as per the guiding principles laid down in Schedule 3;


"**Standard Ambulance Operating Protocol**" shall mean the protocol for operation of Ambulances to be developed by the Service Provider and approved by the Authority as per the guidelines and framework laid down in Schedule 3;

"**Specifications**" means the technical specifications set out in Schedule 6;

"**Sub-Service Provider**" means any person named in the Contract as a Sub-Service Provider, or any person appointed as a Sub-Service Provider, for a part of the Works, and its legal successors and assigns;

"**Term**" shall have the meaning ascribed to it under Article 5 and shall include Extended Term, if any;

"**Toll Free Number**" shall mean Specialized Assistance Cell no. i.e. 108;

  
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"Trip" shall have the meaning ascribed to it in Clause 1.8 (b) of Schedule 1;

"Variation" shall have the meaning ascribed to it in Clause 3A.1;

"Variation Notice" shall have the meaning ascribed to it in Clause 3A.2 (a);

"Variation Order" shall have the meaning ascribed to it in Clause 3A.2 (d).

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महानिदेशक

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**IN WITNESS**

**WHEREOF**, intending to be legally bound hereby, the Parties have executed this Contract as of the date first set forth above.

**EXECUTED** for and on behalf of the Authority,  
**Dr. Padmakar Singh**, Director General Medical & Health Services, Uttar Pradesh, in the presence of:

Witness's Signature: 

Name:

Address:

(डॉ० के० सिंह)  
अपर निदेशक (विद्युत)  
चिकित्सा एवं स्वास्थ्य सेवाएँ  
उ० प्र० लखनऊ

  
Director General Medical & Health Services

(डॉ० पद्माकर सिंह)


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उत्तर प्रदेश।

**EXECUTED** for and on behalf of the Service Provider,  
**Mr. K. Krishnam Raju**, Authorized Signatory in the presence of:

Witness's Signature: 

Name:

Address:

  
C.P. 247, D-1, LDA Colony,  
Kempur Road - Ludhiana-12.

  
Authorized Signatory




**EXECUTED** for and on behalf of the Selected Bidder,  
**Mr. Subodh Satyawadi**, President in the presence of:

Witness's Signature: 

Name:

Address:

  
RAJESH WAHIMARE  
GVK EMRI  
Devar Yamzal, Medchal Road,  
Secunderabad - 500078  
Telangana

  
President



## 1. SCHEDULE 1 – SCOPE AND CONDITIONS OF WORK


### 1.1 Model for Service Delivery

1.1.1 The structure of the EMTS delivery model will comprise of the following components:

- a. Provide 24\*7 Ambulance services (free of cost to end user), using the already equipped fleet of 462 Ambulances and 221 newly procured unequipped Ambulances provided by the Authority.
- b. Setup and operationalize and Emergency Response Centre having 74 seats to receive and handle emergency phone calls from general public. Upon the introduction of the new Ambulances, the seats at the ERC shall be increased in the ratio of 1 seat per every 10 Ambulances added. Further, the Service Provider shall ensure that the associated equipment, telephone line capacity and manpower shall be increased during the Term of the Contract upon increase in the number of seats.
- c. Intentionally Left Blank.
- d. Promote public awareness of the Emergency Response Services through campaigns and promotions in the state. Service Provider shall submit monthly and yearly plan to the Authority, for the activities it intends to undertake for promoting public awareness.

1.1.2 In addition to the above the Service Provider is responsible for overall project management and administration for the assignment and should have the associated management structures in place. Medical emergencies occurring in any part of the state will be handled as follows:

- a. In any medical emergency situation, the ERC should be contacted by the patient or persons present at the site of the emergency as soon as possible.
- b. ERC personnel will determine the location of the emergency, along with the nature of emergency from the caller.
- c. An Ambulance will be dispatched to the site of emergency; the Ambulance will provide first aid to the patient and stabilise him/her, and then transport him/her to the nearest CHC or Government hospital, within a stipulated time frame.
- d. In case the nearest CHC or Government Hospital is unable to handle the case, the Service Provider shall transfer the patient to the next most suitable hospital referred by the CHC or Government hospital.
- e. In case the Hospital/CHC advises that the patient be taken to a medical facility in another district, the Service Provider shall transfer the patient to the suggested medical facility.
- f. Seats should be allocated for personnel from the Police department at the ERC to ensure smooth handling of medico-legal cases. The police personnel at the ERC shall ensure and assist in ensuring smooth transfer of calls from UP 100 to the ERC and vice versa.
- g. Doctors stationed at ERC should provide real-time guidance to the Ambulance staff for handling emergency.
- h. The Service Provider shall use its best efforts to ensure that Aadhaar number or any other Government of India/Government of Uttar Pradesh recognised identity proof is used as unique identifier for the patients. To the extent possible and with the consent of the patient, such authentication of patients shall be used for verification. However, Service Provider shall not deny services to any patient in absence of or failure of such authentication.

  
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## 1.2 Emergency Response Centre (ERC)

- a. The ERC will be a 24x7 call centre, that will receive emergency phone calls from any part of the State and Service Provider should suitably expand the infrastructure of the ERC to meet the performance standards.
- b. The ERC shall have capacity of at least 74 seats for receiving emergency calls and dispatching Ambulances (in the ratio of 1:10). The ERC seats for receiving emergency calls and dispatching Ambulances, associated equipment and manpower shall be increased in the ratio of 1 per 10 Ambulances added.
- c. Intentionally Left Blank.

## 1.3 Toll free phone number

A toll free phone number that connects to the ERC has already been acquired by the Authority and the Service Provider shall bear all the expenses for the usage of the Toll Free Number for the purpose of this Project during the Term. The Toll Free Number may change in the future, as per directives of the Government to move to a single emergency number. The Service Provider shall ensure that the Toll Free Number shall be accessible to callers at all times and for this purpose shall ensure that the Toll Free Number shall be upgraded to consist of a minimum of 6 (six) PRI lines in the Western Cluster. The ERC will need to comply with the following:

- a. At least 90% (ninety per cent) phone calls received at the ERC should be answered within 20 (twenty) seconds of the first ring / beep.
- b. The Emergency Response Officer (ERO), at the ERC, receiving the call shall input the caller and patient information in the ERC software.
- c. The call Service Provider can consult the physician available within the ERC, in order to categorize the emergency based on the information provided by the caller/ patient.
- d. The Service Provider shall ensure and procure an efficient system so that the GPS tracking and the ERC software detects the Ambulance closest to the site of emergency and the Ambulance driver thereof shall receive a notification on the mobile application to reach the site of emergency as well as providing a notification stating the location of the nearest available medical facility. The ERO may communicate with the Ambulance driver through mobile phone and through the mobile application and/or SMS to provide further instructions if need be.

Further, the GPS tracking application and the map therein shall provide the ERO and the Ambulance driver details of the nearest medical facilities close to the site of emergency for the purpose of facilitating speedy transfer of the victim to such medical facility.

- e. While the Ambulance is in transit to the site of emergency, the call Service Provider will instruct the caller to provide basic first aid to the patient, if possible.

Along with the abovementioned obligations, the Service Provider shall be responsible for operating and maintaining a dedicated telephone line and number where users in the Area of Operation can lodge their grievances and provide their feedback regarding the Ambulance Services, from time to time.

### 1.3.1. Integration of ERC with ARC (ALS Response Centre) of the ALS Ambulance Service Provider

- a. The Service Provider shall integrate its ERC with ARC (ALS Response Centre) of the ALS Ambulance Service Provider, since general public can only make calls to the ERC for seeking ALS Ambulance Services.
- b. The Service Provider shall agree on protocols for transferring the calls from general public to ARC (ALS Response Centre) and receiving the requests from ARC for Ambulance, in case ALS Ambulance is not available.

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सत्यमेव जयते



- c. The Service Provider shall train the ERC call centre executives to identify ALS (Advanced Life Support) cases basis criteria agreed with Authority

1.3.2. Infrastructure specification

- a. The Service Provider should ensure that the ERC should have adequate staff and seating capacity to meet the performance levels as given a Schedule 3.
- b. In addition to seating capacity above, ERC should have sufficient space to accommodate H/W, furniture, other equipments and support staff.

1.3.3. Broad system requirements for the ERC

- a. Built on Open Standards and having Web Interface for client access.
- b. GPS / GPRS technology with GIS interface for real-time tracking of all Ambulances and graphical display of their position on a map should be used as appropriate.
- c. Vehicle positioning accuracy should be a minimum of 50 (fifty) metres.
- d. Provide information about the vehicle including time, day, GPS coordinates, direction, speed, distance travelled, etc. updated on real-time basis.
- e. Enable the ERC personnel in identifying the Ambulance nearest to the caller.
- f. Procure legally valid maps based on GIS for its ERC operations as well as Ambulances. It shall procure GPS-GIS system from authorised agencies before launching the project operation.
- g. Mobile phone for maintaining communication with the Ambulances. Key personnel at the ERC and Ambulances shall have mobile phones to communicate with each other.
- h. Integration of ERC with mobile application deployed through smart phone devices in every Ambulance, for real time tacking and real time status of the Ambulances.
- i. Integration of ERC with SMS gateway for immediate information or notification of Ambulance dispatch details with mobile number of driver and weblink to track the live location of the Ambulance to the concerned caller.
- j. Develop caller database, and should prompt with required information in case of repeat calls.
- k. Prevent loss of Ambulance data in the event of failure of equipment or communication network.
- l. Provide for necessary validations / alerts to avoid wrong entries or to prompt in case of wrong entries.
- m. Necessary backup mechanism to safeguard data in case of failure of equipments.
- n. The operating system to be used should be standard.

1.3.4. Technical Specifications (Hardware and Software) for the ERC

- a. The Service Provider should develop a suitable integrated solution including Computer Technology Integration, Voice logger system, Geographic Information systems (GIS), Geographical positioning systems (GPS), Automatic vehicle Location & Tracking (AVLT), Computer Aided Dispatch (CAD) and mobile communication systems.
- b. The Authority shall provide Service Provider with existing available equipment and technology including software, which has been deployed in the present ERC being run by the current Service Provider
- c. The Service Provider shall be responsible for setting-up of a new Emergency Response Centre using the existing equipment and technology including software.


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- d. The ERC equipment and technology including software, are in operative condition, however if the Service Provider understands the need to upgrade or replace the existing equipment or technology including software, then it shall do so at its own cost.
- e. The Service Provider shall procure, at its own cost, addition equipment and provision ERC manpower, in-case there is an increase in number of Ambulances. The ERC seats for receiving emergency calls and dispatching Ambulances, associated equipment and manpower shall be increased in the ratio of 1 per 10 Ambulances added.

**Minimum Specification for IT Infrastructure at the call centre**

Sr. No	Particulars
1	Minimum seating capacity as specified earlier
2	The call centre / control room should have separate rooms for the Director, Administration and Finance Head, IT Head, an accounts and administrator's room, Operations Head room, a store room for equipment, a pantry and a room meant for the peons and other support staff;
3	File Server
4	Workstations
	- Call Service Providers
	- Case closing / follow-ups
	- Doctors/ Physicians
	- Supervisors/Escalation Desk
	- Other Executives
5	Hardware
	Network laser printer
	Laser printer
	Router
	Switches
	Licensed based VOIP software
	Structured Cabling
	42U Rack for server
	9U rack for switches
	24 port patch panels
	Patch cables Cat6 E 2 Mtr
	Patch cables Cat6 E 1 Mtr
	Genset (As per load requirements)
	EPABX Machine
	Internet Lease Line

  
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6	Software
	Firewall (antivirus)
	Server Software
	Operating system
	UP System
7	GPS System Software Controlled
	Microsoft Windows Server
	GPS Navigation System
	Geographic Information systems (GIS)
	Automatic Vehicle Location & Tracking (AVLT)
	Computer Aided Dispatch (CAD)

The above listed Hardware and Software Specifications are indicative and the Service Provider shall decide the Specifications (Hardware and Software) for upgrading or replacing the ERC equipment as per its requirement.

The Service Provider shall be responsible for establishing, staffing and maintenance of the ERC till the end of the Contract Period.

#### 1.4 Staffing and Training

##### 1.4.1. Ambulance Personnel

Each Ambulance should have a: **(i) Driver:** who shall also work as Ambulance Care Assistant trained in first aid & life-saving Palliative Skills; and **(ii) Medical Attendant/Emergency Medical Technician (EMT).**

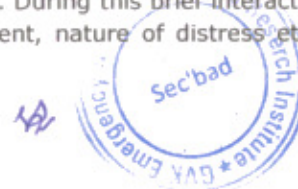
The Medical Attendant/Emergency Medical Technician (EMT) should be suitably trained to handle any medical emergencies. The Medical Attendant/Emergency Medical Technician (EMT) should be proficient in wide range of Emergency Skills like Bleeding Control, defibrillation, Spinal Immobilization, Oxygen Therapy, Medicine Administration; and should possess the following qualifications and experience:

- Diploma in Emergency Trauma Care Technician or; Diploma GNM/ANM or; Diploma in Pharmacy or; Diploma in Medical Laboratory Technology or; B.Sc. (Physics, Chemistry, Biology) or; any other equivalent paramedical course from recognized university with valid registration from state statutory body.
- Certification in Basic Life Support (BLS)/ Advance Life Support (ALS)/ Advanced Cardiac Life Support (ACLS)/ Integrated Trauma Life Support (ITLS) is mandatory.
- Minimum 1 Year of relevant work experience.
- Certificates issued from all national/international recognized institutes shall be acceptable.

##### 1.4.2. Emergency Response Centre (ERC) Personnel

- The Physicians employed at the ERC should be trained to handle situations of emergency. The Service Provider shall staff ERC with minimum 3 (three) Physicians per shift.
- The first point of contact for the caller for an Ambulance is the Emergency Response Officer (ERO) at the ERC who shall receive the calls. During this brief interaction, key information is gathered regarding location/address of Patient, nature of distress etc. based on which an

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Ambulance is dispatched. These EROs will be trained not only on soft skills to demonstrate empathy while talking to the person in distress over phone, but also on the protocols pertaining to the receipt of calls, standard questions to ask, information clarification techniques (as and when necessary for cases wherein the caller is hysteric in nature or too tense to share information properly). Similarly, the EROs will have to be familiarized with the equipment (GPS/GIS systems) they work with, communication protocol and techniques with respect to the Ambulance personnel etc.


The Service Provider shall ensure that ERC manpower adequately trained to handle an event created through UP 100, Fire services or other emergency services.

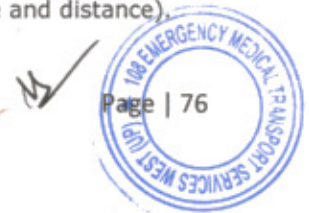
- c. The Emergency Response Officers' training curriculum will also include a module on the various types and extent of emergencies that may occur. This will facilitate better communications with the Ambulance personnel. Thus, the selected Service Provider needs to lay down protocols for training of ERC personnel to ensure smooth and efficient operations. Such human resource will essentially be trained at the time of induction and provisions need to be in place to monitor their activities through random check.
- d. The other administrative staff, team leaders, deployed in the ERC shall be trained by the Service Provider on back office operations like working on the software being used in the ERC and taking regular scheduled back-up of data everyday.
- e. The Emergency Response Officer at the ERC shall have the following qualifications:
  - i. Graduate from a Government recognized University / College.
  - ii. Maximum age should be 35 years.
  - iii. Should have passed matriculate board examination with Hindi as one of the subjects.
  - iv. Should be able to type at least 25 words per minute.
  - v. Should be proficient working with computers and should necessarily have knowledge of MS Excel / MS Word.
  - vi. Should have adequate knowledge of life saving skills and should be able to identify severity of emergency.

## 1.5 Infrastructure

### 1.5.1. Ambulance

- a. The list of equipments as provided in Schedule 6 should be adhered to while procuring the Vehicle Equipment, Medical Equipment and consumables for Ambulances.
- b. The presently deployed fleet of 462 Ambulances have already been equipped with the list of equipment provided in Schedule 6 and shall be transferred to the Service Provider in accordance with the timelines specified in Schedule 2 and in accordance with the procedure set out in Clauses 3.6 and 3.7. The newly procured, Additional Ambulances shall be equipped by the Service Provider as per Schedule 6 of the document in accordance with the timelines and manner and method set out in Clause 3.8. For the avoidance of doubt, the Additional Ambulances shall be introduced by the Authority prior to the Commencement Date and the said Additional Ambulances shall be equipped, refurbished and operationalized within 120 (one hundred and twenty) days from the date of handover of that particular Additional Ambulance and in accordance with Clause 3.8.
- c. The current fleet of 462 Ambulances at the time of final handover as specified in this Contract shall be in operational and roadworthy condition so as to enable the Service Provider to immediately operationalize such Ambulances in accordance with the Phases stipulated in Schedule 2. The manner in which the current fleet of Ambulances shall be handed over and thereafter operationalized has been set out in Clauses 3.6 and 3.7 of this Contract.
- d. The Service Provider shall provide in every Ambulance, a smart mobile phone, integrated with app based technology, for real-time tracking, recording and reporting of Ambulance operations including information related to case/incident closure (both time and distance).

  
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The mobile application should consist of an offline map which displays the list of medical facilities and hospitals.

- e. The telecom network Service Providers selected for GPS device and smart mobile phone should have maximum coverage in the state of Uttar Pradesh, and should be preferably on separate network to overcome dark zone limitations.
- f. Intentionally left blank.
- g. Intentionally left blank.
- h. Intentionally left blank.
- i. Intentionally left blank.

#### 1.5.2. Procurement

- a. The Authority already has in its possession 462 existing Ambulances which shall be handed over to the Service Provider in accordance with the procedure and manner set out in Clauses 3.6 and 3.7 and in accordance with the timelines specified in Schedule 2. Details of the already operational Ambulances have been given in Schedule-9..
- b. Intentionally Left Blank.
- c. Ambulances which have been driven more than the distance specified in G.O. or are older than the years specified in G.O., whichever is earlier, shall be eligible for replacement at the cost of the Authority.
  - i. The Service Provider shall prepare a list of such Ambulances on a quarterly basis and submit to the Authority.
  - ii. The Service Provider shall request the Authority for procurement of Ambulances at the cost of the Authority for replacement at least 6 (six) months prior to the date when vehicle is eligible for replacement.
  - iii. The Service Provider shall be responsible for fabricating and equipping the Ambulance in line with the requirements stated in Schedule 6, including provisioning of wash basin and dustbin for the newly handed over replacement Ambulances.

Provided that if the Authority fails to replace the Ambulances which have been driven for more than the distance specified in G.O. or older than the years specified in G.O. despite a request for replacement being placed with the Authority 6 (six) months prior to when the Ambulance is eligible for replacement, then such older Ambulances shall not be considered for calculating the Damages applicable for non- adherence of the Key Performance Indicator related to an Ambulance being non-operational for a period of continuous 30 (thirty) days or a total period of 30 (thirty) days out of last 45 (forty five) days, as mentioned in SI. No. 7 of Schedule 5.

#### 1.5.3. Operations and Maintenance

- a. The vehicle should be regularly serviced and maintained by the Service Provider to reduce the risk of breakdown. The responsibility for maintenance will lie with the Service Provider for breakdown or repairs of equipment, furniture and other facilities. The Service Provider shall ensure that not more than 5% (five per cent) of the Ambulances shall be non-operational on any given day, after the Commencement Date, during the Term. The Service Provider shall arrange alternative Ambulances of similar type and specifications to cover up for the shortfall, if any, in number of Ambulances below 95% (ninety five per cent) and these alternative/back up Ambulances shall be considered while calculating the number of operational Ambulances. The Service Provider shall be paid only for the on-road Ambulances.
- b. The Service Provider shall ground Ambulance for undertaking regular service or preventive maintenance/service works, only after giving Authority advance written intimation. Such an

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advance intimation should be given at least 7 (seven) days before the proposed grounding of a particular Ambulance and shall be accompanied by necessary particulars thereof, such as the exact time period/time-slot required for preventive maintenance/servicing of a particular Ambulance. The Service Provider shall be allowed a maximum off road time of 24 (twenty four) hours, from the time of grounding of a particular Ambulance, for completion of regular service or preventive maintenance/service works. Post the expiration of the above mentioned off road time, the Ambulance which is still not operational shall be liable for application of Damages under Schedule 5. Further, if an Ambulance is not operational for a period of continuous 30 (thirty) days or a total period of 30 (thirty) days out of last 45 (forty five) days, it shall be liable to pay Damages of Rs. 10,000 (ten thousand) per day as stipulated under Schedule 5 till the time such Ambulance becomes operational to the satisfaction of the Authority.

- c. Ambulances which have been declared as total loss due to accident or any other incident except those set out at 1.5.2 c above, shall be promptly replaced by Service Provider at its own cost and transferred to in the name of the Authority.

The Ambulance/s which were declared as total loss shall be duly handed over by the Service Provider to the Authority.

- d. Ambulances which are handed over upon the expiry or earlier Termination of the Contract, should be in operative and road worthy condition, although normal wear and tear is permissible. In case the Ambulance is found not to be road worthy, then the cost of repair or residual value of the vehicle assessed by a licensed surveyor, as per IRDA rules shall be recovered from the Service Provider. Such a licensed surveyor shall be appointed by the Authority at its discretion and Service Provider shall agree to the evaluation results. All the costs related to repair/residual value and fee of licensed surveyor shall recovered from the Performance Security.
- e. The vehicles shall fully comply with the stipulated requirements enforced by the Government of India and the state government.
- f. Damages as given in Schedule 5, shall be imposed on the Service Provider for Ambulances which have been off road due to accidents beyond off road time specified in Schedule 5.
- g. The Service Provider shall operate and maintain the ERC, Ambulances, equipments and other facilities in a good and working order with appropriate maintenance and repair and if required, modify, repair, replace and improve the facilities to comply with Applicable laws and effective discharge of services.
- h. The Service Provider shall maintain an Asset Register of the ERC Equipment, detailing the equipment and technology including software provided by the Authority, and shall also include in the Asset Register the Equipment/software/technology procured by the Service Provider.
- i. The Service Provider shall inform the Authority, before scrapping or replacing any ERC Equipment. In such a case the said scrapped/replaced ERC Equipment shall be returned to the Authority and the Asset Register shall be appropriately updated.

#### 1.6 Land and Building

The Authority will provide the space to park the vehicles. The setting up, renting, maintenance, and management of ERC premises will be the responsibility of the Service Provider and should be factored into the bid amount quoted by Service Provider.

#### 1.7 Medical Consumables and Disposables

##### 1.7.1. Specifications

Each Ambulance shall be permanently stocked with the essential, good quality consumables & medical consumables as per the list provided at Schedule 6 and as may be required based on the

  
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experience of the Service Provider. These medical consumables should be made available throughout the year. The list will have additions/deletions based on local needs and capabilities and should be updated every year. Details of the consumables all Ambulances are required to carry is also provided at Schedule 6.

#### 1.7.2. Procurement of Medical Supplies

All medical consumables, disposables, consumables and supplies will be procured by the Service Provider from the open market subject to compliance with quality standards laid down by the State.

#### 1.8 Minimum number of trips to be achieved

- a. The Service Provider shall in any Calendar month, from the Commencement Date, undertake atleast 5 (five) trips per Ambulance per day and 120 (one hundred and twenty) KM per Ambulance per day; on the average for fleet per district, for all districts in the State.
- b. The word 'Trip' as referred to in this Schedule 1 or anywhere in this Contract shall mean any one of the following journeys of the Ambulance:
  - i. journey from the base point to the site of emergency and onwards to the hospital/CHC with the patient.
  - ii. journey from the point at which the Ambulance personnel accepts a medical emergency case and onwards to the hospital/CHC with the patient.
  - iii. in case the hospital/CHC advises that the patient be taken to another medical facility, as referred by the on duty doctor, the journey to the other medical facility.


#### 1.9 Community Awareness and Emergency Preparedness

- a. Raising awareness about emergencies will be the responsibility of the Service Provider. The Service Provider will be responsible to promote the toll free number to access the Ambulances. The Service Provider will advertise this service to create awareness among the people it serves and thereby increase uptake of services.
- b. The Service Provider shall coordinate with District Health Society, CHCs, voluntary workers (such as local ASHA workers) and others, to increase awareness of the need to use Ambulance services especially for high risk cases. The ASHA worker (available under NRHM for every 1000 population in rural areas) has been trained to identify emergencies, such as obstetric or cardiac emergencies; and will call the toll free number for Ambulance services when needed.
- c. The Service Provider shall submit monthly and yearly plan to the Authority, for the activities it intends to undertake for promoting public awareness.

#### 1.10 Integration of Software

The Service Provider shall integrate the GPS tracking application, the Ambulance fleet management application and the ERC software with one another and shall also integrate the above three components with the mobile application and the MIS developed by the Authority to ensure smooth data transfer for monitoring of the Ambulance Services. This ERC should also integrate with UP 100, Fire and other emergency services including but not limited to any ALS Ambulance service operational in Uttar Pradesh, if so required. For the avoidance of doubt, the Service Provider will be obligated to take over the existing mobile application and upgrade and develop the mobile application further to ensure data transfer as mentioned above.

The Service Provider shall ensure that the MIS dashboard shall consist of the reports in the formats specified in Schedules 4 and 7. Furthermore, the Service Provider shall be obligated to update the MIS with data and information in accordance with the instructions of the Authority and in the reporting format specified by the Authority from time to time.

  
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Furthermore, the Service Provider shall develop the Monitoring Application as per the instructions and directions issued by the Authority from time to time and in accordance with the format and specifications provided by the Authority. This Monitoring Application shall be capable of capturing the data generated from the ERC software, the GPS tracking application, the fleet management application and other related software and shall display such data in the manner and method specified by the Authority.


Should the Authority require any of this information to be made available at CMO/Concerned Supervisors level, the Authority shall ensure that compatible mobile phones containing the mobile application or equipment (computer) is made available by Authority at such CMO/concerned Supervisory officers level.

#### 1.11 Grievance Redressal

- a. The Service Provider shall ensure that for the purpose of the Project there shall be dedicated grievance redressal mechanism in place. For this purpose, the Service Provider shall ensure that a minimum of 5% (five per cent) of the seats at the ERC shall be dedicated towards grievance redressal.
- b. A grievance can be lodged with respect to the Ambulance Services through telephone via the 108 telephone number or a grievance may also be lodged through social media channels- WhatsApp, Twitter and Facebook.
- c. The Service Provider shall ensure that, upon a caller dialing the 108 Toll Free Number to lodge a grievance, the ERO at the ERC shall promptly direct the caller to the ERC personnel staffed at the seats reserved specifically for the purpose of grievance redressal so as to enable the caller to lodge a grievance regarding the quality of the Ambulance Services.
- d. The social media handles shall be provided by the Authority to the Service Provider and the Service Provider shall ensure that adequate number of personnel shall be earmarked to monitor and respond to the grievances received from the social media handles.
- e. The Service Provider shall ensure that the grievances which are lodged shall be remedied within 24 (twenty four) hours. Provided that in the case of grievances related to Non-Response Default and non-allotment of Ambulance within 240 (two hundred and forty) seconds from the end of the call, the same shall be escalated to the ERO's supervisor. The ERC software shall ensure that this escalation shall take place automatically. In case the Ambulance is not allotted within 10 (ten) minutes from the end of the call, the issue shall be escalated to the CMO of the district and the CMO shall escalate the matter with the authorized representatives of the Service Provider and ensure that the Ambulance is allotted.
- f. The Authority shall in its discretion and as per timelines decided by it conduct an audit on the grievance redressal system to ensure that the system is operating in accordance with the terms of the Contract and the performance standards laid down herein.
- g. The Service Provider shall, on a weekly basis, provide the logs and records for each grievance which was lodged and the resolution thereof in the manner as specified by the Authority.
- h. In case the logs and records show that the Service Provider has not been able to resolve any grievance, the Authority shall ensure that the said grievance is escalated for resolution, to the Managing Director, National Health Mission, Uttar Pradesh and if not resolved therein within [21 (twenty one)] days of such escalation, then it shall be escalated further to the Secretary, Department of Medical Health and Family Welfare, Uttar Pradesh.

#### 1.12 Feedback on calls received

- a. The Service Provider shall put in place a robust feedback system for all calls which are received on the 108 Toll Free Number. Feedback shall be taken from callers who have called for Ambulance Services as well as for grievance redressal.
- b. Any caller who has called on the 108 Toll Free Number shall receive a call from the IVRS system within 48 hours of the original call ("**Feedback Call**"). The Feedback Call shall request for a feedback on the quality of Ambulance Services and/or satisfaction regarding the manner in which the grievance was addressed.
- c. The feedback from the caller shall be provided on a scale of 1-5 with 1- Very Poor; 2- Poor; 3- Average; 4- Good; 5- Very Good.

  
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- d. Damages shall be levied as specified in Schedule 5 if the feedback regarding the quality of Ambulance Services or the manner of grievance redressal is not in accordance to the performance indicators provided in Schedule 5.
- e. The Authority shall from time to time have the right to audit the feedback system provided by the Service Provider to ensure that the procedure is in line with the terms of the Contract.
- f. At the end of every week the Service Provider shall provide the call logs/ records for the feedback received of every call (both for Ambulance Services and for grievance redressal) in the manner as specified by the Authority so as to verify whether the feedback process has complied with the performance indicators specified in Schedule 5.

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## 2. SCHEDULE 2 – Project Phasing Activities

### 2.1 The Service Provider shall adhere to following timelines and milestones:

Phase	Timeline	Milestone
Phase I	7 days from the Commencement Date	<ul style="list-style-type: none"><li>i. Handover of 50% of the existing Ambulances and operationalization of the said Ambulances in a manner that that for each district 50% of the Ambulances earmarked/allocated for that district shall be handed over.</li><li>ii. Authority to hand over the equipment from the existing ERC.</li></ul>
Phase II	14 days from the Commencement Date	<ul style="list-style-type: none"><li>i. Handover of the remaining 50% of the existing Ambulances and operationalization of the said Ambulances</li></ul>

- 2.2 On achievement of each Phase by the Service Provider, the Service Provider shall intimate the Authority in writing and accordingly the Authority shall verify completion of each Phase.
- 2.3 The Service Provider shall ensure that there is no disruption in the services while taking over from the Existing Operator. The Authority shall assist in taking over of the Project Facilities. Any disruption in the Services shall be treated as delay in commencement of Ambulance Services and Damages stated in Clause 5.1 of Schedule 5 shall be levied on the Service Provider.
- 2.4 The Service Provider shall be eligible for payment only from the date of having taken over operations of all the Ambulances and having setup full functional ERC having at least 74 seats, which is further increased in the ratio of 1 per 10 Ambulances added.
- 2.5 The Service Provider shall ensure that it shall at all times achieve response time of 15 (fifteen) minutes for urban areas and 15 (fifteen) minutes for rural areas.
- 2.6 The above timelines shall not be extended, except in case of Force Majeure Events. If any Force Majeure Events occurs and Service Provider requests the Authority for extension of time, giving reason for such request, the Authority may, at its sole discretion, agree to extend the timelines by a period for which effect of such Force Majeure Events subsists.

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### 3. SCHEDULE 3 – Performance Standards and Operating Protocols

#### 3.1 Performance standards for Ambulances

The Service Provider shall meet following performance standards for the Ambulance operations:

##### 3.1.1. Response Time standards


- a. The Ambulance should reach the site of emergency within the following prescribed time ("**Response Time**" standard).
  - (i) Response Time for urban areas should be **maximum of 15 (fifteen) minutes**
  - (ii) Response Time for rural areas should be **maximum of 15 (fifteen) minutes**
- b. For the purpose of this Contract, Response time is defined as the time taken to reach the site of emergency after the call is ended at the ERC.
- c. The Response Time calculations shall be calculated from the time a call is ended as defined in (1) below till the time Service Provider's Ambulance arrives on scene as defined in (2) below or is cancelled by the ERC.
  1. Time of Call Ending- shall be defined as the time at which the ERC has ended a call through telephone.
  2. Time of Arrival on Scene - shall mean the time at which an Ambulance staff (the driver) notifies the ERC (in case no network connectivity) or updates the status on mobile application, as the case may be, that the Ambulance has reached the nearest public access point to the Patient.
  3. In case of multiple responses i.e. more than one vehicle arriving at the scene, the response time shall be recorded for the first vehicle to arrive at the scene.
  4. Response time standards may be suspended in case of a multi casualty incident or disaster in the District in case the Authority or their authorised representative calls on the vehicles to provide aid.
- d. For the purpose of this Contract, Emergency Calls is defined all calls for providing Ambulance request requiring the response as per the Standard Operating Protocols for ERC approved by the Authority. It shall exclude all hoax calls, repeat call, crank calls, calls without address of patient, other emergency calls like police & fire and calls.
- e. It is clarified that non-response to hoax calls, repeat calls, crank calls or calls that did not provide an address for the Patient will not be taken into account while determining adherence to Response Time standards by the Service Provider. Response Time standards shall apply to all emergency Ambulance requests requiring a response as determined by the Emergency Response Centre (ERC) using call screening and dispatch protocols approved by the Authority and only such calls shall be used for the purposes of determining adherence to response time standards.

##### 3.1.2. Default in Ambulance performance standard

###### a. Response Time Default

1. It is defined as the Failure of Ambulances to meet the agreed standard, as given in Clause 3.1.1 of the Schedule 3 of this Contract, in reaching the patient.

###### b. Non Response Default

  
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1. It is the responsibility of the Service Provider to record all calls (100% call recording) including those which are not responded to (non response calls). Each time the Service Provider fails to respond to, or is unable to respond to a call (i.e. the call receives no response), and such incident requires an Ambulance response in accordance with Dispatch Protocols, it shall be a Non Response Default.
2. In the event that no Ambulance is dispatched, the call shall be recorded as a non-response call and the reasons shall be recorded by the ERC personnel and voice logs shall be maintained. Details of caller (phone number, address) will be recorded by the ERC and supported by the voice logs for all non-response calls. Further, in addition to the above, in case an Ambulance is not dispatched within 240 (two hundred and forty) seconds from the Time of Call Ending, the ERC software shall automatically escalate the case to the supervisor of the ERO and such supervisor shall take appropriate action. In case any Ambulance is not allotted within 10 (ten) minutes from the end of the call, the CMO of the district shall be provided an alert and the matter shall be escalated to the representatives of the Service Provider within the State.
3. All such instances shall be reported by Service Provider to the Authority with due explanation of the reasons as per format finalized with the Authority by 12:00 (twelve) hours on the following working day.

**c. Random checks**


1. Based on random checks made by the Authority or its representative if it is ascertained that a Non Response Default as defined in the Contract has occurred penal action shall be taken. Each instance of a failed response (Non Response Default) shall be evaluated by the Authority to determine the threat to the public health and safety and the need to initiate the provisions of compensation or a breach of contract in accordance with the Contract.

**d. Tolerance for Defaults**

1. The Service Provider shall be allowed up to maximum of 0.1% (zero point one per cent) of the cases of Response Time Default and Non Response Default, as defined in this Contract, in each Calendar Month.
2. In case the Service Provider is unable to meet the Performance Standards for Ambulance as prescribed in this Schedule 3, it will be liable to pay Damages as provided in Schedule 5 of this Contract.

**3.2 Performance standards for the Emergency Response Centre**

- a. The Service Provider shall meet following performance standards for the ERC operations:
  1. The Call Officers receiving the calls on the toll-free line must answer atleast 90% (ninety per cent) of call within 20 (twenty) seconds of the first ring / beep.
  2. From the Time of Call Ending at the ERC the Ambulance must be dispatched in 240 (two hundred and forty) seconds.
  3. The Dispatch Protocols to be followed should be formulated by the Service Provider and approved by the Authority.
  4. The Service Provider should ensure that the ERC should have adequate staff, equipment, seating capacity, and other facilities to meet the performance standards mentioned above.
  5. The Service Provider should suitably expand the infrastructure of the ERC to meet the performance standards mentioned above.
- b. In case the Service Provider is unable to meet the Performance Standards for ERC as prescribed in this Schedule 3, it will be liable to pay Damages as provided in Schedule 5 of this Contract.

  
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3.3 Guidelines for preparation of the Standard Operating Protocol and Standard Ambulance Operating Protocol

a. Standard Operating Protocols

1. The Service Provider will be required to develop Standard Operating Protocols (SOP) and Standard Ambulance Operating Protocols for the Ambulances and Emergency Response Centre operations prior to the Commencement Date, as Condition Precedent, for acceptance and approval by the Authority. The Standard Operating Protocols to be developed by the Service Provider shall mandatorily contain the following topics and heads:

- 1) Purpose and Scope of services [*Define purpose & detail out broad scope*]
- 2) ERC call handling & Dispatch protocols [*Define ERC call handling process & dispatch protocol*]
  - a. Roles & Responsibility [*Define duties of ERC personnel*]
  - b. Call types [*Define the types of call such as missed call, disconnected call, nuisance call, enquiry call, VIP, no response call, etc.*]
  - c. Call transfer types [*Process for transferring emergency call that needs- Police/ Fire/ Medical help*]
  - d. Transfer rejection at ERO level [*Defining situations for rejecting transfer such as carrying dead body*]
  - e. Process for handling emergency call [*Defining steps of handling a call*]
  - f. Medico legal cases [*Defining medico-legal cases & handling procedure*]
  - g. Abusive Callers [*Define abusive calls, handling procedure, escalation etc.*]
  - h. Dispatch validation by ERO [*Detail out various types of dispatch such as Definitive dispatch, Dispatch with validation, Dispatch deny etc.*]
  - i. Vehicle busy [*Guidelines for ERO when vehicle is unavailable*]
  - j. Inter-facility transfer [*Definition, protocols for IFT, any deviation etc.*]
- 3) Operation System, Structures and Protocols for Ambulances
  - a. Protocols for Ambulances [*Defining protocols for Ambulance operations*]
  - b. Roles and responsibility [*Define Ambulance personnel such as EMT, pilots, victim's attendee*]
  - c. Response Protocols
    - i. Call flow pattern [*Design flowchart*]
    - ii. Details of tasks
      1. Emergency call [*Definition & handling protocol*]
      2. Missed call [*Definition & handling protocol*]
      3. Disconnected call [*Definition & handling protocol*]
      4. Silent call [*Definition & handling protocol*]
      5. No response call [*Definition & handling protocol*]
      6. Service not required call [*Definition & handling protocol*]
      7. Follow up call [*Definition & handling protocol*]
      8. Caller concern call [*Definition & handling protocol*]
      9. Appreciation call [*Definition & handling protocol*]
    - d. Ambulance preventive maintenance [*Define, details of task, procedure involved*]
    - e. Breakdown, resumption [*Define, details of task, procedure involved*]
    - f. Accident handling [*Define, details of task, procedure involved*]
    - g. Ambulance segmentation/ distribution [*Define, details of task, procedure involved*]
    - h. Communication protocol [*Define various communication protocol such as caller to ERO, ERO to EMT, ERO with ERCP to EMT, ERO to caller etc.*]
    - i. Responding to mass casualty events [*Define, details of task, procedure involved*]
    - j. Protocol in case of disaster (natural calamity, chemical, manmade) [*Define disaster, details of task such as first responder care, BLS Care, Triage*]

  
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- k. Protocol for unattended death [*Define, details of task, procedure involved, special notes etc.*]
  - l. Protocol for obstetric patient [*Define, details of task, procedure involved such as medical attention, pre-hospital care, ERCP advice etc.*]
  - m. Transportation of minor [*Define, procedure, consent of minor, legal perspective etc.*]
  - n. Crime scene operation [*Define, procedure involved, Criteria, exclusion etc.*]
  - o. Evacuation and transportation of HazMat casualties [*Definition, procedure of evacuation, flowchart etc.*]
- 4) Reporting formats
    - a. Call centre [Formats –for reporting call centre operations]
    - b. District wise performance report [Formats – Parameters for reporting performance of district]
    - c. PCR in Ambulance [Format, detail, procedure etc.]
    - d. E-PCR [Procedure of capturing soft copy of PCR]
    - e. Fleet monthly reporting [Format for reporting fleet details.]
    - f. Attendance report [Format, details]
    - g. Checklist and other registers [Format, details]
  - 5) Health and safety protocols for personnel [*Scope, purpose*]
    - a. Policy statement [Define, details]
    - b. Universal basic precaution [Define, details]
    - c. Prevention of Work related accidents [Define, details]
    - d. Other preventive measure [Define, details]
  - 6) Office functions
    - a. Corporate Office
      - i. Analytics [*Define Analytics, analytical insights etc.*]
      - ii. Emergency Management Learning (EML) [Define EML, training needs, conducting training, etc.]
      - iii. Finance and Accounts [Define, finance functions such as record, payment, statutory compliances]
    - b. Field Operations
      - i. Program managers/ district managers [Define Roles & responsibilities]
      - ii. Emergency management executives [Define Roles & responsibilities]
      - iii. EMTs, Pilots, Admin Officers [Define Roles & responsibilities]
      - iv. Fleet Manager, HR, Marketing, Quality, Technology [Define Roles & responsibilities]
    - c. Training, refresher courses and orientation protocol
      - i. ERO training program [Definition, Details of task, Roles & responsibilities]
      - ii. EMT/Pilot training program [Details of task, Roles & responsibilities]
    - d. Overall administrative policies [Define admin policies such as code of conduct]
    - e. HR Policies [Define HR policies such as recruitment, leaves, and safe work place etc.]
  - 7) Inter facility transfer protocol [*Definition, criteria of IFT, procedures-steps*]
  - 8) Real time medical direction from ERC [Define process, details of task]
  - 9) Transportation refusal policy and protocol [*Define guidelines*]
2. The Standard Operating Protocol shall be developed by the Service Provider and approved by the Authority before the operations of the Ambulances commence. The Authority shall review and communicate its approval or need for changes within a period of fifteen days from the date of submission of the draft Standard Operating Protocol by the Service Provider and in the event no response indicating either the approval or need for specific amendments is received by the Service Provider, then the Authority shall be deemed to have approved the draft Standard Operating Protocol submitted by the Service Provider. The Standard Operating Protocol may be reviewed and revised at periodic intervals as the project is implemented subject to provisions of this clause and those below. The Authority

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shall have the right to, from time to time, unilaterally notify specific change(s) to the Standard Operating Protocol and the Service Provider shall be bound to implement such change from the date of its communication by the Authority to the Service Provider.

3. The Service Provider may amend SOP from time to time subject to the approval of the Authority.

b. Standard Ambulance Operating Protocol

1. The Service Provider will have to develop and obtain approval from the Authority, prior to the Commencement Date, Standard Ambulance Operating Protocol (SAOP), as a Condition Precedent, that will provide the guidelines and framework in accordance with which each Ambulance will operate.
2. For the purpose of this Contract, an indicative head of terms for the Standard Ambulance Operating Protocol are provided hereunder. It shall be necessary for the Service Provider to ensure that at least these head of terms are mandatorily incorporated while preparing the Standard Ambulance Operating Protocol.
  - i. Seat and related Infrastructure at ERC [Details of manpower & infrastructure for dispatching Ambulance]
  - ii. PDO Process [Define roles of Police dispatch officer, coordinating medico legal cases, process details]
  - iii. Segmentation/ Deployment of Ambulances and related Infrastructure [Guidelines and pre-defined criteria for smooth deployment]
  - iv. Collect/ pick up patients only in the state of UP [Formulation of guidelines & protocols]
  - v. Hospital to home transfer [Details of out of scope activity]
  - vi. Hospital to hospital transfer [Detailed guidelines such as IFT only on written referral form by doctor on duty]
  - vii. Refusal at ERC to send an Ambulance [All such cases]

3. The Standard Ambulance Operating Protocol shall be developed by the Service Provider and approved by the Authority before the operations of the Ambulances commence. The Authority shall review and communicate its approval or need for changes within a period of fifteen days from the date of submission of the draft Standard Ambulance Operating Protocol by the Service Provider and in the event no response indicating either the approval or need for specific amendments is received by the Service Provider, then the Authority shall be deemed to have approved the draft Standard Ambulance Operating Protocol submitted by the Service Provider. The Standard Ambulance Operating Protocol may be reviewed and revised at periodic intervals as the project is implemented.
4. The Authority shall have the right to, from time to time, notify a specific change(s) to the Standard Ambulance Operating Protocol and the Service Provider shall be bound to implement such change from the date of its communication by the Authority to the Service Provider.
5. It is clarified that failure to adhere to Standard Operating Protocol or Standard Ambulance Operating Protocol will not by itself, be considered as an event of default until such failure is of the nature specified in Schedule 3 of the Contract.

3.4 Under no circumstance shall the Standard Operating Protocol and the Standard Ambulance Operating Protocol supersede the provisions of the Contract.

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### Schedule 3 A - Standard Operating Protocol

The Standard Operating Protocol as finalised by the Service Provider, including any amendments thereof, and approved by the Authority or any other directions of the Authority, shall deemed to constitute the Schedule 3 A of this Contract.

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### Schedule 3 B - Standard Ambulance Operating Protocol

The Standard Ambulance Operating Protocol as finalised by the Service Provider, including any amendments thereof, and approved by the Authority or any other directions of the Authority, shall deemed to constitute the Schedule 3 B of this Contract.

  
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#### 4. SCHEDULE 4 – Reporting, Monitoring and Supervision

The Service Provider shall provide detailed operational, clinical and administrative data in a manner that facilitates its retrospective analysis. The Service Provider will have following

##### 4.1 Reporting Obligations

- a. The Service Provider should prepare and submit monthly and quarterly reports to the Authority or any independent agency nominated by the Authority. Reporting formats have been provided in Schedule 7. However, the list is not exhaustive, and addition and modification of information required and line items mentioned may be done from time-to-time at the discretion of the Authority.
- b. The Service Provider will set up an online real-time MIS and provide online access to the Authority. The MIS will provide Ambulance-wise real time data to the off of the Director General Medical and Health Services, Uttar Pradesh. The format of MIS and information requirement shall be decided with the Authority. The Ambulance status data from the mobile application shall also be a part of the MIS.
- c. The Service Provider shall share/ provide an online link / access to the Authority which will allow the Authority to access the GPS/GPRS, GIS, AVTS, as the case may be for real time monitoring.
- d. The Service Provider should capture all the information related to operation of ERC and Ambulances in a centralised database through appropriate application software(s). This would enable periodic (daily, weekly, monthly etc.) reporting of performance and operations. The Service Provider has to share the information in electronic format with the Authority.
- e. The Service Provider has to collect feedback from the beneficiary on various aspects of services provided after he/she has been stabilized.
- f. The Service Provider will also be subject to community monitoring and feedback and this will be a key component of performance evaluation of the Service Provider.
- g. The records of the Service Provider shall be subject to inspection by the Authority or any independent agency appointed by the Authority at any time during the term of the Contract.


##### 4.2 Data and Reporting requirements

- a. The Service Provider shall maintain proper records of operations including Call logs, Employee Logs, GPS Tracking Data, Terminal Access Log, Breakdown/Maintenance/Out of Service Schedule, inventory of medical consumables, medicines consumed, and any other relevant data, and present it to the Authority or any independent agency nominated by the Authority from time-to-time at the discretion of the Authority.
- b. The Service Provider shall maintain clinical records of patients handled or transported by Ambulance including Patient Care Reports, Ambulance Call Records, Maintenance logs and all other relevant data, and present it to the Authority or any independent agency nominated by the Authority from time-to-time at its discretion.

##### 1. Dispatch Computer

The dispatch computer utilized by Service Provider shall include security features preventing unauthorized access or retrospective adjustment and full audit trail documentation. The Authority will have access to all data maintained by the Central Server as necessary to analyze demand and determine deployment procedures. The Service Provider will allow the Authority to install an interface with the Central Server to collect and monitor call and dispatch information.

##### 2. Essential Patient Care Record (PCR) and Assignment Data

  
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- i. The Service Provider shall fill out and submit a copy of the PCR upon completion of a Trip and submit the same to the field officer or a medical officer designated and present at the medical facility/hospital. The PCR shall be accurately completed to include all information required by the Authority, and information will be distributed according to established Authority policies and procedures. The Service Provider will leave a copy of the PCR at the receiving hospital upon delivery of each patient and retain the other copy.
  - ii. The Service Provider shall also upload a copy of the PCR on to its server and in the mobile application and retain such copy of the PCR for a period of 90 (ninety) days. The Service Provider shall grant access to the Authority to check and verify such copy of the PCR.
  - iii. The field officer or the medical officer so designated shall forward the copy of the PCR to the CMO/CMS of the relevant district for the purpose of verification of the data provided therein.
3. Monthly Reports Required

- i. Service Provider shall provide, within 10 (ten) business days after the first of each calendar month, reports dealing with its performance during the preceding month as it relates to the clinical, operational and financial performance stipulated herein. The Service Provider will document and report to the Authority in writing in a form required by the Authority. Response time compliance and customer complaints/resolutions shall be reported monthly. The Monthly Reports shall include, at a minimum:

I. Response & Reach Time Compliance

- A list of each and every emergency call dispatched for which Service Provider did not meet the response time standard for each Emergency Response Zone
- Summary of Cancelled transports / interrupted calls due to vehicle/equipment failures
- Non Response Defaults
- Exception reports, and
- Summary of interrupted calls due to vehicle/equipment failures.

II. Patient Care Reports/ Clinical Reports

- Continuing compliance reports
- Summary of clinical/service inquiries and resolutions
- A list of obstetric transports, by city and by hospital, including all times necessary to calculate each and every response time, on-scene time, and transport to hospital time
- A list of trauma transports, by city and by hospital, including all times necessary to calculate each and every response time, on-scene time, and transport to hospital time

III. Operational

- Calls and transports, by priority for each Emergency Response Zone/black spot zones
- A list of each and every call, sorted by Emergency Response Zone where there was a failure to properly record all times necessary to determine the response time; and, for patients meeting trauma criteria, on-scene time and/or transport to hospital time.
- A list of mutual aid responses to and from system
- Inventory & usage of Medical/ non-medical consumable

IV. Maintenance reports

- List of Breakdown / Damages and reasons
- Repairs / Maintenance work undertaken

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- Replacement done

#### V. Response Time Statistical Data

Within 10 (ten) business days following the last day of each month, Service Provider shall provide Ambulance response time records to the Authority in a computer readable format approved by the Authority and suitable for statistical analysis for all Ambulance responses originating from requests to the dispatch centres. These records shall include the following data elements:

- Unit identifier
- Location of call – area
- Location of call - longitude and latitude
- Location of call – Emergency Response Zone
- Nature of call (Emergency Medical Dispatch Code)
- Code to scene
- Time call received
- Time call dispatched
- Time unit en route
- Time unit on-scene
- Time unit en route to hospital
- Time unit at hospital
- Time unit clear and available for next call
- Outcome (dry run, transport)
- Receiving hospital
- Code to hospital
- Major trauma
- Number of patients transported

#### VI. Personnel Reports

Service Provider shall provide the Authority with a list of staff; EMT, Physicians, etc. currently employed by the Service Provider and shall update that list whenever there is a change. The personnel list shall include, at a minimum, the name, address, telephone number, practitioner's license (if any) and expiration date or EMT certification and expiration date, driver's license number, qualification, date and type of last training done, of each person on the list.

#### VII. Community Interaction Report

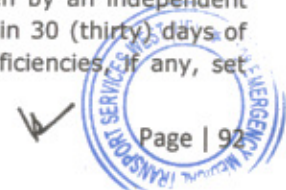
- Number of conducted community education events
- PR activities, first responder recognition
- Government relations contact report

VIII. Any other reports and records as may be reasonably required by the as may be required by the Authority from time-to-time

#### 4. Monitoring and Supervision

- I. The Service Provider shall undertake periodic (at least once every calendar month) inspection of the project facilities especially the fully equipped Ambulance (vehicles) to determine their condition including compliance or otherwise with the maintenance manual, the maintenance programme, specifications and standards and the maintenance required and shall submit reports of such inspection ("Maintenance Reports") to the Authority. The Authority or any independent agency designated by the Authority shall review the Maintenance Reports and also undertake a detailed inspection of the overall project at least once a quarter and prepare an 'Inspection Report' of such inspection. The report will be sent to the Authority (if undertaken by an independent agency) and the Service Provider. The Service Provider shall within 30 (thirty) days of the receipt of the Inspection Report remedy the defects and deficiencies, if any, set

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forth in such Inspection Report and submit its report in respect thereof to the independent agency and/or the Authority within the said 30 (thirty) days period. Where the remedying of such defects or deficiencies is likely to take more than 30 (thirty) days, the Service Provider shall undertake the improvements in accordance with such practice and submit progress reports of such improvements every fortnight.

- II. Notwithstanding the above, the Authority may inspect the Project at any time for a review of the compliance by the Service Provider with its maintenance obligations under the Contract.



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## 5. SCHEDULE 5- Key Performance Indicators

### 5.1 Delays in Commencement of Operation

- a. For each day's delay in taking over and operationalizing of Ambulance Services as per Milestones in Schedule 2 up to a total of 89 (eighty nine) days, a damage of Rs. 1,000 (one thousand) per day delay per Ambulance will be applicable.
- b. In case of delay in taking over and operationalizing of Ambulance Services beyond a period of 90 (ninety) days and above, this Contract will be terminated as provided in the Contract.

### 5.2 Operation related Damages

Damages would be imposed on the Service Provider, as follows, on any of the following event of occurrence:

S. No	Event	Damages
1.	For each instance of <b>Non Response Default</b> by a Service Provider, subject to tolerance for default as given in Schedule 3	An amount equal to <b>Rs. 5,000</b> will be levied as Damages <b>for each instance of Non-Response Default</b>
2.	<p><b>Delay in response time:</b></p> <p>For each instance of delay beyond the maximum permissible response time of 15 minutes for urban and for rural areas when the Ambulance fleet size is 683.</p> <p>Provided that when the Ambulance fleet size in the Area of Operation is below 683, the maximum permissible response time shall be 20 minutes for urban areas and 30 minutes for rural areas.</p>	<p>For each instance of Delay in response time beyond the maximum permissible limit of 15 mins, <b>Rs. 60 shall be deducted for delay of every 1 minute thereafter</b> (Fraction of 30 or more will be considered as a minute i.e. for 30 seconds and above, next minute will be considered).</p> <p>Example: If an Ambulance reached the accident scene in 17 mins and 30 seconds which is 2 mins 30 seconds beyond the permissible limit then applicable Damages in this case shall be <math>Rs. 60 * 3 = Rs. 180</math> for that particular instance of delay.</p> <p>Provided that prior to the introduction of Additional Ambulances and the Ambulance fleet size reaches 683 in number, the Damages levied shall be Rs. 1000/- for every incident of Response Time Default.</p>
3.	<b>If number of operational Ambulances is less than 95%</b> of the total number of agreed Ambulances on any given day because of reasons like lack of maintenance, lack of drivers, lack of personnel, lack of spares, lack of fuel, non-functional GPS, non-function equipment, etc.	An amount equal to <b>Rs 5,000 per day per Ambulance</b> for each of the Ambulances not operational
	<p>If, during ongoing supervision and monitoring, any of the following defaults/shortcomings are identified:</p> <p>a. Even a single item of medicines/medical</p>	An amount equal to <b>Rs. 1,000/- per Ambulance</b> individually for every default/shortcoming.


  
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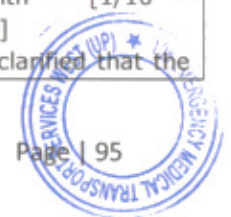


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4.	<p>consumables/supplies is found to be unavailable / is of beyond expiry date in the Ambulance or is so reported by any user / Patient</p> <p>b. Poor general cleanliness of Ambulance</p> <p>c. Log book, stock register and vehicle maintenance record are not updated as prescribed by Authority</p>	
5.	<p>If, during ongoing supervision and monitoring, any of the following high severity defaults/shortcomings are identified in any operational Ambulance:</p> <p>a. Non-functioning of air-conditioning of Ambulance</p> <p>b. Non-functioning/Absence of any vehicle equipment and medical equipment, mentioned in Schedule 6 – Pt. 3</p>	<p>An amount equal to <b>Rs. 5,000/- per Ambulance</b> individually for every default/shortcoming.</p>
6.	<p>If the Service Provider from the Commencement Date fails to meet a target of 5 Trips per Ambulance per day and / or 120 KM per Ambulance per day; on the average for fleet per district, in any Calendar month.</p>	<ul style="list-style-type: none"> <li>• In the event that the trips undertaken by the Service Provider is less than the stipulated 5 trips per Ambulance per day on average calculated for a month in a district and / or kilometres travelled is less than an average of 120 km per Ambulance per day on average calculated for a month in a district, following damages shall be levied: <ul style="list-style-type: none"> <li>○ For shortfall in distance travelled below 120 km, the reduction in payment shall be = Fee per Ambulance per month * <math>[1/3 * (\text{shortfall in distance travelled in km}/3600)]</math></li> <li>○ For trips below 5, the reduction in payment shall be = Fee per Ambulance per month * <math>[1/5 * (\text{shortfall in trips}/150)]</math></li> </ul> </li> <li>• In the event that the trips undertaken by the Service Provider is more than the stipulated 5 trips per Ambulance per day on average calculated for a month in a district and / or kilometres travelled is more than an average of 120 km per Ambulance per day on average calculated for a month in a district, following incentives shall be given: <ul style="list-style-type: none"> <li>○ For additional distance travelled beyond 120 km, the additional payment shall be = Fee per Ambulance per month * <math>[1/4 * (\text{additional distance travelled in km}/3600)]</math></li> <li>○ For additional trips beyond 5, the additional payment shall be = Fee per Ambulance per month * <math>[1/10 * (\text{additional trips}/150)]</math></li> </ul> </li> <li>• For avoidance of doubt, it is clarified that the</li> </ul>

  
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		additional / shortfall in trips shall be measured up to two decimal points. Similarly additional distance / shortfall in distance shall be measured as whole number. In both the cases, the numbers shall be rounded down.
7.	If an Ambulance is not operational for a period of continuous 30 days or a total period of 30 days out of last 45 days.	<ul style="list-style-type: none"> <li>Service Provider shall be liable to pay Damages of Rs. 10,000 per day (for each of the 30 days) till the time such Ambulance becomes operational to the satisfaction of the Authority. If the Ambulance is not made operational in the time stipulated herein, the Authority shall have the right to terminate the Contract.</li> </ul>
8.	As per Clause 1.12 of Schedule 1, if in a calendar month, 80% of the calls have received a feedback rating above 3, then there shall be no Damages levied.	2% of the Monthly Contract Fee shall be deducted
	In case 21-30% of the calls have received a feedback rating below 3.	
	In case more than 30% of the calls have received a feedback rating below 3.	4% of the Monthly Contract Fee shall be deducted
	For the avoidance of doubt, for this SI. No. 8, the feedback evaluation and the subsequent levy of Damages shall take place only in respect of the calls in which the Feedback Call was completed and a feedback input was provided.	

### 5.3 Time Period for Calculation of Damages

The Damages applicable will be assessed for failure to meet the agreed Response Time Standards, in any Calendar month. The Calendar month shall be calculated commencing from 00.00 hours of the first day to 24.00 hours of the last day of the relevant Calendar month.

### 5.4 Imposition of Damages

Imposition of the Damages pursuant to this Schedule will be effective only from Commencement Date.

### 5.5 Disputes

Service Provider may appeal to the Authority, in writing within ten (10) working days of receipt of notification, for the imposition of any Damages or regarding the Authority's Damages calculations. In case of any disputes arising out of such appeals or due to such


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Damages, the dispute resolution procedure laid out in Contract (Article 17) will be adhered to.

5.6 Recovery of Damages

Any Damages payable under this Contract shall be recovered through deductions from Monthly Contract Fee payable by the Authority. In the event the Damages exceed the Monthly Contract Fee, the same shall be recovered by the Authority from the encashment of the Performance Security.

  
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## 6. SCHEDULE 6 – Vehicle and Equipment Requirements Vehicle Equipment

The Vehicle Equipment specifications are as follows:

### List of Vehicle Equipment

Item Name	Description and Quantity
GPS/GIS System	GPS tracker with GIS or map interface at the ERC or AVTS to be provided with the vehicles to ensure immediate geo-location technologies. GPS device shall have capacity to store data during "No Network Connection" situation up to 5,000 records and upload later when network connectivity is established  (Note: The feature to 'store data and upload when network connectivity is established', may not available in the GPS system installed in the existing Ambulances but shall be required for replacement/new Ambulances added in the fleet).
Smart Mobile Phone	Smart mobile phone with sim based internet connectivity, capable of running the mobile application  (Note: Not available in the existing Ambulances but shall be provided by the Service Provider in all existing Ambulances and Ambulances which are replaced or added in the fleet)
Warning Lights	Double siren Rhombus shape Bar light (Length 1200 mm, Width 300 mm, Height 120 mm, DB- 118 Decibels).  (Note: Not available in the existing Ambulances but shall be required for replacement/new Ambulances added in the fleet).
Audible Warning Devices	A siren, audible 500 feet to the front.
Maps	Street directories and road maps for primary and backup areas served.
Fire Extinguishers	Two adequately charged fire extinguisher, five pound CO <sub>2</sub> or dry powder, Underwriter's Laboratory approved. One of which shall be mounted in the patient compartment.
Hand lights	Two 6-volt hand lights. They should be of bulb type or LED type with rechargeable battery (of cell) of minimum 4.5 volts.
Chock Blocks	Two vehicle chock block.
Road reflectors	Six approved triangular reflectors, or equivalent.
Hazardous Material Guidebooks	<ul style="list-style-type: none"> <li>• One Basic Life Support Guidelines book translated into Hindi;</li> <li>• One National Institute of Occupational Health and safety (NIOSH) Pocket Guide to Chemical Hazards, current edition.</li> </ul>
Triage Tags	Twenty Five triage tags of all type.
Protective Equipment	Personal protective equipment adequate to safeguard crew from anticipated exposures (latex gloves of various sizes, masks, gowns, surgical caps and eye

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	shields)
Reflective Garment	One set reflective vest or reflective garment, or equivalent, per crew member
Protective Masks	Two respirators, conforming to OSHA Blood bore Pathogens. Standard 29 CFR 1910.1030(HEPA).

## 6.2 Emblems and Markings on Ambulances

Following shall be followed for display or markings on any Ambulance:

- i. Color scheme shall be standard across Ambulances and approved by the Authority
- ii. Front: The word "AMBULANCE", minimum of 10 cm in height, shall be in mirror image (reverse reading) for mirror identification by drivers ahead.
- iii. The name of the licensee as stated on their provider's license shall be of lettering not less than 8 cm in height.
- iv. Rear: The word "AMBULANCE", not less than 15 cm in height
- v. No advertisements can be displayed on the back of the Ambulance (on the doors).
- vi. Any other emblems, markings, promotional health or other messages on the Ambulance as specified by the Authority should be displayed on the Ambulance.
- vii. Applicable Laws with regard to Emblems and Markings shall be strictly adhered to by Service Provider (if any).

## 6.3 Essential Medical Equipment for Ambulance

Equipment	Description
Stretchers	a. One multilevel, elevating, wheeled stretcher with elevating back. Two patient restraining straps (chest and thigh) minimum, at least two inches wide shall be provided b. Scoop stretcher
Suction Devices	a. An engine vacuum operated or electrically powered, complete suction aspiration system, shall be installed permanently on board to provide for the primary patient. It shall have wide bore tubing. b. A manual suction device, age and weight appropriate, with wide bore tubing and at least a six-ounce reservoir. c. There must be an assortment of suction catheters (minimum of 2 each) on board. Sizes 6 fr, 8 fr, 10 fr, 16 fr, 18 fr. A rigid suction catheter (e. g. Yankaur) will also be carried (Minimum 2 each).
Bag Mask Ventilation Units	a. One adult, hand-operated. Valves must operate in all weather, and unit must be equipped to be capable of delivering 90-100% oxygen to the patient. b. One paediatric, hand-operated. Valves must operate in all weather and unit must be equipped to be capable of delivering 90-100% oxygen to the patient. Must include safety pop off mechanism with override capability. c. One infant, hand-operated. Valves must operate in all weather and unit must be equipped to be capable of delivering 90-100% oxygen to the patient. Must include safety pop-off mechanism with override capability. d. The masks (size 0, 1,2,3,4 and 5) should be carried, for use in conjunction with the ventilation units above. Masks must be clear and can be either disposable or non-disposable.
Non-metallic Oropharyngeal (Berman type)/ Nasopharyngeal Airways	Adult, child and infant sizes (Large adult, medium adult, large child, child, infant). All airways shall be clean and individually wrapped. "S" tube type airways may not be substituted for Berman type airways.
Oxygen Equipment	a. Portable oxygen equipment: Minimum one 450 Litre capacity oxygen cylinder. Litre flow gauges shall be non-gravity, dependent (Bourdon Gauge) type. Additionally, when the vehicle is in motion,

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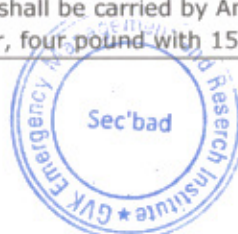
	<p>all oxygen cylinders shall be readily accessible and securely stored.</p> <p>b. Permanent On-Board Oxygen Equipment: The Ambulance shall have a hospital type piped oxygen system, capable of storing and supplying a minimum of 2100 liters of humidified medical oxygen.</p> <p>c. Single use, individually wrapped, non-rebreather masks and cannulas in adult and paediatric sizes shall be provided (3 each).</p>
Spinal immobilization devices	<p>a. Spine board, at least 16" x 72", constructed of three-quarter inch ply-board or equivalent material and having at least three quarter inch runners on each side for lifting with appropriate straps. If not equipped with runners, board must be designed so that handholds are accessible even with gloves on.</p> <p>b. Cervical collars to accommodate the child, medium adult and large adult sizes. Collars must be manufactured of semi-rigid or rigid material.</p> <p>c. Patient restraint straps (two inches by nine foot) – 3 No.</p> <p>d. Commercially available Head immobilization device with straps.</p>
Blood pressure monitor	<p>a. Manual and automatic B.P. Monitor with cuff size ranging from 10 cm-66 cm</p> <p>b. A Doppler type which shall operate in conditions of electrical interference and vibrations.</p>
Pulse Oximeter	<p>a. Fingertip pulse oximeter as per ISO 9919 standards with integrated colour OLED Screen</p> <p>b. Screen should display SpO2 &amp; Pulse Rate</p> <p>c. Should be suitable for Paediatric &amp; Adult use</p> <p>d. Should have built in Alarms for low saturation, low battery, etc.</p> <p>e. Should be powered with standard AA or AAA batteries</p> <p>f. Should have auto power down feature when not in use.</p> <p>g. Should be supplied with appropriate batteries and storing case.</p>

#### 6.4 Emergency Medical Consumables and Consumables

##### a. Consumables

Consumables	<p>a. Bite sticks commercially made. (Clean and individually wrapped).</p> <p>b. Twelve sterile dressings (minimum size 5 " x 9 ").</p> <p>c. Sterile gauze pads (4 " x 4 ") - 36 No.</p> <p>d. Twelve bandages, self-adhering type, minimum three inches by five yards. Bandages must be individually wrapped or in clean containers.</p> <p>e. A minimum of four commercial sterile occlusive dressings (size 4" x 4").</p> <p>f. Adhesive Tape, hypoallergenic (1", 2" and 3" width).</p> <p>g. Splints:</p> <ul style="list-style-type: none"> <li>• Pneumatic splints set of six with carrying case.</li> <li>• Wooden / metallic or other splints.</li> </ul> <p>h. Obstetrical kit (sterile) - The kit shall contain gloves, scissors or surgical blades, umbilical cord clamps or tapes, dressings, towels, perinatal pad, bulb syringe and a receiving blanket for delivery of infant.</p> <p>i. Blood pressure sphygmomanometer, cuff and stethoscope.</p> <ul style="list-style-type: none"> <li>• Blood pressure set, portable, both pediatric and adult (non mercurial type).</li> <li>• Stethoscopes.</li> </ul> <p>j. Emesis basins or commercially available emesis container.</p> <p>k. Bedpan and urinal.</p> <p>l. Minimum Ambulance Rescue Equipment: The following additional items shall be carried by Ambulance:</p> <ul style="list-style-type: none"> <li>• Hammer, four pound with 15 inch handle.</li> </ul>
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	<ul style="list-style-type: none"> <li>• One axe.</li> <li>• Wrecking Bar, minimum 24-inch (bar and two preceding items can either be separate or combined as a forcible entry tool).</li> <li>• Crowbar, minimum 48 inches, with pinch point.</li> </ul>
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b. List of Medical Consumables

S.No.	Items
1.	Cotton
2.	Bandage (a) 15cm (b) 10cm (c) 6cm
3.	Savlon
4.	Betadine
5.	Leucoplast
6.	Pain Spray
7.	Mistdress Spray
8.	Vinodine Spray
9.	Coolex Spray
10.	Face Mask (Disposable)
11.	Surgical Gloves Disposable
12.	LMA disposable
13.	IRC Cannula 16G & 18G
14.	Disposable suction pumps
15.	Nasal airways(all sizes) & catheters
16.	Binasal Cannula, COPA
17.	Ventimask, facemask with nebulizer
18.	Drip-set standard
19.	Burn Pack : Standard package, clean burn sheets (or towels for children)
20.	Triangular bandages ( Minimum 2 safety pins each)
21.	Dressings : Sterile multi-trauma dressings (various large and small sizes)
22.	ABDs, 10"x12" or larger
23.	4"x4" gauze sponges
24.	Cotton Rolls
25.	Gauze rolls Sterile (various sizes)
26.	Elastic bandages Non-sterile (various sizes)
27.	Occlusive dressing Sterile, 3"x8" or larger

  
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28.	Adhesive tape: Various sizes (including 2" or 3") Adhesive tape ( hypoallergenic) : Various sizes (including 2" or 3")
29.	Cold packs
30.	Waste bin for sharp needles, etc.
31.	Disposable bags for vomiting, etc.
32.	Teeth guard
33.	Infusion solutions (4 litre)
34.	Injections
35.	Sharps container
36.	Emergency delivery kit
37.	Non-woven stretcher sheet
38.	Thermometer (Range 28 <sup>0</sup> C- 42 <sup>0</sup> C)
39.	Blood sugar determination set
40.	Gastric Tube with Accessories

All requirements given in Schedule 6 is minimum and the Service Provider shall add any other item as may be required and in sufficient quantity of consumables and medical consumables so that there is no shortage at any time.



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**SCHEDULE 6A – Existing Project Facilities** 6A.1 Vehicle Equipment

The Vehicle Equipment specifications are as follows:

**List of Vehicle Equipment**

Item Name	Description and Quantity
GPS/GIS System	GPS tracker with GIS or map interface at the ERC or AVTS to be provided with the vehicles to ensure immediate geo-location technologies. GPS device shall have capacity to store data during "No Network Connection" situation up to 5,000 records and upload later when network connectivity is established  (Note: The feature to 'store data and upload when network connectivity is established', may not available in the GPS system installed in the existing Ambulances but shall be required for replacement/new Ambulances added in the fleet).
Smart Mobile Phone	Smart mobile phone with sim based internet connectivity, capable of running the mobile application  (Note: Not available in the existing Ambulances but shall be provided by the Service Provider in all existing Ambulances and Ambulances which are replaced or added in the fleet)
Warning Lights	Double siren Rhombus shape Bar light (Length 1200 mm, Width 300 mm, Height 120 mm, DB- 118 Decibels).  (Note: Not available in the existing Ambulances but shall be required for replacement/new Ambulances added in the fleet).
Audible Warning Devices	A siren, audible 500 feet to the front.
Maps	Street directories and road maps for primary and backup areas served.
Fire Extinguishers	Two adequately charged fire extinguisher, five pound CO <sub>2</sub> or dry powder, Underwriter's Laboratory approved. One of which shall be mounted in the patient compartment.
Hand lights	Two 6-volt hand lights. They should be of bulb type or LED type with rechargeable battery (of cell) of minimum 4.5 volts.
Chock Blocks	Two vehicle chock block.
Road reflectors	Six approved triangular reflectors, or equivalent.
Hazardous Material Guidebooks	<ul style="list-style-type: none"> <li>• One Basic Life Support Guidelines book translated into Hindi;</li> <li>• One National Institute of Occupational Health and safety (NIOSH) Pocket Guide to Chemical Hazards, current edition.</li> </ul>
Triage Tags	Twenty Five triage tags of all type.
Protective Equipment	Personal protective equipment adequate to safeguard crew from anticipated exposures (latex gloves of various sizes, masks, gowns, surgical caps and eye shields)

  
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Reflective Garment	One set reflective vest or reflective garment, or equivalent, per crew member
Protective Masks	Two respirators, conforming to OSHA Blood bore Pathogens. Standard 29 CFR 1910.1030(HEPA).

#### 6A. 2 Emblems and Markings on Ambulances

Following shall be followed for display or markings on any Ambulance:

- Color scheme shall be standard across Ambulances and approved by the Authority
- Front: The word "AMBULANCE", minimum of 10 cm in height, shall be in mirror image (reverse reading) for mirror identification by drivers ahead.
- The name of the licensee as stated on their provider's license shall be of lettering not less than 8 cm in height.
- Rear: The word "AMBULANCE", not less than 15 cm in height
- No advertisements can be displayed on the back of the Ambulance (on the doors).
- Any other emblems, markings, promotional health or other messages on the Ambulance as specified by the Authority should be displayed on the Ambulance.
- Applicable Laws with regard to Emblems and Markings shall be strictly adhered to by Service Provider (if any).

#### 6A.3 Essential Medical Equipment for Ambulance

Equipment	Description
Stretchers	a. One multilevel, elevating, wheeled stretcher with elevating back. Two patient restraining straps (chest and thigh) minimum, at least two inches wide shall be provided b. Scoop stretcher
Suction Devices	a. An engine vacuum operated or electrically powered, complete suction aspiration system, shall be installed permanently on board to provide for the primary patient. It shall have wide bore tubing. b. A manual suction device, age and weight appropriate, with wide bore tubing and at least a six-ounce reservoir. c. There must be an assortment of suction catheters (minimum of 2 each) on board. Sizes 6 fr, 8 fr, 10 fr, 16 fr, 18 fr. A rigid suction catheter (e. g. Yankaur) will also be carried (Minimum 2 each).
Bag Mask Ventilation Units	a. One adult, hand-operated. Valves must operate in all weather, and unit must be equipped to be capable of delivering 90-100% oxygen to the patient. b. One paediatric, hand-operated. Valves must operate in all weather and unit must be equipped to be capable of delivering 90-100% oxygen to the patient. Must include safety pop off mechanism with override capability. c. One infant, hand-operated. Valves must operate in all weather and unit must be equipped to be capable of delivering 90-100% oxygen to the patient. Must include safety pop-off mechanism with override capability. d. The masks (size 0, 1,2,3,4 and 5) should be carried, for use in conjunction with the ventilation units above. Masks must be clear and can be either disposable or non-disposable.
Non-metallic Oropharyngeal (Berman type)/ Nasopharyngeal Airways	Adult, child and infant sizes (Large adult, medium adult, large child, child, infant). All airways shall be clean and individually wrapped. "S" tube type airways may not be substituted for Berman type airways.
Oxygen Equipment	a. Portable oxygen equipment: Minimum one 450 Litre capacity oxygen cylinder. Litre flow gauges shall be non-gravity, dependent (Bourdon Gauge) type. Additionally, when the vehicle is in motion, all oxygen cylinders shall be readily accessible and securely stored. b. Permanent On-Board Oxygen Equipment: The Ambulance shall

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	<p>have a hospital type piped oxygen system, capable of storing and supplying a minimum of 2100 liters of humidified medical oxygen.</p> <p>c. Single use, individually wrapped, non-rebreather masks and cannulas in adult and paediatric sizes shall be provided (3 each).</p>
Spinal immobilization devices	<p>a. Spine board, at least 16" x 72", constructed of three-quarter inch ply-board or equivalent material and having at least three quarter inch runners on each side for lifting with appropriate straps. If not equipped with runners, board must be designed so that handholds are accessible even with gloves on.</p> <p>b. Cervical collars to accommodate the child, medium adult and large adult sizes. Collars must be manufactured of semi-rigid or rigid material.</p> <p>c. Patient restraint straps (two inches by nine foot) – 3 No.</p> <p>d. Commercially available Head immobilization device with straps.</p>


#### 6A.4 Emergency Medical Consumables and Consumables

##### a. Consumables

Consumables	<p>a. Bite sticks commercially made. (Clean and individually wrapped).</p> <p>b. Twelve sterile dressings (minimum size 5" x 9").</p> <p>c. Sterile gauze pads (4" x 4") - 36 No.</p> <p>d. Twelve bandages, self-adhering type, minimum three inches by five yards. Bandages must be individually wrapped or in clean containers.</p> <p>e. A minimum of four commercial sterile occlusive dressings (size 4" x 4").</p> <p>f. Adhesive Tape, hypoallergenic (1", 2" and 3" width).</p> <p>g. Splints:</p> <ul style="list-style-type: none"> <li>• Pneumatic splints set of six with carrying case.</li> <li>• Wooden / metallic or other splints.</li> </ul> <p>h. Obstetrical kit (sterile) - The kit shall contain gloves, scissors or surgical blades, umbilical cord clamps or tapes, dressings, towels, perinatal pad, bulb syringe and a receiving blanket for delivery of infant.</p> <p>i. Blood pressure sphygmomanometer, cuff and stethoscope.</p> <ul style="list-style-type: none"> <li>• Blood pressure set, portable, both pediatric and adult (non mercurial type).</li> <li>• Stethoscopes.</li> </ul> <p>j. Emesis basins or commercially available emesis container.</p> <p>k. Bedpan and urinal.</p> <p>l. Minimum Ambulance Rescue Equipment: The following additional items shall be carried by Ambulance:</p> <ul style="list-style-type: none"> <li>• Hammer, four pound with 15 inch handle.</li> <li>• One axe.</li> <li>• Wrecking Bar, minimum 24-inch (bar and two preceding items can either be separate or combined as a forcible entry tool).</li> <li>• Crowbar, minimum 48 inches, with pinch point.</li> </ul>
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##### b. List of Medical Consumables

S.No.	Items
1.	Cotton

  
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2.	Bandage (a) 15cm (b) 10cm (c) 6cm
3.	Savlon
4.	Betadine
5.	Leucoplast
6.	Pain Spray
7.	Mistdress Spray
8.	Vinodine Spray
9.	Coolex Spray
10.	Face Mask (Disposable)
11.	Surgical Gloves Disposable
12.	LMA disposable
13.	IRC Cannula 16G & 18G
14.	Disposable suction pumps
15.	Nasal airways(all sizes) & catheters
16.	Binasal Cannula, COPA
17.	Ventimask, facemask with nebulizer
18.	Drip-set standard
19.	Burn Pack : Standard package, clean burn sheets (or towels for children)
20.	Triangular bandages ( Minimum 2 safety pins each)
21.	Dressings : Sterile multi-trauma dressings (various large and small sizes)
22.	ABDs, 10"x12" or larger
23.	4"x4" gauze sponges
24.	Cotton Rolls
25.	Gauze rolls Sterile (various sizes)
26.	Elastic bandages Non-sterile (various sizes)
27.	Occlusive dressing Sterile, 3"x8" or larger
28.	Adhesive tape: Various sizes (including 2" or 3") Adhesive tape ( hypoallergenic) : Various sizes (including 2" or 3")
29.	Cold packs
30.	Waste bin for sharp needles, etc.
31.	Disposable bags for vomiting, etc.
32.	Teeth guard

  
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All requirements given in Schedule 6 is minimum and the Service Provider shall add any other item as may be required and in sufficient quantity of consumables and medical consumables so that there is no shortage at any time.



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**7. SCHEDULE 7 – Reporting Formats** These reports shall be maintained monthly

7.1 Call Centre

a. Call mapping (give numbers and percentage of total)

Total number of calls received	Number of calls in queue (waiting time)	No of calls lost / dropped	No of callers provided with counselling / basic first aid advice	No of callers not provided any counselling	Major reasons for no counselling

b. Call Response Time (give numbers and percentage of total)

Calls answered within 20 seconds	
Calls answered after 20 seconds	
Total No of calls received	

c. Types of calls (give numbers and percentage of total)

Geographical Area	Road Accidents	Medical Emergencies	Hospital to hospital transfer	Total calls	Target / expected number of calls
<b>Total</b>					
					<b>Grand Total</b>

d. Source of calls:

	Police	Fire Department	Direct
Total calls received			
i) Ambulance related calls			
ii) non related calls			

e. Follow Up of calls (call to be made within one week of service delivery)

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Total No of callers followed up	
No of callers satisfied with the overall service - satisfied - very satisfied	
No of callers with complaints	
Nature of majority of complaints	

f. Condition of patient (not linked to performance) (give numbers and percentage of total)

Total No of patients responded to	No of patients alive	No of patients dead

## 7.2 Ambulance - Service Delivery

### a. Beneficiary break up

#### i. Type of case and gender wise

Area	Road accidents	Medical Emergencies	Hospital to hospital transfer	Total
	M / F / T	M / F / T	M / F / T	M / F / T

(M/F/T - male/female/total)

#### ii. Age wise

Area	0-6 years	6-18 years	18-40 years	40-60 years	Above 60 years	Total

### b. 2. No show / late show

Area	Total instances of late response	No of patients already transported	No of patients expired	No of instances of no response*

\*Detailed report of each such case should be documented

### c. First Aid

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No of cases where first aid was provided	No of cases where first aid was not provided	No of cases where first aid was not required

d. Area wise categorisation of road accidents, e.g. pedestrian, cyclist or cycle rickshaw, scooter/ motor cyclist, Motorist (car/SUV), Trucks, etc. (give numbers and percentage of total)

e. Area wise categorisation of medical emergencies (give numbers and percentage of total)

- i. Cardiac (heart attacks)
- ii. Chest pain
- iii. Road trauma
- iv. Domestic trauma
- v. Obs/Gyn emergencies
- vi. Burns
- vii. Poisoning
- viii. Assault
- ix. Animal bite
- x. Mental disorders
- xi. Disaster / natural calamity
- xii. Mass casualty

f. 6. Average number of calls responded to by an Ambulance in a day


g. 7. Response Time

Time range	Time taken to reach site of incident	Time taken from site of incident to hospital
Within 15 minutes		
In 15 - 30 minutes		
In 30 -45 minutes		
More than 45 minutes		
Could not respond*		

\* Detailed report for each such case to be documented

h. Reporting on Response Times

Service Provider shall document all times necessary to determine total Ambulance response time, including but not limited to time call received by Service Provider; time location verified; time Ambulance crew assigned; time en route to scene; if cancelled en route, time cancelled prior to arrival on scene; arrival at scene time; time en route to hospital; and arrival at hospital time.

  
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7.3 Response Time Performance Report

- Within five (5) working days following the end of each month, Service Provider shall document and report response time performance to the Government.
- Service Provider shall use response time data in an on-going manner to evaluate Service Provider's performance and compliance with response time standards in an effort to continually improve its response time performance levels.
- Service Provider shall identify the causes of failures of performance, and shall document efforts to eliminate these problems on an on-going basis. If elimination of any causes of failure or improvement in performance standards requires changes in the SOPs, the Service Provider will modify the SOP and get it approved from the government.
- It is Service Provider's responsibility to apply to DOHFW for an exception to a required response time.

7.4 Intentionally left blank.

7.5 Ambulance – Operations

a. Staffing (for period x to y)

Staff designation	No of sanctioned posts	No of posts in position	Vacant posts

b. Condition of vehicles


Total no of vehicles	No of vehicles on road	No of vehicles off road (due to breakdown or servicing or equipment maintenance)

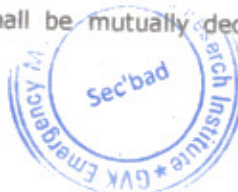
c. Vehicle Service Record

Vehicle Registration Number	Odometer Reading	Last Service		Next Service Due	
		Date	KMs	Date	KMs

- Record of working / non working equipments in each type of Ambulance
- Record of medicines / disposables available in each type of Ambulance
- Training – report of refresher training calendar for each staff
- Advertising /promoting the toll free number – level of awareness about the Ambulance service in local population (info obtained through interviews and visits to local hospitals where emergency phone number should be displayed)

Note: The Documents required as evidence shall be mutually decided between Authority and Bidder at the time of preparation of SOP.

  
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 उत्तर प्रदेश।



**8. SCHEDULE 8 – PERFORMANCE SECURITY**

M. SANKAR REDDY  
S.V.L.6/98, R.NO. 104  
RISALA ANDHRA J. N. ROAD  
HYDERABAD - 195  
PHONE NO. 24615453  
AP-23/GSO/SL(PB)/18-2005

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INDIA  
TELANGANA

BG No. 03815 BGA 19000025

**THE BANK GUARANTEE**

1. In consideration of the Department of Medical, Health & Family Welfare, Uttar Pradesh (hereinafter called GoUP, which expression shall include any entity which GoUP may designate for the purpose) having agreed, interalia, to consider the bid of M/s GVK Emergency Management and Research Institute for operation of 108 Emergency Medical Transport Services West (UP) (hereinafter referred to the "Service Provider" which expression shall include their respective successors and assigns) furnished in accordance with the terms of the Request for Proposal/s (hereinafter called the "Agreement") in lieu of the Service Provider being required to make a cash deposit, we Central Bank of India having our Head Office at Chandermukhi, Nariman point, Mumbai-400021 and Issuing branch at Corporate Finance Branch, Bank street, Koti, Hyderabad -500095, hereinafter called the "Bank" which expression shall include our successors and assigns, as to bind ourselves our successors and assigns do at the instance of the Service Provider hereby unconditionally and irrevocably undertake to pay as primary obligor and not as surety only to GoUP without protest or demand and without any proof or condition the sum of Rs. 5,94,20,590 (Rupees Five Crore Ninety-Four Lakhs Twenty Thousand Five Hundred Ninety Only).
2. We, the Bank, do hereby unconditionally and irrevocably undertake to pay forthwith (and in any event within five days) the amounts due and payable under this Guarantee without any delay or demur merely on a written demand from GoUP stating that the amount claimed is due by reason of the occurrence of any of the events referred to in the Agreement. Any such demand made on the Bank by GoUP shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, the Bank's liability under this Guarantee shall be restricted to an amount not exceeding Rs. 5,94,20,590 (Rupees Five Crore Ninety-Four Lakhs Twenty Thousand Five Hundred Ninety Only).
3. We, the Bank unconditionally undertake to pay to GoUP any money so demanded under this Guarantee notwithstanding any dispute or disputes raised by the Service Provider or any other party including in any suit or proceeding pending before any court or tribunal relating thereto or any instructions or purported instructions by the Service Provider or any other party to the Bank not to pay or for any cause to withhold or defer payment to GoUP under this Guarantee. The Bank's liability under this Guarantee is irrevocable, unconditional, absolute and unequivocal. The payment so made by the Bank under this Guarantee shall be a valid discharge of the bank's liability for payment hereunder and the Service Provider shall have no claim against the Bank for making such payment.
4. We, the Bank further agree that the Guarantee herein contained shall remain in full force and effect up to and until 2.30 pm on the date which falls 6 months beyond the Expiry of the Agreement i.e. 30<sup>th</sup> December, 2024 (hereinafter called "the End Date"). Unless a demand or claim under this Guarantee is made on the Bank by GoUP in writing on or before the said End Date the Bank shall be discharged from all liability under this Guarantee thereafter.

For CENTRAL BANK OF INDIA

Authorised Signatories



For CENTRAL BANK OF INDIA

Authorised Signatories



श्री. मन्मोहन सिंह  
महानिदेशक,  
शिक्षा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



BG No. 03815BGA19000025

5. We, the Bank further agree with GoUP that GoUP shall have the fullest liberty without the Bank's consent and without affecting in any manner the Bank's obligation hereunder to vary any of the terms and conditions of the Agreement or to extend or postpone the time of performance by the Service Provider or any other party from time to time or postpone for any time or from time to time any of the powers exercisable by GoUP against the Service Provider or any of them and to enforce or to forbear from enforcing any of the terms and conditions relating to the Agreement and the Bank shall not be relieved from its liability by reason or any forbearance act or omission on the part of GoUP, or any indulgence given by GoUP to the Service Provider or any other party or by any such matter or thing whatsoever which under the law relating to securities would, but for this provision, have the effect of so relieving the Bank.
6. To give full effect to the obligations herein contained, GoUP shall be entitled to act against the Bank as primary obligor in respect of all claims subject of this Guarantee and it shall not be necessary for GoUP to proceed against the Service Provider or any other party before proceeding against the Bank under this Guarantee and the Guarantee herein contained shall be enforceable against the Bank as principal obligor.
7. This Guarantee will not be discharged or affected in any way by the liquidation or winding up or dissolution or change of constitution or insolvency of any individual member of the Service Provider or any other party or any change in the legal constitution or insolvency of the Service Provider or any other party or any change in the legal constitution of the Bank.
8. We, the bank lastly undertake not to revoke this Guarantee during its currency except with the previous consent of GoUP writing.
9. This bank guarantee is made in favour of Director General, Medical and Health Services, Uttar Pradesh.

Notwithstanding anything contained herein.

- Our liability under the Bank Guarantee shall not exceed Rs.5,94,20,590 (Rupees Five Crore Ninety-Four Lakhs Twenty Thousand Five Hundred Ninety Only).
- The Bank Guarantee shall be valid upto 30<sup>th</sup> December, 2024.
- Unless acclaimed or a demand in writing is made upon us on or before 30<sup>th</sup> December, 2024, all our liability under this guarantee shall cease.

IN WITNESS WHEREOF THE BANK HAS SET ITS HANDS HERETO ON THIS THE 11<sup>th</sup> DAY OF MARCH, 2019 ,

Place : Hyderabad

Date : 11 /03/ 2019

Signed and Delivered

करो सेन्ट्रल बैंक ऑफ इंडिया  
For CENTRAL BANK OF INDIA  
प्रतिष्ठित हस्ताक्षर  
Authorised Signatories




करो सेन्ट्रल बैंक ऑफ इंडिया  
For CENTRAL BANK OF INDIA  
प्रतिष्ठित हस्ताक्षर  
Authorised Signatories

(डा० पद्माकर सिंह)  
प्रधानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



**SCHEDULE 9 - List of Existing BLS Ambulances which shall be transferred to the selected Service Provider**

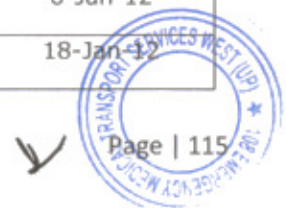
S.NO	Vehicle Number	CHASIS NO	Make	Model	Registered date
1	UP41G0205	MAT460124AUJ04711	Winger	WINGER3200	30-Oct-10
2	UP41G0266	MAT460124AUJ04766	Winger	WINGER3200	10-Nov-10
3	UP41G0324	MAT460124AUJ05135	Winger	WINGER3200	16-Nov-10
4	UP41G0365	MAT460124AUJ05144	Winger	WINGER3200	25-Nov-10
5	UP41G0366	MAT460124AUJ05132	Winger	WINGER3200	25-Nov-10
6	UP41G0367	MAT460124AUJ05212	Winger	WINGER3200	25-Nov-10
7	UP41G0368	MAT460124AUJ05185	Winger	WINGER3200	25-Nov-10
8	UP41G0369	MAT460124AUJ05233	Winger	WINGER3200	25-Nov-10
9	UP41G0370	MAT460124AUK05318	Winger	WINGER3200	25-Nov-10
10	UP41G0371	MAT460124AUK05313	Winger	WINGER3200	25-Nov-10
11	UP41G0372	MAT460124AUK05386	Winger	WINGER3200	25-Nov-10
12	UP41G0373	MAT460124AUK05356	Winger	WINGER3200	25-Nov-10
13	UP41G0374	MAT460124AUK05391	Winger	WINGER3200	25-Nov-10
14	UP41G0375	MAT460124AUJ05258	Winger	WINGER3200	25-Nov-10
15	UP41G0376	MAT460124AUJ05277	Winger	WINGER3200	25-Nov-10
16	UP41G0377	MAT460124AUJ05260	Winger	WINGER3200	25-Nov-10
17	UP41G0378	MAT460124AUJ05265	Winger	WINGER3200	25-Nov-10
18	UP41G0379	MAT460124AUJ05261	Winger	WINGER3200	25-Nov-10
19	UP41G0380	MAT460124AUJ05240	Winger	WINGER3200	25-Nov-10
20	UP41G0381	MAT460124AUJ05251	Winger	WINGER3200	25-Nov-10
21	UP41G0383	MAT460124AUJ05252	Winger	WINGER3200	2-Dec-10
22	UP41G0384	MAT460124AUJ05246	Winger	WINGER3200	2-Dec-10
23	UP41G0385	MAT460124AUK05426	Winger	WINGER3200	2-Dec-10
24	UP41G0386	MAT460124AUJ05030	Winger	WINGER3200	2-Dec-10
25	UP41G0387	MAT460124AUJ05189	Winger	WINGER3200	2-Dec-10
26	UP41G0388	MAT460124AUJ05017	Winger	WINGER3200	2-Dec-10
27	UP41G0389	MAT460124AUJ05207	Winger	WINGER3200	2-Dec-10
28	UP41G0390	MAT460124AUH04648	Winger	WINGER3200	2-Dec-10
29	UP41G0391	MAT460124AUJ05149	Winger	WINGER3200	2-Dec-10

  
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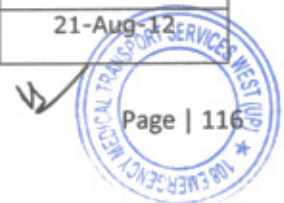
30	UP41G0392	MAT460124AUJ05211	Winger	WINGER3200	2-Dec-10
31	UP41G0393	MAT460124AUJ05253	Winger	WINGER3200	2-Dec-10
32	UP41G0394	MAT460124AUJ04727	Winger	WINGER3200	2-Dec-10
33	UP41G0395	MAT460124AUK05574	Winger	WINGER3200	2-Dec-10
34	UP41G0396	MAT460124AUJ05148	Winger	WINGER3200	2-Dec-10
35	UP41G0397	MAT460124AUJ05208	Winger	WINGER3200	2-Dec-10
36	UP41G0398	MAT460124AUJ05276	Winger	WINGER3200	2-Dec-10
37	UP41G0399	MAT460124AUH04647	Winger	WINGER3200	2-Dec-10
38	UP41G0400	MAT460124AUJ05271	Winger	WINGER3200	2-Dec-10
39	UP41G0401	MAT460124AUJ04934	Winger	WINGER3200	2-Dec-10
40	UP41G0402	MAT460124AUJ05111	Winger	WINGER3200	2-Dec-10
41	UP41G0403	MAT460124AUJ05269	Winger	WINGER3200	2-Dec-10
42	UP41G0404	MAT460124AUJ05096	Winger	WINGER3200	2-Dec-10
43	UP41G0405	MAT460124AUJ05069	Winger	WINGER3200	2-Dec-10
44	UP41G0406	MAT460124AUJ05259	Winger	WINGER3200	2-Dec-10
45	UP41G0407	MAT460124AUJ05281	Winger	WINGER3200	2-Dec-10
46	UP41G0408	MAT460124AUJ05078	Winger	WINGER3200	2-Dec-10
47	UP41G0409	MAT460124AUJ04726	Winger	WINGER3200	2-Dec-10
48	UP41G0410	MAT460124AUJ05242	Winger	WINGER3200	2-Dec-10
49	UP41G0411	MAT460124AUJ05278	Winger	WINGER3200	2-Dec-10
50	UP41G0494	MAT460124AUP06972	Winger	WINGER3200	4-Jan-12
51	UP41G0495	MAT460124AUP06968	Winger	WINGER3200	4-Jan-12
52	UP41G0496	MAT460124AUP06890	Winger	WINGER3200	4-Jan-12
53	UP41G0497	MAT460124AUP06975	Winger	WINGER3200	4-Jan-12
54	UP41G0498	MAT460124AUP06896	Winger	WINGER3200	4-Jan-12
55	UP41G0499	MAT460124AUP06967	Winger	WINGER3200	4-Jan-12
56	UP41G0500	MAT460124AUP06873	Winger	WINGER3200	4-Jan-12
57	UP41G0502	MAT460124AUP06889	Winger	WINGER3200	4-Jan-12
58	UP41G0503	MAT460124AUP06924	Winger	WINGER3200	4-Jan-12
59	UP41G0504	MAT460124AUP06970	Winger	WINGER3200	4-Jan-12
60	UP41G0505	MAT460124AUP06748	Winger	WINGER3200	6-Jan-12
61	UP41G0506	MAT460124AUP06989	Winger	WINGER3200	6-Jan-12
62	UP41G0509	MAT460124AUP07007	Winger	WINGER3200	18-Jan-12

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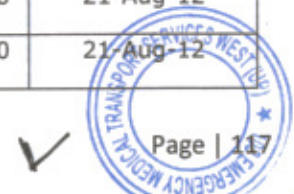
63	UP41G0510	MAT460124AUP07002	Winger	WINGER3200	18-Jan-12
64	UP41G0511	MAT460124AUN05866	Winger	WINGER3200	18-Jan-12
65	UP41G0512	MAT460124AUP06573	Winger	WINGER3200	18-Jan-12
66	UP41G0513	MAT460124BUA00185	Winger	WINGER3200	18-Jan-12
67	UP41G0514	MAT460124AUN06446	Winger	WINGER3200	18-Jan-12
68	UP41G0515	MAT460124AUK05787	Winger	WINGER3200	18-Jan-12
69	UP41G0516	MAT460124AUP07044	Winger	WINGER3200	18-Jan-12
70	UP41G0517	MAT460124AUK05425	Winger	WINGER3200	18-Jan-12
71	UP41G0518	MAT460124AUP07049	Winger	WINGER3200	18-Jan-12
72	UP41G0519	MAT460124AUP06917	Winger	WINGER3200	18-Jan-12
73	UP41G0520	MAT460124AUP07022	Winger	WINGER3200	18-Jan-12
74	UP41G0521	MAT460124AUK05677	Winger	WINGER3200	18-Jan-12
75	UP41G0573	MAT460124AUN05852	Winger	WINGER3200	21-Aug-12
76	UP41G0574	MAT460124AUK05836	Winger	WINGER3200	21-Aug-12
77	UP41G0575	MAT460124AUK05788	Winger	WINGER3200	21-Aug-12
78	UP41G0576	MAT460124AUK05842	Winger	WINGER3200	21-Aug-12
79	UP41G0577	MAT460124AUK05287	Winger	WINGER3200	21-Aug-12
80	UP41G0578	MAT460124AUN06000	Winger	WINGER3200	21-Aug-12
81	UP41G0579	MAT460124AUN06002	Winger	WINGER3200	21-Aug-12
82	UP41G0580	MAT460124AUN06020	Winger	WINGER3200	21-Aug-12
83	UP41G0581	MAT460124AUN06021	Winger	WINGER3200	21-Aug-12
84	UP41G0582	MAT460124AUN06022	Winger	WINGER3200	21-Aug-12
85	UP41G0583	MAT460124AUN06023	Winger	WINGER3200	21-Aug-12
86	UP41G0584	MAT460124AUN05865	Winger	WINGER3200	21-Aug-12
87	UP41G0585	MAT460124AUN06027	Winger	WINGER3200	21-Aug-12
88	UP41G0586	MAT460124AUN06028	Winger	WINGER3200	21-Aug-12
89	UP41G0587	MAT460124AUN06029	Winger	WINGER3200	21-Aug-12
90	UP41G0588	MAT460124AUN06096	Winger	WINGER3200	21-Aug-12
91	UP41G0589	MAT460124AUN06097	Winger	WINGER3200	21-Aug-12
92	UP41G0590	MAT460124AUN06098	Winger	WINGER3200	21-Aug-12
93	UP41G0591	MAT460124AUN06099	Winger	WINGER3200	21-Aug-12
94	UP41G0592	MAT460124AUN05997	Winger	WINGER3200	21-Aug-12
95	UP41G0593	MAT460124AUN06118	Winger	WINGER3200	21-Aug-12

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96	UP41G0594	MAT460124AUN05999	Winger	WINGER3200	21-Aug-12
97	UP41G0595	MAT460124AUN06120	Winger	WINGER3200	21-Aug-12
98	UP41G0596	MAT460124AUN06121	Winger	WINGER3200	21-Aug-12
99	UP41G0597	MAT460124AUN06122	Winger	WINGER3200	21-Aug-12
100	UP41G0598	MAT460124AUN06123	Winger	WINGER3200	21-Aug-12
101	UP41G0599	MAT460124AUN06141	Winger	WINGER3200	21-Aug-12
102	UP41G0600	MAT460124AUN06125	Winger	WINGER3200	21-Aug-12
103	UP41G0601	MAT460124AUN06263	Winger	WINGER3200	21-Aug-12
104	UP41G0602	MAT460124AUN06436	Winger	WINGER3200	21-Aug-12
105	UP41G0603	MAT460124AUN06025	Winger	WINGER3200	21-Aug-12
106	UP41G0604	MAT460124AUN05854	Winger	WINGER3200	21-Aug-12
107	UP41G0605	MAT460124AUN05855	Winger	WINGER3200	21-Aug-12
108	UP41G0606	MAT460124AUN05856	Winger	WINGER3200	21-Aug-12
109	UP41G0607	MAT460124AUN05858	Winger	WINGER3200	21-Aug-12
110	UP41G0608	MAT460124AUN05860	Winger	WINGER3200	21-Aug-12
111	UP41G0609	MAT460124AUN05861	Winger	WINGER3200	21-Aug-12
112	UP41G0610	MAT460124AUN05864	Winger	WINGER3200	21-Aug-12
113	UP41G0611	MAT460124AUN05863	Winger	WINGER3200	21-Aug-12
114	UP41G0612	MAT460124AUN06103	Winger	WINGER3200	21-Aug-12
115	UP41G0613	MAT460124AUP06554	Winger	WINGER3200	21-Aug-12
116	UP41G0614	MAT460124AUN06402	Winger	WINGER3200	21-Aug-12
117	UP41G0615	MAT460124AUN06401	Winger	WINGER3200	21-Aug-12
118	UP41G0616	MAT460124AUN06469	Winger	WINGER3200	21-Aug-12
119	UP41G0617	MAT460124AUN06477	Winger	WINGER3200	21-Aug-12
120	UP41G0618	MAT460124AUN06474	Winger	WINGER3200	21-Aug-12
121	UP41G0619	MAT460124AUN06437	Winger	WINGER3200	21-Aug-12
122	UP41G0621	MAT460124AUN06438	Winger	WINGER3200	21-Aug-12
123	UP41G0622	MAT460124AUN06442	Winger	WINGER3200	21-Aug-12
124	UP41G0623	MAT460124AUN06441	Winger	WINGER3200	21-Aug-12
125	UP41G0624	MAT460124AUN06332	Winger	WINGER3200	21-Aug-12
126	UP41G0625	MAT460124AUN06447	Winger	WINGER3200	21-Aug-12
127	UP41G0626	MAT460124AUN06419	Winger	WINGER3200	21-Aug-12
128	UP41G0627	MAT460124AUN06448	Winger	WINGER3200	21-Aug-12

  
 (डा० पद्माकर सिंह) SA  
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 उत्तर प्रदेश।





129	UP41G0628	MAT460124AUN06443	Winger	WINGER3200	21-Aug-12
130	UP41G0629	MAT460124AUN06403	Winger	WINGER3200	21-Aug-12
131	UP41G0630	MAT460124AUN06422	Winger	WINGER3200	21-Aug-12
132	UP41G0631	MAT460124AUN06347	Winger	WINGER3200	21-Aug-12
133	UP41G0632	MAT460124AUN06100	Winger	WINGER3200	21-Aug-12
134	UP41G0633	MAT460124AUN06465	Winger	WINGER3200	21-Aug-12
135	UP41G0634	MAT460124AUP07052	Winger	WINGER3200	21-Aug-12
136	UP41G0635	MAT460124BUA00188	Winger	WINGER3200	21-Aug-12
137	UP41G0636	MAT460124BUA00105	Winger	WINGER3200	21-Aug-12
138	UP41G0637	MAT460124AUP07103	Winger	WINGER3200	21-Aug-12
139	UP41G0638	MAT460124AUN06420	Winger	WINGER3200	21-Aug-12
140	UP41G0639	MAT460124AUN06471	Winger	WINGER3200	21-Aug-12
141	UP41G0640	MAT460124AUP06534	Winger	WINGER3200	21-Aug-12
142	UP41G0641	MAT460124AUP06482	Winger	WINGER3200	21-Aug-12
143	UP41G0642	MAT460124AUN06478	Winger	WINGER3200	21-Aug-12
144	UP41G0643	MAT460124AUP06553	Winger	WINGER3200	21-Aug-12
145	UP41G0644	MAT460124AUJ05243	Winger	WINGER3200	21-Aug-12
146	UP41G0645	MAT460124AUK05531	Winger	WINGER3200	21-Aug-12
147	UP41G0646	MAT460124AUN05996	Winger	WINGER3200	21-Aug-12
148	UP41G0647	MAT460124AUP06527	Winger	WINGER3200	21-Aug-12
149	UP41G0648	MAT460124AUN06450	Winger	WINGER3200	21-Aug-12
150	UP41G0649	MAT460124AUP06525	Winger	WINGER3200	21-Aug-12
151	UP41G0650	MAT460124AUN06468	Winger	WINGER3200	21-Aug-12
152	UP41G0651	MAT460124AUN06439	Winger	WINGER3200	21-Aug-12
153	UP41G0652	MAT460124AUN06444	Winger	WINGER3200	21-Aug-12
154	UP41G0653	MAT460124AUP06495	Winger	WINGER3200	21-Aug-12
155	UP41G0654	MAT460124AUP06484	Winger	WINGER3200	21-Aug-12
156	UP41G0655	MAT460124AUN06440	Winger	WINGER3200	21-Aug-12
157	UP41G0656	MAT460124AUN06346	Winger	WINGER3200	21-Aug-12
158	UP41G0657	MAT460124AUN06399	Winger	WINGER3200	21-Aug-12
159	UP41G0658	MAT460124AUP06526	Winger	WINGER3200	21-Aug-12
160	UP41G0659	MAT460124AUN06140	Winger	WINGER3200	21-Aug-12
161	UP41G0660	MAT460124AUN06475	Winger	WINGER3200	21-Aug-12

(डॉ० पद्माकर सिंह)  
महानिदेशक,  
विकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



162	UP41G0661	MAT460124AUN06466	Winger	WINGER3200	21-Aug-12
163	UP41G0662	MAT460124AUN06445	Winger	WINGER3200	21-Aug-12
164	UP41G0663	MAT460124AUN05867	Winger	WINGER3200	21-Aug-12
165	UP41G0664	MAT460124AUN05868	Winger	WINGER3200	21-Aug-12
166	UP41G0665	MAT460124AUN05869	Winger	WINGER3200	21-Aug-12
167	UP41G0666	MAT460124AUN05991	Winger	WINGER3200	21-Aug-12
168	UP41G0667	MAT460124AUN05992	Winger	WINGER3200	21-Aug-12
169	UP41G0668	MAT460124AUN05993	Winger	WINGER3200	21-Aug-12
170	UP41G0669	MAT460124AUN05995	Winger	WINGER3200	21-Aug-12
171	UP41G0670	MAT460124AUP06587	Winger	WINGER3200	21-Aug-12
172	UP41G0671	MAT460124AUN06449	Winger	WINGER3200	21-Aug-12
173	UP41G0672	MAT460124AUN06404	Winger	WINGER3200	21-Aug-12
174	UP41G0673	MAT460124AUP06568	Winger	WINGER3200	21-Aug-12
175	UP41G0674	MAT460124AUN06001	Winger	WINGER3200	21-Aug-12
176	UP41G0675	MAT460124AUP07011	Winger	WINGER3200	21-Aug-12
177	UP41G0676	MAT460124AUN05859	Winger	WINGER3200	21-Aug-12
178	UP41G0677	MAT460124AUP06923	Winger	WINGER3200	21-Aug-12
179	UP41G0678	MAT460124AUP06576	Winger	WINGER3200	21-Aug-12
180	UP41G0679	MAT460124AUN05994	Winger	WINGER3200	21-Aug-12
181	UP41G0680	MAT460124AUN05870	Winger	WINGER3200	21-Aug-12
182	UP41G0681	MAT460124AUK05285	Winger	WINGER3200	21-Aug-12
183	UP41G0682	MAT460124AUN06462	Winger	WINGER3200	21-Aug-12
184	UP41G0683	MAT460124AUP06574	Winger	WINGER3200	21-Aug-12
185	UP41G0684	MAT460124AUK05838	Winger	WINGER3200	21-Aug-12
186	UP41G0685	MAT460124AUN06124	Winger	WINGER3200	21-Aug-12
187	UP41G0686	MAT460124AUP06671	Winger	WINGER3200	21-Aug-12
188	UP41G0687	MAT460124AUP06555	Winger	WINGER3200	21-Aug-12
189	UP41G0688	MAT460124AUP06486	Winger	WINGER3200	21-Aug-12
190	UP41G0689	MAT460124AUN06341	Winger	WINGER3200	21-Aug-12
191	UP41G0690	MAT460124AUN06423	Winger	WINGER3200	21-Aug-12
192	UP41G0691	MAT460124AUP06497	Winger	WINGER3200	21-Aug-12
193	UP41G0695	MAT460124AUN06472	Winger	WINGER3200	21-Aug-12
194	UP41G0696	MAT460124AUN06119	Winger	WINGER3200	21-Aug-12

(डा० पद्माकर सिंह)  
महानिदेशक,  
शिक्षा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



195	UP41G0697	MAT460124AUJ05205	Winger	WINGER3200	21-Aug-12
196	UP41G0698	MAT460124AUK05841	Winger	WINGER3200	21-Aug-12
197	UP41G0699	MAT460124AUP06677	Winger	WINGER3200	21-Aug-12
198	UP41G0700	MAT460124AUP06571	Winger	WINGER3200	21-Aug-12
199	UP41G0701	MAT460124AUP06572	Winger	WINGER3200	21-Aug-12
200	UP41G0702	MAT460124AUP06488	Winger	WINGER3200	21-Aug-12
201	UP41G0704	MAT460124AUP06586	Winger	WINGER3200	21-Aug-12
202	UP41G0705	MAT460124AUN06476	Winger	WINGER3200	21-Aug-12
203	UP41G0706	MAT460124AUP06728	Winger	WINGER3200	21-Aug-12
204	UP41G0707	MAT460124AUP06500	Winger	WINGER3200	21-Aug-12
205	UP41G0708	MAT460124AUP06485	Winger	WINGER3200	21-Aug-12
206	UP41G0709	MAT460124AUN06463	Winger	WINGER3200	21-Aug-12
207	UP41G0710	MAT460124AUP06481	Winger	WINGER3200	21-Aug-12
208	UP41G0711	MAT460124AUP06530	Winger	WINGER3200	21-Aug-12
209	UP41G0712	MAT460124AUN05857	Winger	WINGER3200	21-Aug-12
210	UP41G0713	MAT460124AUP06569	Winger	WINGER3200	21-Aug-12
211	UP41G0714	MAT460124AUP06691	Winger	WINGER3200	21-Aug-12
212	UP41G0715	MAT460124AUP06489	Winger	WINGER3200	21-Aug-12
213	UP41G0716	MAT460124AUP06619	Winger	WINGER3200	21-Aug-12
214	UP41G0717	MAT460124AUP06491	Winger	WINGER3200	21-Aug-12
215	UP41G0718	MAT460124AUP06641	Winger	WINGER3200	21-Aug-12
216	UP41G0719	MAT460124AUP06575	Winger	WINGER3200	21-Aug-12
217	UP41G0720	MAT460124AUP06704	Winger	WINGER3200	21-Aug-12
218	UP41G0721	MAT460124AUP06727	Winger	WINGER3200	21-Aug-12
219	UP41G0722	MAT460124AUP06699	Winger	WINGER3200	21-Aug-12
220	UP41G0723	MAT460124AUP06533	Winger	WINGER3200	21-Aug-12
221	UP41G0724	MAT460124AUP06480	Winger	WINGER3200	21-Aug-12
222	UP41G0725	MAT460124AUP06483	Winger	WINGER3200	21-Aug-12
223	UP41G0726	MAT460124AUP06493	Winger	WINGER3200	21-Aug-12
224	UP41G0727	MAT460124AUP06490	Winger	WINGER3200	21-Aug-12
225	UP41G0728	MAT460124AUP06584	Winger	WINGER3200	21-Aug-12
226	UP41G0729	MAT460124AUP06701	Winger	WINGER3200	21-Aug-12
227	UP41G0730	MAT460124AUP06747	Winger	WINGER3200	21-Aug-12

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(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवारं,  
समल प्रदेश।




228	UP41G0731	MAT460124AUP06928	Winger	WINGER3200	21-Aug-12
229	UP41G0732	MAT460124AUP06729	Winger	WINGER3200	21-Aug-12
230	UP41G0733	MAT460124AUP06893	Winger	WINGER3200	21-Aug-12
231	UP41G0734	MAT460124AUP06915	Winger	WINGER3200	21-Aug-12
232	UP41G0735	MAT460124AUP06996	Winger	WINGER3200	21-Aug-12
233	UP41G0736	MAT460124AUP06993	Winger	WINGER3200	21-Aug-12
234	UP41G0737	MAT460124AUP06877	Winger	WINGER3200	21-Aug-12
235	UP41G0738	MAT460124AUP07025	Winger	WINGER3200	21-Aug-12
236	UP41G0739	MAT460124AUP07008	Winger	WINGER3200	21-Aug-12
237	UP41G0740	MAT460124AUP07039	Winger	WINGER3200	21-Aug-12
238	UP41G0741	MAT460124AUP06898	Winger	WINGER3200	21-Aug-12
239	UP41G0742	MAT460124AUP07009	Winger	WINGER3200	21-Aug-12
240	UP41G0743	MAT460124AUP07035	Winger	WINGER3200	21-Aug-12
241	UP41G0744	MAT460124AUN06024	Winger	WINGER3200	21-Aug-12
242	UP41G0745	MAT460124AUP06577	Winger	WINGER3200	21-Aug-12
243	UP41G0746	MAT460124AUP06532	Winger	WINGER3200	21-Aug-12
244	UP41G0747	MAT460124AUP06487	Winger	WINGER3200	21-Aug-12
245	UP41G0748	MAT460124AUP07038	Winger	WINGER3200	21-Aug-12
246	UP41G0749	MAT460124AUP07066	Winger	WINGER3200	21-Aug-12
247	UP41G0750	MAT460124AUP07076	Winger	WINGER3200	21-Aug-12
248	UP41G0751	MAT460124AUP07042	Winger	WINGER3200	21-Aug-12
249	UP41G0752	MAT460124AUP07082	Winger	WINGER3200	21-Aug-12
250	UP41G0753	MAT460124AUP06852	Winger	WINGER3200	21-Aug-12
251	UP41G0754	MAT460124AUP06973	Winger	WINGER3200	21-Aug-12
252	UP41G0755	MAT460124AUP06994	Winger	WINGER3200	21-Aug-12
253	UP41G0756	MAT460124AUP06914	Winger	WINGER3200	21-Aug-12
254	UP41G0757	MAT460124AUP06745	Winger	WINGER3200	21-Aug-12
255	UP41G0758	MAT460124AUP07001	Winger	WINGER3200	21-Aug-12
256	UP41G0759	MAT460124AUP07013	Winger	WINGER3200	21-Aug-12
257	UP41G0760	MAT460124AUP06746	Winger	WINGER3200	21-Aug-12
258	UP41G0761	MAT460124AUP06997	Winger	WINGER3200	21-Aug-12
259	UP41G0762	MAT460124AUP06879	Winger	WINGER3200	21-Aug-12
260	UP41G0763	MAT460124AUP06744	Winger	WINGER3200	21-Aug-12

(डा० प्रदीपकर सिंह)  
महानिदेशक,  
विक्रिता एवं स्वास्थ्य सेवार्,  
उत्तर प्रदेश।



261	UP41G0764	MAT460124AUP06888	Winger	WINGER3200	21-Aug-12
262	UP41G0765	MAT460124AUP06966	Winger	WINGER3200	21-Aug-12
263	UP41G0766	MAT460124AUP07062	Winger	WINGER3200	21-Aug-12
264	UP41G0767	MAT460124AUP06876	Winger	WINGER3200	21-Aug-12
265	UP41G0768	MAT460124AUP06874	Winger	WINGER3200	21-Aug-12
266	UP41G0769	MAT460124AUP06987	Winger	WINGER3200	21-Aug-12
267	UP41G0770	MAT460124AUP06930	Winger	WINGER3200	21-Aug-12
268	UP41G0771	MAT460124AUP06985	Winger	WINGER3200	21-Aug-12
269	UP41G0772	MAT460124AUP06988	Winger	WINGER3200	21-Aug-12
270	UP41G0773	MAT460124AUP06986	Winger	WINGER3200	21-Aug-12
271	UP41G0774	MAT460124AUP07003	Winger	WINGER3200	21-Aug-12
272	UP41G0775	MAT460124AUP07046	Winger	WINGER3200	21-Aug-12
273	UP41G0776	MAT460124AUP07014	Winger	WINGER3200	21-Aug-12
274	UP41G0777	MAT460124AUP07028	Winger	WINGER3200	21-Aug-12
275	UP41G0778	MAT460124BUA00124	Winger	WINGER3200	21-Aug-12
276	UP41G0779	MAT460124AUP07088	Winger	WINGER3200	21-Aug-12
277	UP41G0780	MAT460124AUP07054	Winger	WINGER3200	21-Aug-12
278	UP41G0781	MAT460124AUP06854	Winger	WINGER3200	21-Aug-12
279	UP41G0782	MAT460124AUP07047	Winger	WINGER3200	21-Aug-12
280	UP41G0783	MAT460124AUP07040	Winger	WINGER3200	21-Aug-12
281	UP41G0784	MAT460124AUP07045	Winger	WINGER3200	21-Aug-12
282	UP41G0785	MAT460124AUP07018	Winger	WINGER3200	21-Aug-12
283	UP41G0786	MAT460124AUP07041	Winger	WINGER3200	21-Aug-12
284	UP41G0787	MAT460124AUP07027	Winger	WINGER3200	21-Aug-12
285	UP41G0788	MAT460124AUP07012	Winger	WINGER3200	21-Aug-12
286	UP41G0789	MAT460124AUP07037	Winger	WINGER3200	21-Aug-12
287	UP41G0790	MAT460124BUA00123	Winger	WINGER3200	21-Aug-12
288	UP41G0791	MAT460124AUP06932	Winger	WINGER3200	21-Aug-12
289	UP41G0792	MAT460124BUA00187	Winger	WINGER3200	21-Aug-12
290	UP41G0793	MAT460124AUP06897	Winger	WINGER3200	21-Aug-12
291	UP41G0794	MAT460124AUP07015	Winger	WINGER3200	21-Aug-12
292	UP41G0795	MAT460124AUP06965	Winger	WINGER3200	21-Aug-12
293	UP41G0796	MAT460124AUP07019	Winger	WINGER3200	21-Aug-12

  
 (डा० पद्माकर सिंह)  
 महानिदेशक,  
 चिकित्सा एवं स्वास्थ्य सेवाएँ,  
 रायपुर जिले।




294	UP41G0797	MAT460124AUP07029	Winger	WINGER3200	21-Aug-12
295	UP41G0798	MAT460124AUP06974	Winger	WINGER3200	21-Aug-12
296	UP41G0799	MAT460124AUP06998	Winger	WINGER3200	21-Aug-12
297	UP41G0800	MAT460124AUP07036	Winger	WINGER3200	21-Aug-12
298	UP41G0801	MAT460124AUP07024	Winger	WINGER3200	21-Aug-12
299	UP41G0802	MAT460124AUP07051	Winger	WINGER3200	21-Aug-12
300	UP41G0803	MAT460124AUP07043	Winger	WINGER3200	21-Aug-12
301	UP41G0804	MAT460124AUP07093	Winger	WINGER3200	21-Aug-12
302	UP41G0805	MAT460124AUP07026	Winger	WINGER3200	21-Aug-12
303	UP41G0806	MAT460124AUP07048	Winger	WINGER3200	21-Aug-12
304	UP41G0807	MAT460124AUP07091	Winger	WINGER3200	21-Aug-12
305	UP41G0808	MAT460124AUP07096	Winger	WINGER3200	21-Aug-12
306	UP41G0809	MAT460124BUA00127	Winger	WINGER3200	21-Aug-12
307	UP41G0810	MAT460124AUP06919	Winger	WINGER3200	21-Aug-12
308	UP41G0811	MAT460124BUA00106	Winger	WINGER3200	21-Aug-12
309	UP41G0812	MAT460124BUA00128	Winger	WINGER3200	21-Aug-12
310	UP41G0813	MAT460124AUP07090	Winger	WINGER3200	21-Aug-12
311	UP41G0814	MAT460124AUP07000	Winger	WINGER3200	21-Aug-12
312	UP41G0815	MAT460124AUP07016	Winger	WINGER3200	21-Aug-12
313	UP41G0816	MAT460124AUP06925	Winger	WINGER3200	21-Aug-12
314	UP41G0817	MAT460124BUA00186	Winger	WINGER3200	21-Aug-12
315	UP41G0818	MAT460124BUA00104	Winger	WINGER3200	21-Aug-12
316	UP41G0819	MAT460124BUA00200	Winger	WINGER3200	21-Aug-12
317	UP41G0820	MAT460124AUP07099	Winger	WINGER3200	21-Aug-12
318	UP41G0822	MAT460124AUP07006	Winger	WINGER3200	21-Aug-12
319	UP41G0823	MAT460124AUP07005	Winger	WINGER3200	21-Aug-12
320	UP41G0824	MAT460124AUP07095	Winger	WINGER3200	21-Aug-12
321	UP41G0825	MAT460124BUA00122	Winger	WINGER3200	21-Aug-12
322	UP41G0826	MAT460124BUA00152	Winger	WINGER3200	21-Aug-12
323	UP41G0827	MAT460124BUA00150	Winger	WINGER3200	21-Aug-12
324	UP41G0828	MAT460124AUP07089	Winger	WINGER3200	21-Aug-12
325	UP41G0829	MAT460124BUA00217	Winger	WINGER3200	21-Aug-12
326	UP41G0830	MAT460124AUP06929	Winger	WINGER3200	21-Aug-12

(डॉ० पद्माकर सिंह)  
महानिदेशक,  
शिकिस्ता एवं स्वास्थ्य सेवार्ण,  
उत्तर प्रदेश।

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327	UP41G0831	MAT460124BUA00219	Winger	WINGER3200	21-Aug-12
328	UP41G0832	MAT460124AUK05755	Winger	WINGER3200	21-Aug-12
329	UP41G0833	MAT460124AUJ05186	Winger	WINGER3200	21-Aug-12
330	UP41G0834	MAT460124AUJ05109	Winger	WINGER3200	21-Aug-12
331	UP41G0835	MAT460124AUK05846	Winger	WINGER3200	21-Aug-12
332	UP41G0836	MAT460124AUK05289	Winger	WINGER3200	21-Aug-12
333	UP41G0837	MAT460124AUJ05158	Winger	WINGER3200	21-Aug-12
334	UP41G0838	MAT460124AUK05288	Winger	WINGER3200	21-Aug-12
335	UP41G0839	MAT460124AUJ05160	Winger	WINGER3200	21-Aug-12
336	UP41G0840	MAT460124AUK05757	Winger	WINGER3200	21-Aug-12
337	UP41G0841	MAT460124AUP06921	Winger	WINGER3200	21-Aug-12
338	UP41G0842	MAT460124AUP06971	Winger	WINGER3200	21-Aug-12
339	UP41G0843	MAT460124BUA00203	Winger	WINGER3200	21-Aug-12
340	UP41G0844	MAT460124BUA00220	Winger	WINGER3200	21-Aug-12
341	UP41G0845	MAT460124BUA00197	Winger	WINGER3200	21-Aug-12
342	UP41G0846	MAT460124BUA00204	Winger	WINGER3200	21-Aug-12
343	UP41G0847	MAT460124BUA00218	Winger	WINGER3200	21-Aug-12
344	UP41G0848	MAT460124AUP07083	Winger	WINGER3200	21-Aug-12
345	UP41G0849	MAT460124AUK05850	Winger	WINGER3200	21-Aug-12
346	UP41G0850	MAT460124BUA00216	Winger	WINGER3200	21-Aug-12
347	UP41G0851	MAT460124AUK05843	Winger	WINGER3200	21-Aug-12
348	UP41G0852	MAT460124AUK05525	Winger	WINGER3200	21-Aug-12
349	UP41G0853	MAT460124AUK05524	Winger	WINGER3200	21-Aug-12
350	UP41G0854	MAT460124AUK05423	Winger	WINGER3200	21-Aug-12
351	UP41G0855	MAT460124AUK05428	Winger	WINGER3200	21-Aug-12
352	UP41G0856	MAT460124AUK05789	Winger	WINGER3200	21-Aug-12
353	UP41G0857	MAT460124AUK05844	Winger	WINGER3200	21-Aug-12
354	UP41G0858	MAT460124AUK05825	Winger	WINGER3200	21-Aug-12
355	UP41G0859	MAT460124AUK05754	Winger	WINGER3200	21-Aug-12
356	UP41G0860	MAT460124AUK05286	Winger	WINGER3200	21-Aug-12
357	UP41G0861	MAT460124AUK05284	Winger	WINGER3200	21-Aug-12
358	UP41G0862	MAT460124AUK05283	Winger	WINGER3200	21-Aug-12
359	UP41G0863	MAT460124AUK05848	Winger	WINGER3200	21-Aug-12

  
 (डॉ० पद्माकर सिंह)  
 महादिदेशक,  
 चिकित्सा एवं स्वास्थ्य सेवार्ण,  
 गवर्नर ऑफिस।




360	UP41G0864	MAT460124AUK05851	Winger	WINGER3200	21-Aug-12
361	UP41G0865	MAT460124AUK05847	Winger	WINGER3200	21-Aug-12
362	UP41G0866	MAT460124AUJ05070	Winger	WINGER3200	21-Aug-12
363	UP41G0867	MAT460124AUK05790	Winger	WINGER3200	21-Aug-12
364	UP41G0868	MAT460124AUK05785	Winger	WINGER3200	21-Aug-12
365	UP41G0869	MAT460124AUK05849	Winger	WINGER3200	21-Aug-12
366	UP41G0870	MAT460124AUK05835	Winger	WINGER3200	21-Aug-12
367	UP41G0871	MAT460124AUK05526	Winger	WINGER3200	21-Aug-12
368	UP41G0872	MAT460124AUK05576	Winger	WINGER3200	21-Aug-12
369	UP41G0873	MAT460124AUK05569	Winger	WINGER3200	21-Aug-12
370	UP41G0874	MAT460124AUK05613	Winger	WINGER3200	21-Aug-12
371	UP41G0875	MAT460124AUK05614	Winger	WINGER3200	21-Aug-12
372	UP41G0876	MAT460124AUK05564	Winger	WINGER3200	21-Aug-12
373	UP41G0877	MAT460124AUJ05267	Winger	WINGER3200	21-Aug-12
374	UP41G0878	MAT460124AUK05565	Winger	WINGER3200	21-Aug-12
375	UP41G0879	MAT460124AUK05529	Winger	WINGER3200	21-Aug-12
376	UP41G0880	MAT460124AUK05420	Winger	WINGER3200	21-Aug-12
377	UP41G0881	MAT460124AUK05319	Winger	WINGER3200	21-Aug-12
378	UP41G0882	MAT460124AUH04618	Winger	WINGER3200	21-Aug-12
379	UP41G0883	MAT460124AUK05357	Winger	WINGER3200	21-Aug-12
380	UP41G0884	MAT460124AUK05571	Winger	WINGER3200	21-Aug-12
381	UP41G0885	MAT460124AUK05527	Winger	WINGER3200	21-Aug-12
382	UP41G0886	MAT460124AUK05611	Winger	WINGER3200	21-Aug-12
383	UP41G0887	MAT460124AUK05421	Winger	WINGER3200	21-Aug-12
384	UP41G0888	MAT460124AUK05580	Winger	WINGER3200	21-Aug-12
385	UP41G0889	MAT460124AUK05566	Winger	WINGER3200	21-Aug-12
386	UP41G0890	MAT460124AUK05392	Winger	WINGER3200	21-Aug-12
387	UP41G0891	MAT460124AUK05528	Winger	WINGER3200	21-Aug-12
388	UP41G0892	MAT460124AUK05573	Winger	WINGER3200	21-Aug-12
389	UP41G0893	MAT460124AUK05572	Winger	WINGER3200	21-Aug-12
390	UP41G0894	MAT460124AUJ05266	Winger	WINGER3200	21-Aug-12
391	UP41G0895	MAT460124AUK05678	Winger	WINGER3200	21-Aug-12
392	UP41G0896	MAT460124AUK05612	Winger	WINGER3200	21-Aug-12

  
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393	UP41G0897	MAT460124AUK05582	Winger	WINGER3200	21-Aug-12
394	UP41G0898	MAT460124AUK05575	Winger	WINGER3200	21-Aug-12
395	UP41G0899	MAT460124AUK05429	Winger	WINGER3200	21-Aug-12
396	UP41G0900	MAT460124AUK05581	Winger	WINGER3200	21-Aug-12
397	UP41G0901	MAT460124AUK05387	Winger	WINGER3200	21-Aug-12
398	UP41G0902	MAT460124AUK05424	Winger	WINGER3200	21-Aug-12
399	UP41G0903	MAT460124AUJ05254	Winger	WINGER3200	21-Aug-12
400	UP41G0904	MAT460124AUK05676	Winger	WINGER3200	21-Aug-12
401	UP41G0905	MAT460124AUK05532	Winger	WINGER3200	21-Aug-12
402	UP41G0906	MAT460124AUK05579	Winger	WINGER3200	21-Aug-12
403	UP41G0907	MAT460124AUK05422	Winger	WINGER3200	21-Aug-12
404	UP41G0908	MAT460124AUJ05137	Winger	WINGER3200	21-Aug-12
405	UP41G0909	MAT460124AUJ05167	Winger	WINGER3200	21-Aug-12
406	UP41G0910	MAT460124AUK05530	Winger	WINGER3200	21-Aug-12
407	UP41G0911	MAT460124AUK05578	Winger	WINGER3200	21-Aug-12
408	UP41G0912	MAT460124AUK05577	Winger	WINGER3200	21-Aug-12
409	UP41G0913	MAT460124AUK05568	Winger	WINGER3200	21-Aug-12
410	UP41G0914	MAT460124AUK05523	Winger	WINGER3200	21-Aug-12
411	UP41G0915	MAT460124AUK05389	Winger	WINGER3200	21-Aug-12
412	UP41G0916	MAT460124AUK05314	Winger	WINGER3200	21-Aug-12
413	UP41G0917	MAT460124AUJ04996	Winger	WINGER3200	21-Aug-12
414	UP41G0918	MAT460124AUJ05159	Winger	WINGER3200	21-Aug-12
415	UP41G0919	MAT460124AUJ05147	Winger	WINGER3200	21-Aug-12
416	UP41G0920	MAT460124AUH04537	Winger	WINGER3200	21-Aug-12
417	UP41G0921	MAT460124AUH04536	Winger	WINGER3200	21-Aug-12
418	UP41G0922	MAT460124AUJ05197	Winger	WINGER3200	21-Aug-12
419	UP41G0923	MAT460124AUK05567	Winger	WINGER3200	21-Aug-12
420	UP41G0924	MAT460124AUH04576	Winger	WINGER3200	21-Aug-12
421	UP41G0925	MAT460124AUJ05279	Winger	WINGER3200	21-Aug-12
422	UP41G0926	MAT460124AUK05570	Winger	WINGER3200	21-Aug-12
423	UP41G0946	MAT460124AUK05390	Winger	WINGER3200	22-Nov-12
424	UP41G0947	MAT460124CUK07431	Winger	WINGER3200	22-Nov-12
425	UP41G0948	MAT460124CUK07088	Winger	WINGER3200	22-Nov-12

  
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426	UP41G0949	MAT460124CUK07124	Winger	WINGER3200	22-Nov-12
427	UP41G0950	MAT460124CUK07292	Winger	WINGER3200	22-Nov-12
428	UP41G0951	MAT460124CUK07288	Winger	WINGER3200	22-Nov-12
429	UP41G0952	MAT460124CUK07054	Winger	WINGER3200	22-Nov-12
430	UP41G0953	MAT460124CUK07190	Winger	WINGER3200	22-Nov-12
431	UP41G0954	MAT460124CUK07375	Winger	WINGER3200	22-Nov-12
432	UP41G0955	MAT460124CUK07227	Winger	WINGER3200	22-Nov-12
433	UP41G0956	MAT460124CUK06800	Winger	WINGER3200	22-Nov-12
434	UP41G0957	MAT460124CUK07313	Winger	WINGER3200	22-Nov-12
435	UP41G0958	MAT460124CUK07373	Winger	WINGER3200	22-Nov-12
436	UP41G0959	MAT460124CUK07176	Winger	WINGER3200	22-Nov-12
437	UP41G0960	MAT460124CUK06792	Winger	WINGER3200	22-Nov-12
438	UP41G0961	MAT460124CUK07285	Winger	WINGER3200	22-Nov-12
439	UP41G0962	MAT460124CUK06790	Winger	WINGER3200	22-Nov-12
440	UP41G0963	MAT460124CUK07201	Winger	WINGER3200	22-Nov-12
441	UP41G0964	MAT460124CUK07055	Winger	WINGER3200	22-Nov-12
442	UP41G0965	MAT460124CUK07226	Winger	WINGER3200	22-Nov-12
443	UP41G0966	MAT460124CUK07057	Winger	WINGER3200	22-Nov-12
444	UP41G0967	MAT460124CUK07296	Winger	WINGER3200	22-Nov-12
445	UP41G0968	MAT460124CUK07127	Winger	WINGER3200	22-Nov-12
446	UP41G0969	MAT460124CUK07178	Winger	WINGER3200	22-Nov-12
447	UP41G0970	MAT460124CUK07174	Winger	WINGER3200	22-Nov-12
448	UP41G0971	MAT460124CUK07093	Winger	WINGER3200	22-Nov-12
449	UP41G0972	MAT460124CUK07223	Winger	WINGER3200	22-Nov-12
450	UP41G0973	MAT460124CUK06762	Winger	WINGER3200	22-Nov-12
451	UP41G0974	MAT460124CUK07359	Winger	WINGER3200	22-Nov-12
452	UP41G0975	MAT460124CUK07287	Winger	WINGER3200	22-Nov-12
453	UP41G0976	MAT460124CUK07129	Winger	WINGER3200	22-Nov-12
454	UP41G0977	MAT460124CUK06793	Winger	WINGER3200	22-Nov-12
455	UP41G0978	MAT460124CUK07150	Winger	WINGER3200	22-Nov-12
456	UP41G0979	MAT460124CUK07152	Winger	WINGER3200	22-Nov-12
457	UP41G0980	MAT460124CUK07074	Winger	WINGER3200	22-Nov-12
458	UP41G0981	MAT460124CUK07094	Winger	WINGER3200	22-Nov-12


  
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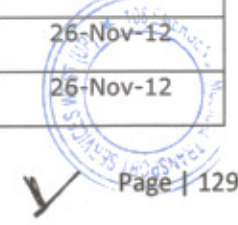
459	UP41G0982	MAT460124CUK07053	Winger	WINGER3200	22-Nov-12
460	UP41G0983	MAT460124CUK06797	Winger	WINGER3200	22-Nov-12
461	UP41G0984	MAT460124CUK06764	Winger	WINGER3200	22-Nov-12
462	UP41G0985	MAT460124CUK07073	Winger	WINGER3200	22-Nov-12
463	UP41G0986	MAT460124CUK07177	Winger	WINGER3200	22-Nov-12
464	UP41G0987	MAT460124CUK07371	Winger	WINGER3200	22-Nov-12
465	UP41G0988	MAT460124CUK07347	Winger	WINGER3200	22-Nov-12
466	UP41G0989	MAT460124CUK07038	Winger	WINGER3200	22-Nov-12
467	UP41G0990	MAT460124CUK07293	Winger	WINGER3200	22-Nov-12
468	UP41G0991	MAT460124CUK07113	Winger	WINGER3200	22-Nov-12
469	UP41G0992	MAT460124CUK07112	Winger	WINGER3200	22-Nov-12
470	UP41G0993	MAT460124CUK07173	Winger	WINGER3200	22-Nov-12
471	UP41G0994	MAT460124CUK07090	Winger	WINGER3200	22-Nov-12
472	UP41G0995	MAT460124CUK07022	Winger	WINGER3200	22-Nov-12
473	UP41G0996	MAT460124CUK07241	Winger	WINGER3200	26-Nov-12
474	UP41G0997	MAT460124CUK07405	Winger	WINGER3200	26-Nov-12
475	UP41G0998	MAT460124CUK07253	Winger	WINGER3200	26-Nov-12
476	UP41G0999	MAT460124CUK07395	Winger	WINGER3200	26-Nov-12
477	UP41G1000	MAT460124CUK07228	Winger	WINGER3200	26-Nov-12
478	UP41G1001	MAT460124CUK07297	Winger	WINGER3200	26-Nov-12
479	UP41G1002	MAT460124CUK07234	Winger	WINGER3200	26-Nov-12
480	UP41G1003	MAT460124CUK07041	Winger	WINGER3200	26-Nov-12
481	UP41G1004	MAT460124CUK07199	Winger	WINGER3200	26-Nov-12
482	UP41G1005	MAT460124CUK07239	Winger	WINGER3200	26-Nov-12
483	UP41G1006	MAT460124CUK07460	Winger	WINGER3200	26-Nov-12
484	UP41G1007	MAT460124CUK07420	Winger	WINGER3200	26-Nov-12
485	UP41G1008	MAT460124CUK07240	Winger	WINGER3200	26-Nov-12
486	UP41G1009	MAT460124CUK07149	Winger	WINGER3200	26-Nov-12
487	UP41G1010	MAT460124CUK07411	Winger	WINGER3200	26-Nov-12
488	UP41G1011	MAT460124CUK07075	Winger	WINGER3200	26-Nov-12
489	UP41G1012	MAT460124CUK07432	Winger	WINGER3200	26-Nov-12
490	UP41G1013	MAT460124CUK07179	Winger	WINGER3200	26-Nov-12
491	UP41G1014	MAT460124CUK07303	Winger	WINGER3200	26-Nov-12

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492	UP41G1015	MAT460124CUK07369	Winger	WINGER3200	26-Nov-12
493	UP41G1016	MAT460124CUK07037	Winger	WINGER3200	26-Nov-12
494	UP41G1017	MAT460124CUK07291	Winger	WINGER3200	26-Nov-12
495	UP41G1018	MAT460124CUK07224	Winger	WINGER3200	26-Nov-12
496	UP41G1019	MAT460124CUK07302	Winger	WINGER3200	26-Nov-12
497	UP41G1020	MAT460124CUK07413	Winger	WINGER3200	26-Nov-12
498	UP41G1021	MAT460124CUK07392	Winger	WINGER3200	26-Nov-12
499	UP41G1022	MAT460124CUK07312	Winger	WINGER3200	26-Nov-12
500	UP41G1023	MAT460124CUK07236	Winger	WINGER3200	26-Nov-12
501	UP41G1024	MAT460124CUK07396	Winger	WINGER3200	26-Nov-12
502	UP41G1025	MAT460124CUK07454	Winger	WINGER3200	26-Nov-12
503	UP41G1026	MAT460124CUK07230	Winger	WINGER3200	26-Nov-12
504	UP41G1027	MAT460124CUK07361	Winger	WINGER3200	26-Nov-12
505	UP41G1028	MAT460124CUK07423	Winger	WINGER3200	26-Nov-12
506	UP41G1029	MAT460124CUK07051	Winger	WINGER3200	26-Nov-12
507	UP41G1030	MAT460124CUK07109	Winger	WINGER3200	26-Nov-12
508	UP41G1031	MAT460124CUK07286	Winger	WINGER3200	26-Nov-12
509	UP41G1032	MAT460124CUK07435	Winger	WINGER3200	26-Nov-12
510	UP41G1033	MAT460124CUK07370	Winger	WINGER3200	26-Nov-12
511	UP41G1034	MAT460124CUK06770	Winger	WINGER3200	26-Nov-12
512	UP41G1035	MAT460124CUK06769	Winger	WINGER3200	26-Nov-12
513	UP41G1036	MAT460124CUK07202	Winger	WINGER3200	26-Nov-12
514	UP41G1037	MAT460124CUK07125	Winger	WINGER3200	26-Nov-12
515	UP41G1038	MAT460124CUK07087	Winger	WINGER3200	26-Nov-12
516	UP41G1039	MAT460124CUK07393	Winger	WINGER3200	26-Nov-12
517	UP41G1040	MAT460124CUK07096	Winger	WINGER3200	26-Nov-12
518	UP41G1041	MAT460124CUK07203	Winger	WINGER3200	26-Nov-12
519	UP41G1042	MAT460124CUK07225	Winger	WINGER3200	26-Nov-12
520	UP41G1043	MAT460124CUK07077	Winger	WINGER3200	26-Nov-12
521	UP41G1044	MAT460124CUK07406	Winger	WINGER3200	26-Nov-12
522	UP41G1045	MAT460124CUK07130	Winger	WINGER3200	26-Nov-12
523	UP41G1046	MAT460124CUK07132	Winger	WINGER3200	26-Nov-12
524	UP41G1047	MAT460124CUK07407	Winger	WINGER3200	26-Nov-12

  
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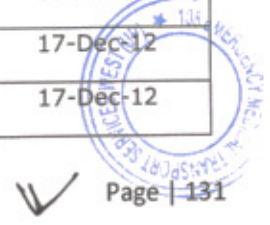
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526	UP41G1049	MAT460124CUK07346	Winger	WINGER3200	26-Nov-12
527	UP41G1050	MAT460124CUK07334	Winger	WINGER3200	26-Nov-12
528	UP41G1051	MAT460124CUK07306	Winger	WINGER3200	26-Nov-12
529	UP41G1052	MAT460124CUK07131	Winger	WINGER3200	26-Nov-12
530	UP41G1053	MAT460124CUK07233	Winger	WINGER3200	26-Nov-12
531	UP41G1054	MAT460124CUK07348	Winger	WINGER3200	26-Nov-12
532	UP41G1055	MAT460124CUK07151	Winger	WINGER3200	26-Nov-12
533	UP41G1056	MAT460124CUK07040	Winger	WINGER3200	26-Nov-12
534	UP41G1057	MAT460124CUK07305	Winger	WINGER3200	26-Nov-12
535	UP41G1058	MAT460124CUK06798	Winger	WINGER3200	26-Nov-12
536	UP41G1059	MAT460124CUK06772	Winger	WINGER3200	26-Nov-12
537	UP41G1060	MAT460124CUK07304	Winger	WINGER3200	26-Nov-12
538	UP41G1061	MAT460124CUK07238	Winger	WINGER3200	26-Nov-12
539	UP41G1062	MAT460124CUK07153	Winger	WINGER3200	26-Nov-12
540	UP41G1063	MAT460124CUK07188	Winger	WINGER3200	26-Nov-12
541	UP41G1064	MAT460124CUK07353	Winger	WINGER3200	26-Nov-12
542	UP41G1065	MAT460124CUK07284	Winger	WINGER3200	26-Nov-12
543	UP41G1066	MAT460124CUK07268	Winger	WINGER3200	26-Nov-12
544	UP41G1067	MAT460124CUK07404	Winger	WINGER3200	26-Nov-12
545	UP41G1068	MAT460124CUK07189	Winger	WINGER3200	26-Nov-12
546	UP41G1069	MAT460124CUK07044	Winger	WINGER3200	26-Nov-12
547	UP41G1070	MAT460124CUK07357	Winger	WINGER3200	26-Nov-12
548	UP41G1071	MAT460124CUK07354	Winger	WINGER3200	26-Nov-12
549	UP41G1072	MAT460124CUK07221	Winger	WINGER3200	26-Nov-12
550	UP41G1073	MAT460124CUK07172	Winger	WINGER3200	26-Nov-12
551	UP41G1074	MAT460124CUK07342	Winger	WINGER3200	26-Nov-12
552	UP41G1075	MAT460124CUK07128	Winger	WINGER3200	26-Nov-12
553	UP41G1076	MAT460124CUK07175	Winger	WINGER3200	26-Nov-12
554	UP41G1077	MAT460124CUK07126	Winger	WINGER3200	26-Nov-12
555	UP41G1078	MAT460124CUK07257	Winger	WINGER3200	26-Nov-12
556	UP41G1079	MAT460124CUK07438	Winger	WINGER3200	26-Nov-12
557	UP41G1080	MAT460124CUK07301	Winger	WINGER3200	26-Nov-12

  
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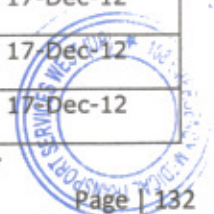
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565	UP41G1088	MAT460124CUK07349	Winger	WINGER3200	26-Nov-12
566	UP41G1089	MAT460124CUK07343	Winger	WINGER3200	26-Nov-12
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570	UP41G1093	MAT460124CUK07046	Winger	WINGER3200	26-Nov-12
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574	UP41G1097	MAT460124CUK06759	Winger	WINGER3200	26-Nov-12
575	UP41G1098	MAT460124CUK07148	Winger	WINGER3200	26-Nov-12
576	UP41G1099	MAT460124CUK07266	Winger	WINGER3200	27-Nov-12
577	UP41G1100	MAT460124CUK07341	Winger	WINGER3200	27-Nov-12
578	UP41G1101	MAT460124CUK06765	Winger	WINGER3200	27-Nov-12
579	UP41G1102	MAT460124CUK06791	Winger	WINGER3200	27-Nov-12
580	UP41G1103	MAT460124CUK07417	Winger	WINGER3200	27-Nov-12
581	UP41G1104	MAT460124CUN07824	Winger	WINGER3200	17-Dec-12
582	UP41G1105	MAT460124CUN07873	Winger	WINGER3200	17-Dec-12
583	UP41G1106	MAT460124CUN07720	Winger	WINGER3200	17-Dec-12
584	UP41G1107	MAT460124CUN07868	Winger	WINGER3200	17-Dec-12
585	UP41G1108	MAT460124CUN07762	Winger	WINGER3200	17-Dec-12
586	UP41G1109	MAT460124CUN07716	Winger	WINGER3200	17-Dec-12
587	UP41G1110	MAT460124CUN07712	Winger	WINGER3200	17-Dec-12
588	UP41G1111	MAT460124CUN07788	Winger	WINGER3200	17-Dec-12
589	UP41G1112	MAT460124CUN07808	Winger	WINGER3200	17-Dec-12
590	UP41G1113	MAT460124CUN07934	Winger	WINGER3200	17-Dec-12

  
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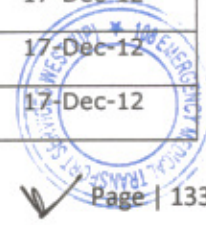



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593	UP41G1116	MAT460124CUN07815	Winger	WINGER3200	17-Dec-12
594	UP41G1117	MAT460124CUK07603	Winger	WINGER3200	17-Dec-12
595	UP41G1118	MAT460124CUN07782	Winger	WINGER3200	17-Dec-12
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597	UP41G1120	MAT460124CUN07880	Winger	WINGER3200	17-Dec-12
598	UP41G1121	MAT460124CUN07711	Winger	WINGER3200	17-Dec-12
599	UP41G1122	MAT460124CUN07911	Winger	WINGER3200	17-Dec-12
600	UP41G1123	MAT460124CUN07809	Winger	WINGER3200	17-Dec-12
601	UP41G1124	MAT460124CUN07821	Winger	WINGER3200	17-Dec-12
602	UP41G1125	MAT460124CUN07805	Winger	WINGER3200	17-Dec-12
603	UP41G1126	MAT460124CUN07804	Winger	WINGER3200	17-Dec-12
604	UP41G1127	MAT460124CUN07828	Winger	WINGER3200	17-Dec-12
605	UP41G1128	MAT460124CUN07822	Winger	WINGER3200	17-Dec-12
606	UP41G1129	MAT460124CUN07812	Winger	WINGER3200	17-Dec-12
607	UP41G1130	MAT460124CUN07832	Winger	WINGER3200	17-Dec-12
608	UP41G1131	MAT460124CUK07628	Winger	WINGER3200	17-Dec-12
609	UP41G1132	MAT460124CUK07599	Winger	WINGER3200	17-Dec-12
610	UP41G1133	MAT460124CUK07336	Winger	WINGER3200	17-Dec-12
611	UP41G1134	MAT460124CUN07854	Winger	WINGER3200	17-Dec-12
612	UP41G1135	MAT460124CUN07864	Winger	WINGER3200	17-Dec-12
613	UP41G1136	MAT460124CUN07863	Winger	WINGER3200	17-Dec-12
614	UP41G1137	MAT460124CUN07722	Winger	WINGER3200	17-Dec-12
615	UP41G1138	MAT460124CUN07778	Winger	WINGER3200	17-Dec-12
616	UP41G1139	MAT460124CUN07705	Winger	WINGER3200	17-Dec-12
617	UP41G1140	MAT460124CUN07783	Winger	WINGER3200	17-Dec-12
618	UP41G1141	MAT460124CUN07729	Winger	WINGER3200	17-Dec-12
619	UP41G1142	MAT460124CUN07874	Winger	WINGER3200	17-Dec-12
620	UP41G1143	MAT460124CUN07900	Winger	WINGER3200	17-Dec-12
621	UP41G1144	MAT460124CUN07738	Winger	WINGER3200	17-Dec-12
622	UP41G1145	MAT460124CUN07707	Winger	WINGER3200	17-Dec-12
623	UP41G1147	MAT460124CUN07867	Winger	WINGER3200	17-Dec-12

(डॉ० पद्माकर सिंघ)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।




624	UP41G1148	MAT460124CUN07746	Winger	WINGER3200	17-Dec-12
625	UP41G1149	MAT460124CUN07772	Winger	WINGER3200	17-Dec-12
626	UP41G1150	MAT460124CUN07721	Winger	WINGER3200	17-Dec-12
627	UP41G1151	MAT460124CUN07727	Winger	WINGER3200	17-Dec-12
628	UP41G1152	MAT460124CUN07878	Winger	WINGER3200	17-Dec-12
629	UP41G1153	MAT460124CUN07836	Winger	WINGER3200	17-Dec-12
630	UP41G1154	MAT460124CUN07834	Winger	WINGER3200	17-Dec-12
631	UP41G1155	MAT460124CUN07848	Winger	WINGER3200	17-Dec-12
632	UP41G1156	MAT460124CUN07857	Winger	WINGER3200	17-Dec-12
633	UP41G1157	MAT460124CUN07852	Winger	WINGER3200	17-Dec-12
634	UP41G1158	MAT460124CUN07851	Winger	WINGER3200	17-Dec-12
635	UP41G1159	MAT460124CUN07856	Winger	WINGER3200	17-Dec-12
636	UP41G1160	MAT460124CUN07881	Winger	WINGER3200	17-Dec-12
637	UP41G1161	MAT460124CUN07910	Winger	WINGER3200	17-Dec-12
638	UP41G1162	MAT460124CUN07871	Winger	WINGER3200	17-Dec-12
639	UP41G1163	MAT460124CUN07719	Winger	WINGER3200	17-Dec-12
640	UP41G1164	MAT460124CUN07877	Winger	WINGER3200	17-Dec-12
641	UP41G1165	MAT460124CUN07842	Winger	WINGER3200	17-Dec-12
642	UP41G1166	MAT460124CUN07839	Winger	WINGER3200	17-Dec-12
643	UP41G1168	MAT460124CUN07844	Winger	WINGER3200	17-Dec-12
644	UP41G1169	MAT460124CUN07841	Winger	WINGER3200	17-Dec-12
645	UP41G1170	MAT460124CUN07820	Winger	WINGER3200	17-Dec-12
646	UP41G1171	MAT460124CUN07817	Winger	WINGER3200	17-Dec-12
647	UP41G1172	MAT460124CUN07779	Winger	WINGER3200	17-Dec-12
648	UP41G1173	MAT460124CUK07634	Winger	WINGER3200	17-Dec-12
649	UP41G1174	MAT460124CUN07750	Winger	WINGER3200	17-Dec-12
650	UP41G1175	MAT460124CUN07668	Winger	WINGER3200	17-Dec-12
651	UP41G1176	MAT460124CUN07673	Winger	WINGER3200	17-Dec-12
652	UP41G1177	MAT460124CUN07790	Winger	WINGER3200	17-Dec-12
653	UP41G1178	MAT460124CUK07614	Winger	WINGER3200	17-Dec-12
654	UP41G1179	MAT460124CUK07629	Winger	WINGER3200	17-Dec-12
655	UP41G1180	MAT460124CUK07483	Winger	WINGER3200	17-Dec-12
656	UP41G1181	MAT460124CUN07759	Winger	WINGER3200	17-Dec-12



  
 (डा० पद्माकर सिंह)  
 महानिदेशक,  
 विकिरण एवं स्वास्थ्य सेवार्,  
 सत्य नगर।



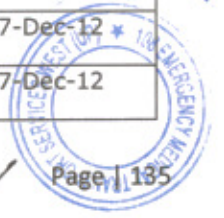
657	UP41G1182	MAT460124CUK07619	Winger	WINGER3200	17-Dec-12
658	UP41G1183	MAT460124CUN07760	Winger	WINGER3200	17-Dec-12
659	UP41G1184	MAT460124CUN07679	Winger	WINGER3200	17-Dec-12
660	UP41G1185	MAT460124CUK07638	Winger	WINGER3200	17-Dec-12
661	UP41G1186	MAT460124CUK07581	Winger	WINGER3200	17-Dec-12
662	UP41G1187	MAT460124CUK07662	Winger	WINGER3200	17-Dec-12
663	UP41G1188	MAT460124CUN07677	Winger	WINGER3200	17-Dec-12
664	UP41G1189	MAT460124CUN07686	Winger	WINGER3200	17-Dec-12
665	UP41G1190	MAT460124CUN07713	Winger	WINGER3200	17-Dec-12
666	UP41G1191	MAT460124CUK07606	Winger	WINGER3200	17-Dec-12
667	UP41G1192	MAT460124CUK07607	Winger	WINGER3200	17-Dec-12
668	UP41G1193	MAT460124CUK07637	Winger	WINGER3200	17-Dec-12
669	UP41G1194	MAT460124CUK07623	Winger	WINGER3200	17-Dec-12
670	UP41G1195	MAT460124CUN07678	Winger	WINGER3200	17-Dec-12
671	UP41G1196	MAT460124CUN07789	Winger	WINGER3200	17-Dec-12
672	UP41G1197	MAT460124CUN07747	Winger	WINGER3200	17-Dec-12
673	UP41G1198	MAT460124CUN07774	Winger	WINGER3200	17-Dec-12
674	UP41G1199	MAT460124CUK07582	Winger	WINGER3200	17-Dec-12
675	UP41G1200	MAT460124CUK07307	Winger	WINGER3200	17-Dec-12
676	UP41G1201	MAT460124CUK07588	Winger	WINGER3200	17-Dec-12
677	UP41G1202	MAT460124CUK07661	Winger	WINGER3200	17-Dec-12
678	UP41G1203	MAT460124CUN07799	Winger	WINGER3200	17-Dec-12
679	UP41G1204	MAT460124CUK07627	Winger	WINGER3200	17-Dec-12
680	UP41G1205	MAT460124CUK07642	Winger	WINGER3200	17-Dec-12
681	UP41G1206	MAT460124CUN07731	Winger	WINGER3200	17-Dec-12
682	UP41G1207	MAT460124CUK07632	Winger	WINGER3200	17-Dec-12
683	UP41G1208	MAT460124CUN07797	Winger	WINGER3200	17-Dec-12
684	UP41G1209	MAT460124CUN07676	Winger	WINGER3200	17-Dec-12
685	UP41G1210	MAT460124CUN07754	Winger	WINGER3200	17-Dec-12
686	UP41G1211	MAT460124CUN07803	Winger	WINGER3200	17-Dec-12
687	UP41G1212	MAT460124CUN07825	Winger	WINGER3200	17-Dec-12
688	UP41G1213	MAT460124CUN07883	Winger	WINGER3200	17-Dec-12
689	UP41G1214	MAT460124CUN07811	Winger	WINGER3200	17-Dec-12

  
 (डा० पद्माकर सिंह)  
 महानिदेशक,  
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 उत्तर प्रदेश।




690	UP41G1215	MAT460124CUN07872	Winger	WINGER3200	17-Dec-12
691	UP41G1216	MAT460124CUN07732	Winger	WINGER3200	17-Dec-12
692	UP41G1217	MAT460124CUN07949	Winger	WINGER3200	17-Dec-12
693	UP41G1218	MAT460124CUN07890	Winger	WINGER3200	17-Dec-12
694	UP41G1219	MAT460124CUN07888	Winger	WINGER3200	17-Dec-12
695	UP41G1220	MAT460124CUN07896	Winger	WINGER3200	17-Dec-12
696	UP41G1221	MAT460124CUN07897	Winger	WINGER3200	17-Dec-12
697	UP41G1222	MAT460124CUN07966	Winger	WINGER3200	17-Dec-12
698	UP41G1223	MAT460124CUN07957	Winger	WINGER3200	17-Dec-12
699	UP41G1224	MAT460124CUN07887	Winger	WINGER3200	17-Dec-12
700	UP41G1225	MAT460124CUN07937	Winger	WINGER3200	17-Dec-12
701	UP41G1226	MAT460124CUK07315	Winger	WINGER3200	17-Dec-12
702	UP41G1227	MAT460124CUN07885	Winger	WINGER3200	17-Dec-12
703	UP41G1228	MAT460124CUN07884	Winger	WINGER3200	17-Dec-12
704	UP41G1229	MAT460124CUK07360	Winger	WINGER3200	17-Dec-12
705	UP41G1230	MAT460124CUN07845	Winger	WINGER3200	17-Dec-12
706	UP41G1231	MAT460124CUN07667	Winger	WINGER3200	17-Dec-12
707	UP41G1232	MAT460124CUN07945	Winger	WINGER3200	17-Dec-12
708	UP41G1233	MAT460124CUN07879	Winger	WINGER3200	17-Dec-12
709	UP41G1234	MAT460124CUN07767	Winger	WINGER3200	17-Dec-12
710	UP41G1235	MAT460124CUN07781	Winger	WINGER3200	17-Dec-12
711	UP41G1236	MAT460124CUN07830	Winger	WINGER3200	17-Dec-12
712	UP41G1237	MAT460124CUK07615	Winger	WINGER3200	17-Dec-12
713	UP41G1238	MAT460124CUK07665	Winger	WINGER3200	17-Dec-12
714	UP41G1239	MAT460124CUN07761	Winger	WINGER3200	17-Dec-12
715	UP41G1240	MAT460124CUN07765	Winger	WINGER3200	17-Dec-12
716	UP41G1241	MAT460124CUN07764	Winger	WINGER3200	17-Dec-12
717	UP41G1242	MAT460124CUN07670	Winger	WINGER3200	17-Dec-12
718	UP41G1243	MAT460124CUK07655	Winger	WINGER3200	17-Dec-12
719	UP41G1244	MAT460124CUN07687	Winger	WINGER3200	17-Dec-12
720	UP41G1245	MAT460124CUN07780	Winger	WINGER3200	17-Dec-12
721	UP41G1246	MAT460124CUN07766	Winger	WINGER3200	17-Dec-12
722	UP41G1247	MAT460124CUK07641	Winger	WINGER3200	17-Dec-12

(डॉ० पद्माकर सिंह)  
महानिदेशक,  
दिकित्ता एवं स्वास्थ्य सेवारें,  
उत्तर प्रदेश।



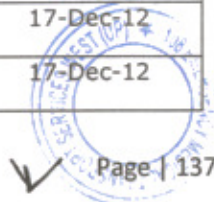
723	UP41G1248	MAT460124CUK07633	Winger	WINGER3200	17-Dec-12
724	UP41G1249	MAT460124CUK07664	Winger	WINGER3200	17-Dec-12
725	UP41G1250	MAT460124CUN07688	Winger	WINGER3200	17-Dec-12
726	UP41G1251	MAT460124CUN07798	Winger	WINGER3200	17-Dec-12
727	UP41G1252	MAT460124CUN07730	Winger	WINGER3200	17-Dec-12
728	UP41G1253	MAT460124CUN07749	Winger	WINGER3200	17-Dec-12
729	UP41G1254	MAT460124CUN07748	Winger	WINGER3200	17-Dec-12
730	UP41G1255	MAT460124CUN07865	Winger	WINGER3200	17-Dec-12
731	UP41G1256	MAT460124CUN07816	Winger	WINGER3200	17-Dec-12
732	UP41G1257	MAT460124CUK07635	Winger	WINGER3200	17-Dec-12
733	UP41G1258	MAT460124CUK07608	Winger	WINGER3200	17-Dec-12
734	UP41G1259	MAT460124CUN07793	Winger	WINGER3200	17-Dec-12
735	UP41G1260	MAT460124CUK07647	Winger	WINGER3200	17-Dec-12
736	UP41G1261	MAT460124CUN07699	Winger	WINGER3200	17-Dec-12
737	UP41G1262	MAT460124CUN07681	Winger	WINGER3200	17-Dec-12
738	UP41G1263	MAT460124CUN07775	Winger	WINGER3200	17-Dec-12
739	UP41G1264	MAT460124CUK07639	Winger	WINGER3200	17-Dec-12
740	UP41G1265	MAT460124CUN07785	Winger	WINGER3200	17-Dec-12
741	UP41G1266	MAT460124CUN07703	Winger	WINGER3200	17-Dec-12
742	UP41G1267	MAT460124CUN07674	Winger	WINGER3200	17-Dec-12
743	UP41G1268	MAT460124CUK07604	Winger	WINGER3200	17-Dec-12
744	UP41G1269	MAT460124CUK07636	Winger	WINGER3200	17-Dec-12
745	UP41G1270	MAT460124CUN07786	Winger	WINGER3200	17-Dec-12
746	UP41G1271	MAT460124CUK07601	Winger	WINGER3200	17-Dec-12
747	UP41G1272	MAT460124CUN07698	Winger	WINGER3200	17-Dec-12
748	UP41G1273	MAT460124CUK07598	Winger	WINGER3200	17-Dec-12
749	UP41G1274	MAT460124CUK07597	Winger	WINGER3200	17-Dec-12
750	UP41G1275	MAT460124CUK07595	Winger	WINGER3200	17-Dec-12
751	UP41G1276	MAT460124CUN07714	Winger	WINGER3200	17-Dec-12
752	UP41G1277	MAT460124CUN07725	Winger	WINGER3200	17-Dec-12
753	UP41G1278	MAT460124CUK07663	Winger	WINGER3200	17-Dec-12
754	UP41G1279	MAT460124CUN07769	Winger	WINGER3200	17-Dec-12
755	UP41G1280	MAT460124CUN07737	Winger	WINGER3200	17-Dec-12

  
 (डा० पदमाकर सिंह)  
 महानिदेशक,  
 चिकित्सा एवं स्वास्थ्य सेवाएँ,  
 उत्तर प्रदेश।



756	UP41G1281	MAT460124CUN07692	Winger	WINGER3200	17-Dec-12
757	UP41G1282	MAT460124CUN07695	Winger	WINGER3200	17-Dec-12
758	UP41G1283	MAT460124CUK07594	Winger	WINGER3200	17-Dec-12
759	UP41G1284	MAT460124CUK07591	Winger	WINGER3200	17-Dec-12
760	UP41G1285	MAT460124CUK07602	Winger	WINGER3200	17-Dec-12
761	UP41G1286	MAT460124CUN07739	Winger	WINGER3200	17-Dec-12
762	UP41G1287	MAT460124CUN07691	Winger	WINGER3200	17-Dec-12
763	UP41G1288	MAT460124CUK07657	Winger	WINGER3200	17-Dec-12
764	UP41G1289	MAT460124CUN07704	Winger	WINGER3200	17-Dec-12
765	UP41G1290	MAT460124CUN07741	Winger	WINGER3200	17-Dec-12
766	UP41G1291	MAT460124CUN07777	Winger	WINGER3200	17-Dec-12
767	UP41G1292	MAT460124CUK07605	Winger	WINGER3200	17-Dec-12
768	UP41G1293	MAT460124CUK07626	Winger	WINGER3200	17-Dec-12
769	UP41G1294	MAT460124CUN07770	Winger	WINGER3200	17-Dec-12
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771	UP41G1296	MAT460124CUK07622	Winger	WINGER3200	17-Dec-12
772	UP41G1297	MAT460124CUN07829	Winger	WINGER3200	17-Dec-12
773	UP41G1298	MAT460124CUN07870	Winger	WINGER3200	17-Dec-12
774	UP41G1299	MAT460124CUN07882	Winger	WINGER3200	17-Dec-12
775	UP41G1300	MAT460124CUN07837	Winger	WINGER3200	17-Dec-12
776	UP41G1302	MAT460124CUN07958	Winger	WINGER3200	17-Dec-12
777	UP41G1303	MAT460124CUN07923	Winger	WINGER3200	17-Dec-12
778	UP41G1304	MAT460124CUN07944	Winger	WINGER3200	17-Dec-12
779	UP41G1305	MAT460124CUN07810	Winger	WINGER3200	17-Dec-12
780	UP41G1306	MAT460124CUN07915	Winger	WINGER3200	17-Dec-12
781	UP41G1307	MAT460124CUN07875	Winger	WINGER3200	17-Dec-12
782	UP41G1308	MAT460124CUN07862	Winger	WINGER3200	17-Dec-12
783	UP41G1309	MAT460124CUN07791	Winger	WINGER3200	17-Dec-12
784	UP41G1310	MAT460124CUN07972	Winger	WINGER3200	17-Dec-12
785	UP41G1311	MAT460124CUN07776	Winger	WINGER3200	17-Dec-12
786	UP41G1312	MAT460124CUK07617	Winger	WINGER3200	17-Dec-12
787	UP41G1313	MAT460124CUN07680	Winger	WINGER3200	17-Dec-12
788	UP41G1314	MAT460124CUK07625	Winger	WINGER3200	17-Dec-12

(डा० पद्माकर सिंह)  
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उत्तर प्रदेश।





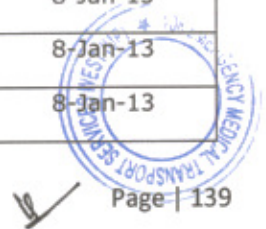
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790	UP41G1316	MAT460124CUN07794	Winger	WINGER3200	17-Dec-12
791	UP41G1317	MAT460124CUN07787	Winger	WINGER3200	17-Dec-12
792	UP41G1318	MAT460124CUN07906	Winger	WINGER3200	17-Dec-12
793	UP41G1319	MAT460124CUN07709	Winger	WINGER3200	17-Dec-12
794	UP41G1320	MAT460124CUN07701	Winger	WINGER3200	17-Dec-12
795	UP41G1321	MAT460124CUN07876	Winger	WINGER3200	17-Dec-12
796	UP41G1322	MAT460124CUN07902	Winger	WINGER3200	17-Dec-12
797	UP41G1323	MAT460124CUN07757	Winger	WINGER3200	17-Dec-12
798	UP41G1324	MAT460124CUN07802	Winger	WINGER3200	17-Dec-12
799	UP41G1325	MAT460124CUN07795	Winger	WINGER3200	17-Dec-12
800	UP41G1326	MAT460124CUN07903	Winger	WINGER3200	19-Dec-12
801	UP41G1327	MAT460124CUN07724	Winger	WINGER3200	20-Dec-12
802	UP41G1328	MAT460124CUK07613	Winger	WINGER3200	20-Dec-12
803	UP41G1329	MAT460124CUN07891	Winger	WINGER3200	20-Dec-12
804	UP41G1330	MAT460124CUK07609	Winger	WINGER3200	20-Dec-12
805	UP41G1331	MAT460124CUK07648	Winger	WINGER3200	20-Dec-12
806	UP41G1332	MAT460124CUK07191	Winger	WINGER3200	20-Dec-12
807	UP41G1334	MAT460124CUN07723	Winger	WINGER3200	20-Dec-12
808	UP41G1335	MAT460124CUN07905	Winger	WINGER3200	20-Dec-12
809	UP41G1336	MAT460124CUN07742	Winger	WINGER3200	20-Dec-12
810	UP41G1337	MAT460124CUK06796	Winger	WINGER3200	20-Dec-12
811	UP41G1338	MAT460124CUK07640	Winger	WINGER3200	17-Dec-12
812	UP41G1339	MAT460124CUN07753	Winger	WINGER3200	17-Dec-12
813	UP41G1340	MAT460124CUN07669	Winger	WINGER3200	17-Dec-12
814	UP41G1341	MAT460124CUK07610	Winger	WINGER3200	17-Dec-12
815	UP41G1342	MAT460124CUK07631	Winger	WINGER3200	17-Dec-12
816	UP41G1343	MAT460124CUN07734	Winger	WINGER3200	17-Dec-12
817	UP41G1344	MAT460124CUK07659	Winger	WINGER3200	17-Dec-12
818	UP41G1348	MAT460124CUP08213	Winger	WINGER3200	8-Jan-13
819	UP41G1349	MAT460124CUP08276	Winger	WINGER3200	8-Jan-13
820	UP41G1350	MAT460124CUP08291	Winger	WINGER3200	8-Jan-13
821	UP41G1351	MAT460124CUP08279	Winger	WINGER3200	8-Jan-13

(डॉ० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवार्ण,  
सतार प्रदेश।



822	UP41G1352	MAT460124CUP08093	Winger	WINGER3200	-
823	UP41G1353	MAT460124CUP08081	Winger	WINGER3200	8-Jan-13
824	UP41G1354	MAT460124CUP08088	Winger	WINGER3200	8-Jan-13
825	UP41G1355	MAT460124CUP08090	Winger	WINGER3200	8-Jan-13
826	UP41G1356	MAT460124CUP08084	Winger	WINGER3200	8-Jan-13
827	UP41G1357	MAT460124CUP08118	Winger	WINGER3200	8-Jan-13
828	UP41G1358	MAT460124CUP08146	Winger	WINGER3200	8-Jan-13
829	UP41G1359	MAT460124CUP08192	Winger	WINGER3200	8-Jan-13
830	UP41G1360	MAT460124CUP08228	Winger	WINGER3200	8-Jan-13
831	UP41G1361	MAT460124CUP08194	Winger	WINGER3200	8-Jan-13
832	UP41G1362	MAT460124CUP08126	Winger	WINGER3200	8-Jan-13
833	UP41G1363	MAT460124CUP08082	Winger	WINGER3200	8-Jan-13
834	UP41G1364	MAT460124CUP08100	Winger	WINGER3200	8-Jan-13
835	UP41G1365	MAT460124CUP08224	Winger	WINGER3200	8-Jan-13
836	UP41G1366	MAT460124CUP08175	Winger	WINGER3200	8-Jan-13
837	UP41G1367	MAT460124CUP08220	Winger	WINGER3200	8-Jan-13
838	UP41G1368	MAT460124CUP08096	Winger	WINGER3200	8-Jan-13
839	UP41G1369	MAT460124CUP08289	Winger	WINGER3200	8-Jan-13
840	UP41G1370	MAT460124CUP08094	Winger	WINGER3200	8-Jan-13
841	UP41G1371	MAT460124CUP08127	Winger	WINGER3200	8-Jan-13
842	UP41G1372	MAT460124CUP08132	Winger	WINGER3200	8-Jan-13
843	UP41G1373	MAT460124CUP08264	Winger	WINGER3200	8-Jan-13
844	UP41G1374	MAT460124CUP08203	Winger	WINGER3200	8-Jan-13
845	UP41G1375	MAT460124CUP08204	Winger	WINGER3200	8-Jan-13
846	UP41G1376	MAT460124CUP08085	Winger	WINGER3200	8-Jan-13
847	UP41G1377	MAT460124CUP08128	Winger	WINGER3200	8-Jan-13
848	UP41G1378	MAT460124CUP08112	Winger	WINGER3200	8-Jan-13
849	UP41G1379	MAT460124CUP08080	Winger	WINGER3200	8-Jan-13
850	UP41G1380	MAT460124CUP08079	Winger	WINGER3200	8-Jan-13
851	UP41G1381	MAT460124CUP08099	Winger	WINGER3200	8-Jan-13
852	UP41G1382	MAT460124CUP08083	Winger	WINGER3200	8-Jan-13
853	UP41G1383	MAT460124CUP08109	Winger	WINGER3200	8-Jan-13
854	UP41G1384	MAT460124CUP08110	Winger	WINGER3200	8-Jan-13

  
 (डा० पद्माकर सिंह)  
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 उत्तर प्रदेश।



855	UP41G1385	MAT460124CUP08077	Winger	WINGER3200	8-Jan-13
856	UP41G1386	MAT460124CUP08285	Winger	WINGER3200	8-Jan-13
857	UP41G1387	MAT460124CUP08286	Winger	WINGER3200	8-Jan-13
858	UP41G1388	MAT460124CUP08113	Winger	WINGER3200	8-Jan-13
859	UP41G1389	MAT460124CUP08115	Winger	WINGER3200	8-Jan-13
860	UP41G1390	MAT460124CUP08180	Winger	WINGER3200	8-Jan-13
861	UP41G1391	MAT460124CUP08282	Winger	WINGER3200	8-Jan-13
862	UP41G1392	MAT460124CUP08262	Winger	WINGER3200	8-Jan-13
863	UP41G1393	MAT460124CUP08235	Winger	WINGER3200	8-Jan-13
864	UP41G1394	MAT460124CUP08207	Winger	WINGER3200	8-Jan-13
865	UP41G1395	MAT460124CUP08092	Winger	WINGER3200	8-Jan-13
866	UP41G1396	MAT460124CUP08087	Winger	WINGER3200	8-Jan-13
867	UP41G1397	MAT460124CUP08098	Winger	WINGER3200	8-Jan-13
868	UP41G1398	MAT460124CUP08089	Winger	WINGER3200	8-Jan-13
869	UP41G1399	MAT460124CUP08091	Winger	WINGER3200	8-Jan-13
870	UP41G1400	MAT460124CUP08078	Winger	WINGER3200	8-Jan-13
871	UP41G1401	MAT460124CUP08095	Winger	WINGER3200	8-Jan-13
872	UP41G1402	MAT460124CUP08290	Winger	WINGER3200	8-Jan-13
873	UP41G1403	MAT460124CUP08247	Winger	WINGER3200	8-Jan-13
874	UP41G1404	MAT460124CUP08275	Winger	WINGER3200	8-Jan-13
875	UP41G1405	MAT460124CUP08223	Winger	WINGER3200	8-Jan-13
876	UP41G1406	MAT460124CUP08230	Winger	WINGER3200	8-Jan-13
877	UP41G1407	MAT460124CUP08222	Winger	WINGER3200	8-Jan-13
878	UP41G1408	MAT460124CUP08251	Winger	WINGER3200	8-Jan-13
879	UP41G1409	MAT460124CUP08239	Winger	WINGER3200	8-Jan-13
880	UP41G1410	MAT460124CUP08233	Winger	WINGER3200	8-Jan-13
881	UP41G1412	MAT460124CUP08178	Winger	WINGER3200	8-Jan-13
882	UP41G1413	MAT460124CUP08274	Winger	WINGER3200	8-Jan-13
883	UP41G1414	MAT460124CUP08211	Winger	WINGER3200	8-Jan-13
884	UP41G1415	MAT460124CUP08227	Winger	WINGER3200	8-Jan-13
885	UP41G1416	MAT460124CUP08278	Winger	WINGER3200	8-Jan-13
886	UP41G1417	MAT460124CUP08250	Winger	WINGER3200	8-Jan-13
887	UP41G1418	MAT460124CUP08272	Winger	WINGER3200	8-Jan-13

(डा० पद्माकर सिंह)  
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उत्तर प्रदेश।



888	UP41G1419	MAT460124CUP08187	Winger	WINGER3200	9-Jan-13
889	UP41G1420	MAT460124CUP08236	Winger	WINGER3200	9-Jan-13
890	UP41G1421	MAT460124CUP08245	Winger	WINGER3200	9-Jan-13
891	UP41G1422	MAT460124CUP08108	Winger	WINGER3200	9-Jan-13
892	UP41G1423	MAT460124CUP08190	Winger	WINGER3200	9-Jan-13
893	UP41G1424	MAT460124CUP08221	Winger	WINGER3200	9-Jan-13
894	UP41G1425	MAT460124CUP08260	Winger	WINGER3200	9-Jan-13
895	UP41G1426	MAT460124CUP08231	Winger	WINGER3200	9-Jan-13
896	UP41G1427	MAT460124CUP08202	Winger	WINGER3200	9-Jan-13
897	UP41G1428	MAT460124CUP08308	Winger	WINGER3200	9-Jan-13
898	UP41G1429	MAT460124CUP08346	Winger	WINGER3200	9-Jan-13
899	UP41G1430	MAT460124CUP08321	Winger	WINGER3200	9-Jan-13
900	UP41G1431	MAT460124CUP08320	Winger	WINGER3200	9-Jan-13
901	UP41G1432	MAT460124CUP08307	Winger	WINGER3200	9-Jan-13
902	UP41G1433	MAT460124CUP08381	Winger	WINGER3200	9-Jan-13
903	UP41G1434	MAT460124CUP08341	Winger	WINGER3200	9-Jan-13
904	UP41G1435	MAT460124CUP08304	Winger	WINGER3200	9-Jan-13
905	UP41G1436	MAT460124CUP08327	Winger	WINGER3200	9-Jan-13
906	UP41G1437	MAT460124CUP08313	Winger	WINGER3200	9-Jan-13
907	UP41G1438	MAT460124CUP08303	Winger	WINGER3200	9-Jan-13
908	UP41G1439	MAT460124CUP08301	Winger	WINGER3200	9-Jan-13
909	UP41G1440	MAT460124CUP08329	Winger	WINGER3200	9-Jan-13
910	UP41G1441	MAT460124CUP08322	Winger	WINGER3200	9-Jan-13
911	UP41G1442	MAT460124CUP08328	Winger	WINGER3200	9-Jan-13
912	UP41G1443	MAT460124CUP08314	Winger	WINGER3200	9-Jan-13
913	UP41G1444	MAT460124CUP08294	Winger	WINGER3200	9-Jan-13
914	UP41G1445	MAT460124CUP08229	Winger	WINGER3200	9-Jan-13
915	UP41G1446	MAT460124CUP08288	Winger	WINGER3200	9-Jan-13
916	UP41G1447	MAT460124CUP08292	Winger	WINGER3200	9-Jan-13
917	UP41G1448	MAT460124CUP08201	Winger	WINGER3200	9-Jan-13
918	UP41G1449	MAT460124CUP08246	Winger	WINGER3200	9-Jan-13
919	UP41G1450	MAT460124CUP08212	Winger	WINGER3200	9-Jan-13
920	UP41G1451	MAT460124CUP08157	Winger	WINGER3200	9-Jan-13

(डा० पद्माकर सिंह)  
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उत्तर प्रदेश।






921	UP41G1452	MAT460124CUP08133	Winger	WINGER3200	9-Jan-13
922	UP41G1453	MAT460124CUP08177	Winger	WINGER3200	9-Jan-13
923	UP41G1454	MAT460124CUP08252	Winger	WINGER3200	9-Jan-13
924	UP41G1455	MAT460124CUP08140	Winger	WINGER3200	9-Jan-13
925	UP41G1456	MAT460124CUP08281	Winger	WINGER3200	9-Jan-13
926	UP41G1457	MAT460124CUP08160	Winger	WINGER3200	9-Jan-13
927	UP41G1458	MAT460124CUP08137	Winger	WINGER3200	9-Jan-13
928	UP41G1459	MAT460124CUP08144	Winger	WINGER3200	9-Jan-13
929	UP41G1460	MAT460124CUP08148	Winger	WINGER3200	9-Jan-13
930	UP41G1461	MAT460124CUP08141	Winger	WINGER3200	9-Jan-13
931	UP41G1462	MAT460124CUP08173	Winger	WINGER3200	9-Jan-13
932	UP41G1463	MAT460124CUP08165	Winger	WINGER3200	9-Jan-13
933	UP41G1464	MAT460124CUP08131	Winger	WINGER3200	9-Jan-13
934	UP41G1465	MAT460124CUP08134	Winger	WINGER3200	9-Jan-13
935	UP41G1466	MAT460124CUP08142	Winger	WINGER3200	9-Jan-13
936	UP41G1467	MAT460124CUP08143	Winger	WINGER3200	9-Jan-13
937	UP41G1468	MAT460124CUP08139	Winger	WINGER3200	9-Jan-13
938	UP41G1469	MAT460124CUP08147	Winger	WINGER3200	9-Jan-13
939	UP41G1470	MAT460124CUP08121	Winger	WINGER3200	9-Jan-13
940	UP41G1471	MAT460124CUP08129	Winger	WINGER3200	9-Jan-13
941	UP41G1472	MAT460124CUP08159	Winger	WINGER3200	9-Jan-13
942	UP41G1473	MAT460124CUP08117	Winger	WINGER3200	9-Jan-13
943	UP41G1474	MAT460124CUP08124	Winger	WINGER3200	9-Jan-13
944	UP41G1475	MAT460124CUP08125	Winger	WINGER3200	9-Jan-13
945	UP41G1476	MAT460124CUP08114	Winger	WINGER3200	9-Jan-13
946	UP41G1477	MAT460124CUP08123	Winger	WINGER3200	9-Jan-13
947	UP41G1478	MAT460124CUP08130	Winger	WINGER3200	9-Jan-13
948	UP41G1479	MAT460124CUP08237	Winger	WINGER3200	9-Jan-13
949	UP41G1481	MAT460124CUP08205	Winger	WINGER3200	9-Jan-13
950	UP41G1482	MAT460124CUP08240	Winger	WINGER3200	9-Jan-13
951	UP41G1483	MAT460124CUP08242	Winger	WINGER3200	9-Jan-13
952	UP41G1484	MAT460124CUP08206	Winger	WINGER3200	9-Jan-13
953	UP41G1485	MAT460124CUP08254	Winger	WINGER3200	9-Jan-13



(डा० पदमाकर सिंह)  
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उत्तर प्रदेश।



954	UP41G1486	MAT460124CUP08255	Winger	WINGER3200	9-Jan-13
955	UP41G1487	MAT460124CUP08244	Winger	WINGER3200	9-Jan-13
956	UP41G1488	MAT460124CUP08263	Winger	WINGER3200	9-Jan-13
957	UP41G1489	MAT460124CUP08253	Winger	WINGER3200	9-Jan-13
958	UP41G1490	MAT460124CUP08280	Winger	WINGER3200	9-Jan-13
959	UP41G1491	MAT460124CUP08337	Winger	WINGER3200	9-Jan-13
960	UP41G1492	MAT460124CUP08305	Winger	WINGER3200	9-Jan-13
961	UP41G1493	MAT460124CUP08306	Winger	WINGER3200	9-Jan-13
962	UP41G1494	MAT460124CUP08232	Winger	WINGER3200	9-Jan-13
963	UP41G1495	MAT460124CUP08105	Winger	WINGER3200	9-Jan-13
964	UP41G1496	MAT460124CUP08107	Winger	WINGER3200	9-Jan-13
965	UP41G1497	MAT460124CUP08214	Winger	WINGER3200	14-Jan-13
966	UP41G1498	MAT460124CUP08150	Winger	WINGER3200	14-Jan-13
967	UP41G1499	MAT460124CUP08234	Winger	WINGER3200	14-Jan-13
968	UP41G1500	MAT460124CUP08176	Winger	WINGER3200	14-Jan-13
969	UP41G1501	MAT460124CUP08186	Winger	WINGER3200	14-Jan-13
970	UP41G1502	MAT460124CUP08149	Winger	WINGER3200	14-Jan-13
971	UP41G1503	MAT460124CUP08145	Winger	WINGER3200	14-Jan-13
972	UP41G1504	MAT460124CUP08164	Winger	WINGER3200	14-Jan-13
973	UP41G1505	MAT460124CUP08162	Winger	WINGER3200	14-Jan-13
974	UP41G1506	MAT460124CUP08188	Winger	WINGER3200	14-Jan-13
975	UP41G1509	MAT460124CUN07751	Winger	WINGER3200	29-Jan-13
976	UP41G2481	MAT460124EUH03929	Winger	WINGER3200	18-Sep-14
977	UP41G2483	MAT460124EUH03965	Winger	WINGER3200	18-Sep-14
978	UP41G2497	MAT460124EUH03952	Winger	WINGER3200	18-Sep-14
979	UP41G2828	MAT460124FUF02304	Winger	winger3200	21-Jul-15
980	UP41G2829	MAT460124FUF02295	Winger	winger3200	21-Jul-15
981	UP41G2830	MAT460124FUF02297	Winger	winger3200	21-Jul-15
982	UP41G2831	MAT460124FUF02296	Winger	winger3200	21-Jul-15
983	UP41G2832	MAT460124FUF02309	Winger	winger3200	21-Jul-15
984	UP41G2833	MAT460124FUF02305	Winger	winger3200	21-Jul-15
985	UP41G2834	MAT460124FUF02378	Winger	winger3200	21-Jul-15
986	UP41G2835	MAT460124FUF02336	Winger	winger3200	21-Jul-15

(डॉ० पद्माकर सिंह)  
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उत्तर प्रदेश।

987	UP41G2836	MAT460124FUF02281	Winger	winger3200	21-Jul-15
988	UP41G2837	MAT460124FUF02362	Winger	winger3200	21-Jul-15
989	UP41G2838	MAT460124FUF02324	Winger	winger3200	21-Jul-15
990	UP41G2839	MAT460124FUF02313	Winger	winger3200	21-Jul-15
991	UP41G2840	MAT460124FUF02283	Winger	winger3200	21-Jul-15
992	UP41G2841	MAT460124FUF02371	Winger	winger3200	21-Jul-15
993	UP41G2842	MAT460124FUF02298	Winger	winger3200	21-Jul-15
994	UP41G2843	MAT460124FUF02290	Winger	winger3200	21-Jul-15
995	UP41G2844	MAT460124FUF02299	Winger	winger3200	21-Jul-15
996	UP41G2845	MAT460124FUF02294	Winger	winger3200	21-Jul-15
997	UP41G2846	MAT460124FUF02291	Winger	winger3200	21-Jul-15
998	UP41G2847	MAT460124FUF02384	Winger	winger3200	21-Jul-15
999	UP41G2848	MAT460124FUF02289	Winger	winger3200	21-Jul-15
1000	UP41G2849	MAT460124FUF02292	Winger	winger3200	21-Jul-15
1001	UP41G2850	MAT460124FUF02375	Winger	winger3200	21-Jul-15
1002	UP41G2851	MAT460124FUF02278	Winger	winger3200	21-Jul-15
1003	UP41G2852	MAT460124FUF02314	Winger	winger3200	21-Jul-15
1004	UP41G2853	MAT460124FUF02353	Winger	winger3200	21-Jul-15
1005	UP41G2854	MAT460124FUF02333	Winger	winger3200	21-Jul-15
1006	UP41G2856	MAT460124FUG02408	Winger	winger3200	24-Jul-15
1007	UP41G2857	MAT460124FUG02501	Winger	winger3200	24-Jul-15
1008	UP41G2858	MAT460124FUG02433	Winger	winger3200	24-Jul-15
1009	UP41G2859	MAT460124FUG02435	Winger	winger3200	24-Jul-15
1010	UP41G2860	MAT460124FUG02436	Winger	winger3200	24-Jul-15
1011	UP41G2861	MAT460124FUG02443	Winger	winger3200	24-Jul-15
1012	UP41G2862	MAT460124FUG02431	Winger	winger3200	24-Jul-15
1013	UP41G2863	MAT460124FUG02484	Winger	winger3200	24-Jul-15
1014	UP41G2864	MAT460124FUF02379	Winger	winger3200	24-Jul-15
1015	UP41G2865	MAT460124FUG02432	Winger	winger3200	24-Jul-15
1016	UP41G2866	MAT460124FUF02302	Winger	winger3200	24-Jul-15
1017	UP41G2867	MAT460124FUF02315	Winger	winger3200	24-Jul-15
1018	UP41G2868	MAT460124FUG02487	Winger	winger3200	24-Jul-15
1019	UP41G2869	MAT460124FUG02403	Winger	winger3200	24-Jul-15

  
 (डा० पद्माकर सिंह)  
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 उत्तर प्रदेश।



1020	UP41G2870	MAT460124FUG02400	Winger	winger3200	24-Jul-15
1021	UP41G2871	MAT460124FUG02399	Winger	winger3200	24-Jul-15
1022	UP41G2872	MAT460124FUF02332	Winger	winger3200	24-Jul-15
1023	UP41G2873	MAT460124FUG02485	Winger	winger3200	24-Jul-15
1024	UP41G2874	MAT460124FUF02286	Winger	winger3200	24-Jul-15
1025	UP41G2875	MAT460124FUG02402	Winger	winger3200	24-Jul-15
1026	UP41G2876	MAT460124FUF02317	Winger	winger3200	24-Jul-15
1027	UP41G2877	MAT460124FUF02328	Winger	winger3200	24-Jul-15
1028	UP41G2878	MAT460124FUF02310	Winger	winger3200	24-Jul-15
1029	UP41G2879	MAT460124FUG02452	Winger	winger3200	24-Jul-15
1030	UP41G2880	MAT460124FUG02468	Winger	winger3200	24-Jul-15
1031	UP41G2881	MAT460124FUG02469	Winger	winger3200	24-Jul-15
1032	UP41G2882	MAT460124FUG02475	Winger	winger3200	24-Jul-15
1033	UP41G2883	MAT460124FUG02476	Winger	winger3200	24-Jul-15
1034	UP41G2884	MAT460124FUG02477	Winger	winger3200	24-Jul-15
1035	UP41G2885	MAT460124FUG02454	Winger	winger3200	24-Jul-15
1036	UP41G2886	MAT460124FUG02446	Winger	winger3200	24-Jul-15
1037	UP41G2887	MAT460124FUG02448	Winger	winger3200	24-Jul-15
1038	UP41G2888	MAT460124FUG02430	Winger	winger3200	24-Jul-15
1039	UP41G2889	MAT460124FUG02427	Winger	winger3200	24-Jul-15
1040	UP41G2890	MAT460124FUG02404	Winger	winger3200	24-Jul-15
1041	UP41G2891	MAT460124FUF02277	Winger	winger3200	24-Jul-15
1042	UP41G2892	MAT460124FUF02280	Winger	winger3200	24-Jul-15
1043	UP41G2893	MAT460124FUG02434	Winger	winger3200	24-Jul-15
1044	UP41G2894	MAT460124FUF02293	Winger	winger3200	24-Jul-15
1045	UP41G2895	MAT460124FUG02425	Winger	winger3200	24-Jul-15
1046	UP41G2896	MAT460124FUG02517	Winger	winger3200	24-Jul-15
1047	UP41G2897	MAT460124FUG02523	Winger	winger3200	24-Jul-15
1048	UP41G2898	MAT460124FUG02406	Winger	winger3200	24-Jul-15
1049	UP41G2899	MAT460124FUG02444	Winger	winger3200	24-Jul-15
1050	UP41G2900	MAT460124FUG02480	Winger	winger3200	24-Jul-15
1051	UP41G2901	MAT460124FUG02407	Winger	winger3200	24-Jul-15
1052	UP41G2902	MAT460124FUG02481	Winger	winger3200	24-Jul-15

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।

1053	UP41G2903	MAT460124FUG02490	Winger	winger3200	24-Jul-15
1054	UP41G2904	MAT460124FUF02322	Winger	winger3200	24-Jul-15
1055	UP41G2905	MAT460124FUG02473	Winger	winger3200	24-Jul-15
1056	UP41G2906	MAT460124FUF02316	Winger	winger3200	24-Jul-15
1057	UP41G2907	MAT460124FUG02401	Winger	winger3200	24-Jul-15
1058	UP41G2911	MAT460124FUG02504	Winger	winger3200	24-Jul-15
1059	UP41G2912	MAT460124FUG02519	Winger	winger3200	24-Jul-15
1060	UP41G2913	MAT460124FUG02526	Winger	winger3200	24-Jul-15
1061	UP41G2914	MAT460124FUG02542	Winger	winger3200	24-Jul-15
1062	UP41G2915	MAT460124FUG02555	Winger	winger3200	24-Jul-15
1063	UP41G2916	MAT460124FUG02557	Winger	winger3200	24-Jul-15
1064	UP41G2917	MAT460124FUG02561	Winger	winger3200	24-Jul-15
1065	UP41G2918	MAT460124FUG02568	Winger	winger3200	24-Jul-15
1066	UP41G2919	MAT460124FUG02507	Winger	winger3200	24-Jul-15
1067	UP41G2920	MAT460124FUG02491	Winger	winger3200	24-Jul-15
1068	UP41G2921	MAT460124FUG02488	Winger	winger3200	24-Jul-15
1069	UP41G2922	MAT460124FUG02478	Winger	winger3200	24-Jul-15
1070	UP41G2923	MAT460124FUG02562	Winger	winger3200	24-Jul-15
1071	UP41G2924	MAT460124FUG02544	Winger	winger3200	24-Jul-15
1072	UP41G2925	MAT460124FUG02623	Winger	winger3200	24-Jul-15
1073	UP41G2926	MAT460124FUG02619	Winger	winger3200	24-Jul-15
1074	UP41G2927	MAT460124FUG02607	Winger	winger3200	24-Jul-15
1075	UP41G2928	MAT460124FUG02606	Winger	winger3200	24-Jul-15
1076	UP41G2929	MAT460124FUG02670	Winger	winger3200	24-Jul-15
1077	UP41G2930	MAT460124FUG02668	Winger	winger3200	24-Jul-15
1078	UP41G2931	MAT460124FUG02474	Winger	winger3200	24-Jul-15
1079	UP41G2932	MAT460124FUG02652	Winger	winger3200	24-Jul-15
1080	UP41G2933	MAT460124FUG02651	Winger	winger3200	24-Jul-15
1081	UP41G2934	MAT460124FUG02538	Winger	winger3200	24-Jul-15
1082	UP41G2935	MAT460124FUG02536	Winger	winger3200	24-Jul-15
1083	UP41G2936	MAT460124FUG02659	Winger	winger3200	27-Jul-15
1084	UP41G2937	MAT460124FUG02634	Winger	winger3200	27-Jul-15
1085	UP41G2938	MAT460124FUG02563	Winger	winger3200	27-Jul-15

(अ) पदमाकर सिंह  
 महानिदेशक,  
 विकिरण एवं स्वास्थ्य सेवाएँ,  
 सत्तर प्रयोग।



1086	UP41G2939	MAT460124FUG02611	Winger	winger3200	27-Jul-15
1087	UP41G2940	MAT460124FUG02405	Winger	winger3200	27-Jul-15
1088	UP41G2941	MAT460124FUG02500	Winger	winger3200	27-Jul-15
1089	UP41G2942	MAT460124FUG02515	Winger	winger3200	27-Jul-15
1090	UP41G2943	MAT460124FUG02516	Winger	winger3200	27-Jul-15
1091	UP41G2944	MAT460124FUG02524	Winger	winger3200	27-Jul-15
1092	UP41G2945	MAT460124FUG02534	Winger	WINGER3200	5-Aug-15
1093	UP41G2946	MAT460124FUG02470	Winger	WINGER3200	5-Aug-15
1094	UP41G2947	MAT460124FUG02584	Winger	winger3200	5-Aug-15
1095	UP41G2948	MAT460124FUG02479	Winger	WINGER3200	5-Aug-15
1096	UP41G2951	MAT460124FUG02653	Winger	winger3200	28-Aug-15
1097	UP41G2952	MAT460124FUG02613	Winger	winger3200	27-Aug-15
1098	UP41G2953	MAT460124FUG02630	Winger	winger3200	27-Aug-15
1099	UP41G2954	MAT460124FUG02692	Winger	winger3200	27-Aug-15
1100	UP41G2955	MAT460124FUG02689	Winger	winger3200	27-Aug-15
1101	UP41G2956	MAT460124FUG02673	Winger	winger3200	27-Aug-15
1102	UP41G2957	MAT460124FUG02703	Winger	winger3200	27-Aug-15
1103	UP41G2958	MAT460124FUG02662	Winger	winger3200	27-Aug-15
1104	UP41G2959	MAT460124FUG02794	Winger	winger3200	27-Aug-15
1105	UP41G2960	MAT460124FUG02656	Winger	winger3200	27-Aug-15
1106	UP41G2961	MAT460124FUG02801	Winger	winger3200	27-Aug-15
1107	UP41G2962	MAT460124FUG02800	Winger	winger3200	27-Aug-15
1108	UP41G2963	MAT460124FUG02761	Winger	winger3200	27-Aug-15
1109	UP41G2964	MAT460124FUG02762	Winger	winger3200	27-Aug-15
1110	UP41G2965	MAT460124FUG02763	Winger	winger3200	27-Aug-15
1111	UP41G2966	MAT460124FUG02764	Winger	winger3200	27-Aug-15
1112	UP41G2967	MAT460124FUG02769	Winger	winger3200	27-Aug-15
1113	UP41G2968	MAT460124FUG02743	Winger	winger3200	27-Aug-15
1114	UP41G2969	MAT460124FUG02795	Winger	winger3200	28-Aug-15
1115	UP41G2970	MAT460124FUG02798	Winger	winger3200	28-Aug-15
1116	UP41G2971	MAT460124FUG02804	Winger	winger3200	28-Aug-15
1117	UP41G2972	MAT460124FUG02631	Winger	winger3200	28-Aug-15
1118	UP41G2973	MAT460124FUG02752	Winger	winger3200	28-Aug-15

(डा० पद्माकर सिंह)  
महानिदेशक,  
शिकिस्ता एवं स्वास्थ्य सेवारं,  
राज्य पदेन।

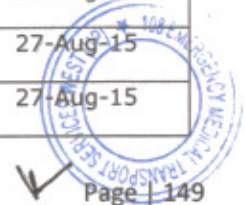
1119	UP41G2974	MAT460124FUG02617	Winger	winger3200	28-Aug-15
1120	UP41G2975	MAT460124FUG02635	Winger	winger3200	28-Aug-15
1121	UP41G2976	MAT460124FUG02633	Winger	winger3200	28-Aug-15
1122	UP41G2977	MAT460124FUG02681	Winger	winger3200	28-Aug-15
1123	UP41G2978	MAT460124FUG02649	Winger	winger3200	28-Aug-15
1124	UP41G2979	MAT460124FUG02650	Winger	winger3200	28-Aug-15
1125	UP41G2980	MAT460124FUG02737	Winger	winger3200	28-Aug-15
1126	UP41G2981	MAT460124FUG02625	Winger	winger3200	28-Aug-15
1127	UP41G2982	MAT460124FUG02622	Winger	winger3200	28-Aug-15
1128	UP41G2983	MAT460124FUG02618	Winger	winger3200	28-Aug-15
1129	UP41G2984	MAT460124FUG02616	Winger	winger3200	28-Aug-15
1130	UP41G2985	MAT460124FUG02676	Winger	winger3200	28-Aug-15
1131	UP41G2986	MAT460124FUG02672	Winger	winger3200	28-Aug-15
1132	UP41G2987	MAT460124FUG02657	Winger	winger3200	28-Aug-15
1133	UP41G2988	MAT460124FUG02599	Winger	winger3200	28-Aug-15
1134	UP41G2989	MAT460124FUG02745	Winger	winger3200	28-Aug-15
1135	UP41G2990	MAT460124FUG02586	Winger	winger3200	28-Aug-15
1136	UP41G2991	MAT460124FUG02648	Winger	winger3200	28-Aug-15
1137	UP41G2992	MAT460124FUG02640	Winger	winger3200	28-Aug-15
1138	UP41G2993	MAT460124FUG02637	Winger	winger3200	28-Aug-15
1139	UP41G2994	MAT460124FUG02708	Winger	winger3200	28-Aug-15
1140	UP41G2995	MAT460124FUG02591	Winger	winger3200	28-Aug-15
1141	UP41G2996	MAT460124FUG02698	Winger	winger3200	28-Aug-15
1142	UP41G2997	MAT460124FUG02695	Winger	winger3200	28-Aug-15
1143	UP41G2998	MAT460124FUG02709	Winger	winger3200	28-Aug-15
1144	UP41G2999	MAT460124FUG02706	Winger	winger3200	28-Aug-15
1145	UP41G3000	MAT460124FUG02597	Winger	winger3200	28-Aug-15
1146	UP41G3001	MAT460124FUG02549	Winger	winger3200	28-Aug-15
1147	UP41G3002	MAT460124FUG02580	Winger	winger3200	28-Aug-15
1148	UP41G3003	MAT460124FUG02548	Winger	winger3200	28-Aug-15
1149	UP41G3004	MAT460124FUG02540	Winger	winger3200	28-Aug-15
1150	UP41G3005	MAT460124FUG02638	Winger	winger3200	28-Aug-15
1151	UP41G3006	MAT460124FUG02639	Winger	winger3200	28-Aug-15

(डा० पद्माकर सिंह)  
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विकित्ता एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



1152	UP41G3007	MAT460124FUG02596	Winger	winger3200	28-Aug-15
1153	UP41G3008	MAT460124FUG02589	Winger	winger3200	28-Aug-15
1154	UP41G3009	MAT460124FUG02571	Winger	winger3200	28-Aug-15
1155	UP41G3010	MAT460124FUG02682	Winger	winger3200	28-Aug-15
1156	UP41G3011	MAT460124FUG02772	Winger	winger3200	28-Aug-15
1157	<b>UP41G3012</b>	MAT460124FUG02701	Winger	winger3200	28-Aug-15
1158	UP41G3013	MAT460124FUG02528	Winger	winger3200	28-Aug-15
1159	UP41G3014	MAT460124FUG02753	Winger	winger3200	28-Aug-15
1160	UP41G3015	MAT460124FUG02660	Winger	winger3200	28-Aug-15
1161	UP41G3016	MAT460124FUG02775	Winger	winger3200	28-Aug-15
1162	UP41G3017	MAT460124FUG02748	Winger	winger3200	28-Aug-15
1163	UP41G3018	MAT460124FUG02749	Winger	winger3200	28-Aug-15
1164	UP41G3019	MAT460124FUG02609	Winger	winger3200	27-Aug-15
1165	UP41G3020	MAT460124FUG02711	Winger	winger3200	27-Aug-15
1166	UP41G3021	MAT460124FUG02713	Winger	winger3200	27-Aug-15
1167	UP41G3022	MAT460124FUG02715	Winger	winger3200	27-Aug-15
1168	UP41G3023	MAT460124FUG02717	Winger	winger3200	27-Aug-15
1169	UP41G3024	MAT460124FUG02694	Winger	winger3200	27-Aug-15
1170	UP41G3025	MAT460124FUG02654	Winger	winger3200	27-Aug-15
1171	UP41G3026	MAT460124FUG02686	Winger	winger3200	27-Aug-15
1172	UP41G3027	MAT460124FUG02675	Winger	winger3200	27-Aug-15
1173	UP41G3028	MAT460124FUG02674	Winger	winger3200	27-Aug-15
1174	UP41G3029	MAT460124FUG02661	Winger	winger3200	27-Aug-15
1175	UP41G3030	MAT460124FUG02658	Winger	winger3200	27-Aug-15
1176	UP41G3031	MAT460124FUG02664	Winger	winger3200	27-Aug-15
1177	UP41G3032	MAT460124FUG02666	Winger	winger3200	27-Aug-15
1178	UP41G3033	MAT460124FUG02690	Winger	winger3200	27-Aug-15
1179	UP41G3034	MAT460124FUG02615	Winger	winger3200	27-Aug-15
1180	UP41G3035	MAT460124FUG02605	Winger	winger3200	27-Aug-15
1181	UP41G3036	MAT460124FUG02602	Winger	winger3200	27-Aug-15
1182	UP41G3037	MAT460124FUG02587	Winger	winger3200	27-Aug-15
1183	UP41G3038	MAT460124FUG02579	Winger	winger3200	27-Aug-15
1184	UP41G3039	MAT460124FUG02750	Winger	winger3200	27-Aug-15

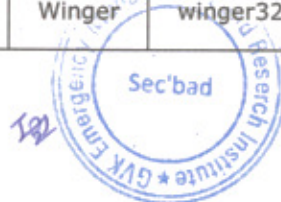
My  
 (डा० पद्माकर सिंह)  
 महानिदेशक,  
 चिकित्सा एवं स्वास्थ्य सेवाएँ,  
 लखनऊ प्रदेश।






1185	UP41G3040	MAT460124FUG02774	Winger	winger3200	27-Aug-15
1186	UP41G3041	MAT460124FUG02691	Winger	winger3200	27-Aug-15
1187	UP41G3042	MAT460124FUG02684	Winger	winger3200	27-Aug-15
1188	UP41G3043	MAT460124FUG02700	Winger	winger3200	27-Aug-15
1189	UP41G3044	MAT460124FUG02685	Winger	winger3200	27-Aug-15
1190	UP41G3045	MAT460124FUG02783	Winger	winger3200	27-Aug-15
1191	UP41G3046	MAT460124FUG02768	Winger	winger3200	27-Aug-15
1192	UP41G3047	MAT460124FUG02704	Winger	winger3200	27-Aug-15
1193	UP41G3048	MAT460124FUG02702	Winger	winger3200	27-Aug-15
1194	UP41G3049	MAT460124FUG02610	Winger	winger3200	27-Aug-15
1195	UP41G3050	MAT460124FUG02705	Winger	winger3200	27-Aug-15
1196	UP41G3051	MAT460124FUG02739	Winger	winger3200	22-Sep-15
1197	UP41G3052	MAT460124FUG02722	Winger	winger3200	22-Sep-15
1198	UP41G3053	MAT460124FUG02687	Winger	winger3200	22-Sep-15
1199	UP41G3054	MAT460124FUG02784	Winger	winger3200	22-Sep-15
1200	UP41G3055	MAT460124FUG02789	Winger	winger3200	22-Sep-15
1201	UP41G3056	MAT460124FUG02720	Winger	winger3200	22-Sep-15
1202	UP41G3057	MAT460124FUG02736	Winger	winger3200	22-Sep-15
1203	UP41G3058	MAT460124FUG02788	Winger	winger3200	22-Sep-15
1204	UP41G3059	MAT460124FUG02741	Winger	winger3200	22-Sep-15
1205	UP41G3060	MAT460124FUG02792	Winger	winger3200	22-Sep-15
1206	<b>UP41G3061</b>	MAT460124FUG02724	Winger	winger3200	22-Sep-15
1207	UP41G3062	MAT460124FUG02839	Winger	winger3200	22-Sep-15
1208	UP41G3063	MAT460124FUG02773	Winger	winger3200	22-Sep-15
1209	<b>UP41G3064</b>	MAT460124FUG02812	Winger	winger3200	22-Sep-15
1210	UP41G3065	MAT460124FUG02646	Winger	winger3200	22-Sep-15
1211	UP41G3066	MAT460124FUG02855	Winger	winger3200	22-Sep-15
1212	UP41G3067	MAT460124FUG02765	Winger	winger3200	22-Sep-15
1213	UP41G3068	MAT460124FUG02861	Winger	winger3200	22-Sep-15
1214	UP41G3069	MAT460124FUG02828	Winger	winger3200	22-Sep-15
1215	UP41G3070	MAT460124FUG02844	Winger	winger3200	22-Sep-15
1216	UP41G3071	MAT460124FUG02824	Winger	winger3200	22-Sep-15
1217	UP41G3072	MAT460124FUG02831	Winger	winger3200	22-Sep-15

(डा० पदमाकर सिंह)  
महानिदेशक,  
शिक्षा एवं स्वास्थ्य सेवार्थ,  
उत्तर प्रदेश।



1218	UP41G3073	MAT460124FUG02818	Winger	winger3200	22-Sep-15
1219	UP41G3074	MAT460124FUG02833	Winger	winger3200	22-Sep-15
1220	UP41G3075	MAT460124FUG02829	Winger	winger3200	22-Sep-15
1221	<b>UP41G3076</b>	MAT460124FUG02790	Winger	winger3200	22-Sep-15
1222	UP41G3077	MAT460124FUG02830	Winger	winger3200	22-Sep-15
1223	UP41G3078	MAT460124FUG02847	Winger	winger3200	22-Sep-15
1224	UP41G3079	MAT460124FUG02862	Winger	winger3200	22-Sep-15
1225	UP41G3080	MAT460124FUG02809	Winger	winger3200	22-Sep-15
1226	<b>UP41G3081</b>	MAT460124FUG02857	Winger	winger3200	22-Sep-15
1227	<b>UP41G3082</b>	MAT460124FUG02836	Winger	winger3200	22-Sep-15
1228	UP41G3083	MAT460124FUG02777	Winger	winger3200	22-Sep-15
1229	UP41G3084	MAT460124FUG02727	Winger	winger3200	22-Sep-15
1230	UP41G3085	MAT460124FUG02767	Winger	winger3200	22-Sep-15
1231	UP41G3086	MAT460124FUG02827	Winger	winger3200	22-Sep-15
1232	UP41G3087	MAT460124FUG02816	Winger	winger3200	22-Sep-15
1233	<b>UP41G3088</b>	MAT460124FUG02688	Winger	winger3200	22-Sep-15
1234	UP41G3089	MAT460124FUG02797	Winger	winger3200	22-Sep-15
1235	UP41G3090	MAT460124FUG02805	Winger	winger3200	22-Sep-15
1236	UP41G3091	MAT460124FUG02781	Winger	winger3200	21-Sep-15
1237	UP41G3092	MAT460124FUG02820	Winger	winger3200	21-Sep-15
1238	UP41G3093	MAT460124FUG02626	Winger	winger3200	21-Sep-15
1239	UP41G3094	MAT460124FUG02802	Winger	winger3200	21-Sep-15
1240	UP41G3095	MAT460124FUG02776	Winger	winger3200	21-Sep-15
1241	UP41G3096	MAT460124FUG02707	Winger	winger3200	21-Sep-15
1242	UP41G3097	MAT460124FUG02868	Winger	winger3200	21-Sep-15
1243	UP41G3098	MAT460124FUG02842	Winger	winger3200	21-Sep-15
1244	UP41G3099	MAT460124FUG02841	Winger	winger3200	21-Sep-15
1245	UP41G3100	MAT460124FUG02807	Winger	winger3200	21-Sep-15
1246	UP41G3101	MAT460124FUG02810	Winger	winger3200	21-Sep-15
1247	UP41G3102	MAT460124FUG02840	Winger	winger3200	21-Sep-15
1248	UP41G3103	MAT460124FUG02725	Winger	winger3200	21-Sep-15
1249	UP41G3104	MAT460124FUG02726	Winger	winger3200	21-Sep-15
1250	UP41G3105	MAT460124FUG02738	Winger	winger3200	21-Sep-15

  
 (डा० पद्माकर सिंह)  
 महानिदेशक,  
 चिकित्सा एवं स्वास्थ्य सेवाएँ,  
 उत्तर प्रदेश।

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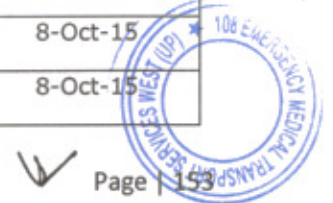
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1253	UP41G3108	MAT460124FUG02723	Winger	winger3200	21-Sep-15
1254	UP41G3109	MAT460124FUG02733	Winger	winger3200	21-Sep-15
1255	UP41G3110	MAT460124FUG02735	Winger	winger3200	21-Sep-15
1256	UP41G3111	MAT460124FUG02786	Winger	winger3200	21-Sep-15
1257	UP41G3112	MAT460124FUG02740	Winger	winger3200	21-Sep-15
1258	UP41G3113	MAT460124FUG02729	Winger	winger3200	21-Sep-15
1259	<b>UP41G3114</b>	MAT460124FUG02734	Winger	winger3200	21-Sep-15
1260	UP41G3115	MAT460124FUG02716	Winger	winger3200	21-Sep-15
1261	UP41G3116	MAT460124FUG02747	Winger	winger3200	21-Sep-15
1262	UP41G3117	MAT460124FUG02835	Winger	winger3200	21-Sep-15
1263	UP41G3118	MAT460124FUG02832	Winger	winger3200	21-Sep-15
1264	UP41G3119	MAT460124FUG02811	Winger	winger3200	21-Sep-15
1265	UP41G3120	MAT460124FUG02859	Winger	winger3200	21-Sep-15
1266	UP41G3121	MAT460124FUG02865	Winger	winger3200	21-Sep-15
1267	UP41G3122	MAT460124FUG02853	Winger	winger3200	21-Sep-15
1268	UP41G3123	MAT460124FUG02819	Winger	winger3200	21-Sep-15
1269	UP41G3124	MAT460124FUG02814	Winger	winger3200	21-Sep-15
1270	UP41G3125	MAT460124FUG02815	Winger	winger3200	21-Sep-15
1271	UP41G3126	MAT460124FUG02866	Winger	winger3200	21-Sep-15
1272	UP41G3127	MAT460124FUG02822	Winger	winger3200	21-Sep-15
1273	UP41G3128	MAT460124FUG02843	Winger	winger3200	21-Sep-15
1274	UP41G3129	MAT460124FUG02760	Winger	winger3200	21-Sep-15
1275	UP41G3130	MAT460124FUG02846	Winger	winger3200	21-Sep-15
1276	UP41G3131	MAT460124FUG02849	Winger	winger3200	21-Sep-15
1277	UP41G3132	MAT460124FUG02845	Winger	winger3200	21-Sep-15
1278	UP41G3133	MAT460124FUG02850	Winger	winger3200	21-Sep-15
1279	UP41G3136	MAT460124FUH03219	Winger	winger3200	8-Oct-15
1280	UP41G3137	MAT460124FUH03102	Winger	winger3200	8-Oct-15
1281	UP41G3138	MAT460124FUH02969	Winger	winger3200	8-Oct-15
1282	UP41G3139	MAT460124FUH02966	Winger	winger3200	8-Oct-15
1283	UP41G3140	MAT460124FUG02915	Winger	winger3200	8-Oct-15

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1284	UP41G3141	MAT460124FUH03054	Winger	winger3200	8-Oct-15
1285	UP41G3142	MAT460124FUH03237	Winger	winger3200	8-Oct-15
1286	UP41G3143	MAT460124FUH03122	Winger	winger3200	8-Oct-15
1287	<b>UP41G3144</b>	MAT460124FUH03144	Winger	winger3200	8-Oct-15
1288	UP41G3145	MAT460124FUH02965	Winger	winger3200	8-Oct-15
1289	UP41G3146	MAT460124FUH02988	Winger	winger3200	8-Oct-15
1290	UP41G3147	MAT460124FUH02987	Winger	winger3200	8-Oct-15
1291	UP41G3148	MAT460124FUH02968	Winger	winger3200	8-Oct-15
1292	UP41G3149	MAT460124FUH03181	Winger	winger3200	8-Oct-15
1293	UP41G3150	MAT460124FUH03168	Winger	winger3200	8-Oct-15
1294	UP41G3151	MAT460124FUG02930	Winger	winger3200	8-Oct-15
1295	UP41G3152	MAT460124FUG02901	Winger	winger3200	8-Oct-15
1296	UP41G3153	MAT460124FUG02902	Winger	winger3200	8-Oct-15
1297	UP41G3154	MAT460124FUG02903	Winger	winger3200	8-Oct-15
1298	UP41G3155	MAT460124FUH03118	Winger	winger3200	8-Oct-15
1299	UP41G3156	MAT460124FUH02995	Winger	winger3200	8-Oct-15
1300	UP41G3157	MAT460124FUH02993	Winger	winger3200	8-Oct-15
1301	UP41G3158	MAT460124FUH02970	Winger	winger3200	8-Oct-15
1302	UP41G3159	MAT460124FUH03222	Winger	winger3200	8-Oct-15
1303	UP41G3160	MAT460124FUH03223	Winger	winger3200	8-Oct-15
1304	UP41G3161	MAT460124FUH03147	Winger	winger3200	8-Oct-15
1305	UP41G3162	MAT460124FUH03001	Winger	winger3200	8-Oct-15
1306	UP41G3163	MAT460124FUH03220	Winger	winger3200	8-Oct-15
1307	UP41G3164	MAT460124FUH03262	Winger	winger3200	8-Oct-15
1308	UP41G3165	MAT460124FUG02904	Winger	winger3200	8-Oct-15
1309	UP41G3166	MAT460124FUH03211	Winger	winger3200	8-Oct-15
1310	UP41G3167	MAT460124FUH02996	Winger	winger3200	8-Oct-15
1311	UP41G3168	MAT460124FUG02906	Winger	winger3200	8-Oct-15
1312	UP41G3169	MAT460124FUH03100	Winger	winger3200	8-Oct-15
1313	UP41G3170	MAT460124FUH03121	Winger	winger3200	8-Oct-15
1314	UP41G3171	MAT460124FUH03162	Winger	winger3200	8-Oct-15
1315	UP41G3172	MAT460124FUH03098	Winger	winger3200	8-Oct-15
1316	UP41G3173	MAT460124FUH03224	Winger	winger3200	8-Oct-15

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1317	UP41G3174	MAT460124FUG02923	Winger	winger3200	8-Oct-15
1318	UP41G3175	MAT460124FUH03157	Winger	winger3200	8-Oct-15
1319	UP41G3176	MAT460124FUH03272	Winger	winger3200	8-Oct-15
1320	UP41G3177	MAT460124FUH03070	Winger	winger3200	8-Oct-15
1321	UP41G3178	MAT460124FUG02893	Winger	winger3200	8-Oct-15
1322	UP41G3179	MAT460124FUG02895	Winger	winger3200	8-Oct-15
1323	UP41G3180	MAT460124FUG02921	Winger	winger3200	8-Oct-15
1324	UP41G3181	MAT460124FUH03166	Winger	winger3200	8-Oct-15
1325	UP41G3182	MAT460124FUG02645	Winger	winger3200	8-Oct-15
1326	UP41G3183	MAT460124FUH03015	Winger	winger3200	8-Oct-15
1327	UP41G3184	MAT460124FUH03032	Winger	winger3200	8-Oct-15
1328	UP41G3185	MAT460124FUH03074	Winger	winger3200	8-Oct-15
1329	UP41G3186	MAT460124FUH03030	Winger	winger3200	12-Oct-15
1330	UP41G3187	MAT460124FUG02932	Winger	winger3200	12-Oct-15
1331	UP41G3188	MAT460124FUH03142	Winger	winger3200	12-Oct-15
1332	UP41G3189	MAT460124FUH03267	Winger	winger3200	12-Oct-15
1333	UP41G3190	MAT460124FUH03064	Winger	winger3200	12-Oct-15
1334	UP41G3191	MAT460124FUH03031	Winger	winger3200	12-Oct-15
1335	UP41G3192	MAT460124FUH02991	Winger	winger3200	12-Oct-15
1336	<b>UP41G3193</b>	MAT460124FUH03006	Winger	winger3200	12-Oct-15
1337	UP41G3194	MAT460124FUG02918	Winger	winger3200	12-Oct-15
1338	UP41G3195	MAT460124FUG02920	Winger	winger3200	12-Oct-15
1339	UP41G3196	MAT460124FUG02854	Winger	winger3200	12-Oct-15
1340	UP41G3197	MAT460124FUG02876	Winger	winger3200	12-Oct-15
1341	UP41G3198	MAT460124FUG02887	Winger	winger3200	12-Oct-15
1342	UP41G3199	MAT460124FUG02877	Winger	winger3200	12-Oct-15
1343	UP41G3200	MAT460124FUG02931	Winger	winger3200	12-Oct-15
1344	UP41G3201	MAT460124FUG02799	Winger	winger3200	12-Oct-15
1345	UP41G3202	MAT460124FUG02780	Winger	winger3200	12-Oct-15
1346	UP41G3203	MAT460124FUH03018	Winger	winger3200	12-Oct-15
1347	UP41G3204	MAT460124FUH03174	Winger	winger3200	12-Oct-15
1348	UP41G3205	MAT460124FUH03075	Winger	winger3200	12-Oct-15
1349	UP41G3206	MAT460124FUG02851	Winger	winger3200	12-Oct-15

  
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1350	UP41G3207	MAT460124FUH03010	Winger	winger3200	12-Oct-15
1351	UP41G3208	MAT460124FUG02926	Winger	winger3200	12-Oct-15
1352	UP41G3209	MAT460124FUH03014	Winger	winger3200	12-Oct-15
1353	UP41G3210	MAT460124FUG02929	Winger	winger3200	12-Oct-15
1354	UP41G3211	MAT460124FUH03172	Winger	winger3200	12-Oct-15
1355	UP41G3212	MAT460124FUH03105	Winger	winger3200	12-Oct-15
1356	UP41G3213	MAT460124FUH03069	Winger	winger3200	12-Oct-15
1357	UP41G3214	MAT460124FUG02864	Winger	winger3200	12-Oct-15
1358	UP41G3215	MAT460124FUH03029	Winger	winger3200	12-Oct-15
1359	UP41G3216	MAT460124FUH03120	Winger	winger3200	12-Oct-15
1360	UP41G3217	MAT460124FUH03073	Winger	winger3200	12-Oct-15
1361	UP41G3218	MAT460124FUG02900	Winger	winger3200	12-Oct-15
1362	UP41G3219	MAT460124FUG02899	Winger	winger3200	12-Oct-15
1363	UP41G3220	MAT460124FUG02897	Winger	winger3200	12-Oct-15
1364	UP41G3221	MAT460124FUG02914	Winger	winger3200	12-Oct-15
1365	UP41G3222	MAT460124FUH03195	Winger	winger3200	12-Oct-15
1366	UP41G3223	MAT460124FUH03167	Winger	winger3200	12-Oct-15
1367	UP41G3224	MAT460124FUH03028	Winger	winger3200	12-Oct-15
1368	UP41G3225	MAT460124FUH03095	Winger	winger3200	12-Oct-15
1369	UP41G3226	MAT460124FUH03072	Winger	winger3200	12-Oct-15
1370	UP41G3227	MAT460124FUH03002	Winger	winger3200	12-Oct-15
1371	UP41G3228	MAT460124FUH03086	Winger	winger3200	12-Oct-15
1372	UP41G3229	MAT460124FUH03004	Winger	winger3200	12-Oct-15
1373	UP41G3230	MAT460124FUH02972	Winger	winger3200	12-Oct-15
1374	UP41G3231	MAT460124FUG02885	Winger	winger3200	16-Oct-15
1375	UP41G3232	MAT460124FUG02858	Winger	winger3200	16-Oct-15
1376	UP41G3233	MAT460124FUG02860	Winger	winger3200	16-Oct-15
1377	UP41G3234	MAT460124FUG02939	Winger	winger3200	16-Oct-15
1378	UP41G3235	MAT460124FUG02937	Winger	winger3200	16-Oct-15
1379	UP41G3236	MAT460124FUG02936	Winger	winger3200	16-Oct-15
1380	UP41G3237	MAT460124FUG02935	Winger	winger3200	16-Oct-15
1381	UP41G3238	MAT460124FUG02933	Winger	winger3200	16-Oct-15
1382	UP41G3239	MAT460124FUG02873	Winger	winger3200	16-Oct-15

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1383	UP41G3240	MAT460124FUG02891	Winger	winger3200	16-Oct-15
1384	UP41G3241	MAT460124FUH03180	Winger	winger3200	16-Oct-15
1385	UP41G3242	MAT460124FUG02907	Winger	winger3200	16-Oct-15
1386	UP41G3243	MAT460124FUG02908	Winger	winger3200	16-Oct-15
1387	UP41G3244	MAT460124FUH03027	Winger	winger3200	16-Oct-15
1388	UP41G3245	MAT460124FUH03135	Winger	winger3200	16-Oct-15
1389	UP41G3246	MAT460124FUH03022	Winger	winger3200	16-Oct-15
1390	UP41G3247	MAT460124FUH03131	Winger	winger3200	16-Oct-15
1391	UP41G3248	MAT460124FUH02977	Winger	winger3200	16-Oct-15
1392	UP41G3249	MAT460124FUH02994	Winger	winger3200	16-Oct-15
1393	UP41G3250	MAT460124FUH03094	Winger	winger3200	16-Oct-15
1394	UP41G3251	MAT460124FUH03026	Winger	winger3200	16-Oct-15
1395	UP41G3252	MAT460124FUG02875	Winger	winger3200	16-Oct-15
1396	UP41G3253	MAT460124FUG02872	Winger	winger3200	16-Oct-15
1397	UP41G3254	MAT460124FUG02870	Winger	winger3200	16-Oct-15
1398	UP41G3255	MAT460124FUG02869	Winger	winger3200	16-Oct-15
1399	UP41G3256	MAT460124FUH03021	Winger	winger3200	16-Oct-15
1400	UP41G3257	MAT460124FUH03146	Winger	winger3200	16-Oct-15
1401	UP41G3258	MAT460124FUH03209	Winger	winger3200	16-Oct-15
1402	UP41G3259	MAT460124FUH02971	Winger	winger3200	16-Oct-15
1403	UP41G3260	MAT460124FUH03138	Winger	winger3200	16-Oct-15
1404	UP41G3261	MAT460124FUG02941	Winger	winger3200	16-Oct-15
1405	UP41G3262	MAT460124FUH03243	Winger	winger3200	16-Oct-15
1406	UP41G3263	MAT460124FUH03145	Winger	winger3200	16-Oct-15
1407	UP41G3264	MAT460124FUH03059	Winger	winger3200	16-Oct-15
1408	UP41G3265	MAT460124FUH03061	Winger	winger3200	16-Oct-15
1409	UP41G3266	MAT460124FUG02913	Winger	winger3200	16-Oct-15
1410	UP41G3267	MAT460124FUG02910	Winger	winger3200	16-Oct-15
1411	UP41G3268	MAT460124FUH03241	Winger	winger3200	16-Oct-15
1412	UP41G3269	MAT460124FUG02889	Winger	winger3200	16-Oct-15
1413	UP41G3270	MAT460124FUH03103	Winger	winger3200	16-Oct-15
1414	UP41G3295	MAT460124FUH03429	Winger	winger3200	20-Oct-15
1415	UP41G3296	MAT460124FUH03425	Winger	winger3200	20-Oct-15

  
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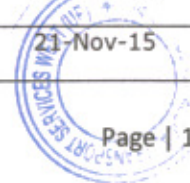
1416	UP41G3297	MAT460124FUH03414	Winger	winger3200	20-Oct-15
1417	UP41G3298	MAT460124FUH03412	Winger	winger3200	20-Oct-15
1418	UP41G3299	MAT460124FUH03411	Winger	winger3200	20-Oct-15
1419	UP41G3300	MAT460124FUH03406	Winger	winger3200	20-Oct-15
1420	UP41G3301	MAT460124FUH03405	Winger	winger3200	20-Oct-15
1421	UP41G3302	MAT460124FUH03404	Winger	winger3200	20-Oct-15
1422	UP41G3303	MAT460124FUH03369	Winger	winger3200	20-Oct-15
1423	UP41G3304	MAT460124FUH03333	Winger	winger3200	20-Oct-15
1424	UP41G3305	MAT460124FUH03427	Winger	winger3200	20-Oct-15
1425	UP41G3306	MAT460124FUH03426	Winger	winger3200	20-Oct-15
1426	UP41G3307	MAT460124FUH03124	Winger	winger3200	20-Oct-15
1427	UP41G3308	MAT460124FUH03052	Winger	winger3200	20-Oct-15
1428	UP41G3309	MAT460124FUH03343	Winger	winger3200	20-Oct-15
1429	UP41G3310	MAT460124FUH03302	Winger	winger3200	20-Oct-15
1430	UP41G3311	MAT460124FUH03409	Winger	winger3200	20-Oct-15
1431	UP41G3312	MAT460124FUH03389	Winger	winger3200	20-Oct-15
1432	UP41G3313	MAT460124FUH03361	Winger	winger3200	20-Oct-15
1433	UP41G3314	MAT460124FUH03313	Winger	winger3200	20-Oct-15
1434	UP41G3315	MAT460124FUH03349	Winger	winger3200	20-Oct-15
1435	UP41G3316	MAT460124FUH03099	Winger	winger3200	20-Oct-15
1436	UP41G3317	MAT460124FUH03447	Winger	winger3200	20-Oct-15
1437	UP41G3318	MAT460124FUH03446	Winger	winger3200	20-Oct-15
1438	UP41G3319	MAT460124FUH03441	Winger	winger3200	20-Oct-15
1439	UP41G3320	MAT460124FUJ03515	Winger	winger3200	20-Oct-15
1440	UP41G3321	MAT460124FUH03400	Winger	winger3200	20-Oct-15
1441	UP41G3322	MAT460124FUJ03492	Winger	winger3200	20-Oct-15
1442	UP41G3323	MAT460124FUH03419	Winger	winger3200	20-Oct-15
1443	UP41G3324	MAT460124FUH03398	Winger	winger3200	20-Oct-15
1444	UP41G3325	MAT460124FUH03431	Winger	winger3200	20-Oct-15
1445	UP41G3326	MAT460124FUH03097	Winger	winger3200	20-Oct-15
1446	UP41G3327	MAT460124FUH03420	Winger	winger3200	20-Oct-15
1447	UP41G3328	MAT460124FUH03413	Winger	winger3200	20-Oct-15
1448	UP41G3329	MAT460124FUH03416	Winger	winger3200	20-Oct-15

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1449	UP41G3331	MAT460124FUH03449	Winger	winger3200	20-Oct-15
1450	UP41G3332	MAT460124FUH03270	Winger	winger3200	20-Oct-15
1451	UP41G3333	MAT460124FUH03436	Winger	winger3200	20-Oct-15
1452	UP41G3334	MAT460124FUH03442	Winger	winger3200	20-Oct-15
1453	UP41G3335	MAT460124FUH03213	Winger	winger3200	20-Oct-15
1454	UP41G3336	MAT460124FUH03007	Winger	winger3200	20-Oct-15
1455	UP41G3343	MAT460124FUK03743	Winger	winger3200	7-Nov-15
1456	UP41G3344	MAT460124FUJ03568	Winger	winger3200	7-Nov-15
1457	UP41G3345	MAT460124FUK03771	Winger	winger3200	7-Nov-15
1458	UP41G3346	MAT460124FUK03778	Winger	winger3200	7-Nov-15
1459	UP41G3347	MAT460124FUK03766	Winger	winger3200	7-Nov-15
1460	UP41G3348	MAT460124FUK03793	Winger	winger3200	7-Nov-15
1461	UP41G3349	MAT460124FUK03777	Winger	winger3200	7-Nov-15
1462	UP41G3350	MAT460124FUK03783	Winger	winger3200	7-Nov-15
1463	UP41G3351	MAT460124FUK03789	Winger	winger3200	7-Nov-15
1464	UP41G3352	MAT460124FUK03792	Winger	winger3200	7-Nov-15
1465	UP41G3353	MAT460124FUK03787	Winger	winger3200	7-Nov-15
1466	UP41G3354	MAT460124FUK03785	Winger	winger3200	7-Nov-15
1467	UP41G3355	MAT460124FUK03780	Winger	winger3200	7-Nov-15
1468	UP41G3356	MAT460124FUK03758	Winger	winger3200	7-Nov-15
1469	UP41G3357	MAT460124FUK03753	Winger	winger3200	7-Nov-15
1470	UP41G3358	MAT460124FUK03752	Winger	winger3200	7-Nov-15
1471	UP41G3359	MAT460124FUK03744	Winger	winger3200	7-Nov-15
1472	UP41G3360	MAT460124FUK03750	Winger	winger3200	7-Nov-15
1473	UP41G3361	MAT460124FUK03918	Winger	winger3200	21-Nov-15
1474	UP41G3362	MAT460124FUK04009	Winger	winger3200	21-Nov-15
1475	UP41G3364	MAT460124FUK03735	Winger	winger3200	21-Nov-15
1476	UP41G3365	MAT460124FUK04002	Winger	winger3200	21-Nov-15
1477	UP41G3366	MAT460124FUK03925	Winger	winger3200	21-Nov-15
1478	UP41G3369	MAT460124FUK04025	Winger	winger3200	21-Nov-15
1479	UP41G3370	MAT460124FUK03915	Winger	winger3200	21-Nov-15
1480	UP41G3371	MAT460124FUK03892	Winger	winger3200	21-Nov-15
1481	UP41G3374	MAT460124FUK03913	Winger	winger3200	21-Nov-15

  
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1482	UP41G3774	MCIE4CBA8GP038882	FORCE	TRAVELLER	11-Jul-16
1483	UP41G3775	MCIE4CBA4GP038927	FORCE	TRAVELLER	11-Jul-16
1484	UP41G3776	MCIE4CBA9GP038860	FORCE	TRAVELLER	11-Jul-16
1485	UP41G3777	MCIE4CBA7GP038792	FORCE	TRAVELLER	11-Jul-16
1486	UP41G3778	MCIE4CBA3GP038935	FORCE	TRAVELLER	11-Jul-16
1487	UP41G3779	MCIE4CBA9GP038857	FORCE	TRAVELLER	11-Jul-16
1488	UP41G3780	MCIE4CBA5GP038855	FORCE	TRAVELLER	11-Jul-16

(डॉ० पद्माकर सिंघ) महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवार्ण, उत्तर प्रदेश।



9. SCHEDULE 10-District-wise deployment of Ambulances

Cluster	Vehicle District	Ambulances
West	Agra	25
West	Aligarh	22
West	Auraiya	13
West	Baghpat	11
West	Bareilly	27
West	Bijnor	22
West	Budaun	23
West	Bulandshahar	28
West	Etah	16
West	Etawah	13
West	Firozabad	20
West	Gautam Buddha Nagar	9
West	Ghaziabad	11
West	Hapur	6
West	Hathras	14
West	Jyotiba Phule Nagar (Amroha)	14
West	Kashiram Nagar Kasganj	14
West	Mainpuri	16
West	Mathura	18
West	Meerut	25
West	Moradabad	22
West	Muzaffarnagar	21
West	Pilibhit	15
West	Rampur	16
West	Saharanpur	22
West	Sambhal	11
West	Shamli	8
	<b>Total</b>	<b>462</b>

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



**Schedule 11- Charter Documents and Particulars of the Service Provider**

**A. Certificate of Incorporation**



GOVERNMENT OF INDIA  
MINISTRY OF CORPORATE AFFAIRS  
Central Registration Centre

**Certificate of Incorporation**

[Pursuant to sub-section (2) of section 7 of the Companies Act, 2013 (18 of 2013) and rule 18 of the Companies (Incorporation) Rules, 2014]

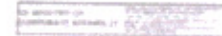
I hereby certify that 108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST (UP) is incorporated on this Nineteenth day of March Two thousand nineteen under the Companies Act, 2013 (18 of 2013) and that the company is limited by shares.

The Corporate Identity Number of the company is U85100TG2019NPL131388

The Permanent Account Number (PAN) of the company is AABCZ3443Q

The Tax Deduction and Collection Account Number (TAN) of the company is HYDE04570G

Given under my hand at Manesar this Twentieth day of March Two thousand nineteen .



Digital Signature Certificate  
SATYA PARKASH KUMAR

For and on behalf of the Jurisdictional Registrar of Companies  
Registrar of Companies  
Central Registration Centre

Disclaimer: This certificate only evidences incorporation of the company on the basis of documents and declarations of the applicant(s). This certificate is neither a license nor permission to conduct business or solicit deposits or funds from public. Permission of sector regulator is necessary wherever required. Registration status and other details of the company can be verified on [www.mca.gov.in](http://www.mca.gov.in)

Mailing Address as per record available in Registrar of Companies office:

108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST (UP)

Survey No: 670 & 671, EMRI, Devar Yamzal, Medchal Road,

SECUNDERABAD, Rangareddi, Telangana, India, 500078

As issued by the Income Tax Department



(स. पद्माकर सिंह)  
महानिदेशक,  
विकिरण एवं स्वास्थ्य सेवार्ण,  
उत्तर प्रदेश।



**B. Shareholding Certificate of Service Provider**

**MNM & ASSOCIATES**  
Company Secretaries



**CERTIFICATE**

We have examined and verified the records of M/s 108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST (UP), Section 8 Company, having its registered office at Survey No: 670 & 671, EMRI, DevarYamzal, Medchal Road, Secunderabad - 500078 and accordingly We certify the following details of the Share Capital and shareholding position as on 25<sup>th</sup> March, 2019

1. Authorised Share Capital is Rs. 1,00,000 divided in to 10,000 equity shares of Rs. 10/- each.
2. Paid up Share Capital is Rs. 1,00,000 divided in to 10,000 equity shares of Rs. 10/- each.

S No	Name of the Shareholder	No of Shares held at face value of Rs 10/- each	% of holding
1	GVK Emergency Management and Research Institute ( Society)	5,100	51.00
2	Dr. G V Krishna Reddy	1,900	19.00
3	Mr. G V Sanjaya Reddy	1,500	15.00
4	Mr. Krishna Ram Bhupal	1,500	15.00
	<b>Total</b>	<b>10,000</b>	<b>100.00</b>

For **MNM & Associates**  
Company Secretaries  
Firm Registration No. P2017TL059600

**Sridevi Madati**  
Partner  
M.No.F6476  
COP 11694



Date: 25/03/2019  
Place: Hyderabad

**ATTESTED**  
*[Signature]*  
25/3/19  
C. KRISHNA  
Address: ...  
M.No. ...  
Firm Registration No. ...



Flat No. 404, Raaga Orchids, Near Vijetha Super Market, KPHB-6th Phase, Hyderabad - Sec'bad  
M: +91 9948032194 / 9885040075. E: mnmandassociates@gmail.com

*[Signature]*  
(डा० पद्माकर सिंह)  
महानिदेशक,  
विकित्ता एवं स्वास्थ्य सेवार्ण,  
उत्तर प्रदेश।



C. **Board Resolution from Service Provider accepting the terms of the Contract and authorizing a signatory to sign the Contract**

**108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST (UP)**  
(CIN - U85100TG2019NPL131388)

EXTRACT OF THE RESOLUTION PASSED IN THE MEETING OF THE BOARD OF DIRECTORS OF M/S 108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST (UP) HELD ON WEDNESDAY, THE 20<sup>TH</sup> DAY OF MARCH, 2019 AT 3.30 P.M. AT CORPORATE OFFICE, 156-159, PAIGAH HOUSE, S P ROAD, SECUNDERABAD - 500 003

**Authorisation to enter into Management Agreement**

"RESOLVED THAT the consent of the board be and is hereby accorded to the company to enter into a Management Agreement with the Government of Uttar Pradesh for Operations of 108 Emergency Management Transport Services West Zone of UP in terms of RFP issued in this regard.

FURTHER RESOLVED THAT Mr K. Krishnam Raju, Authorised Signatory be and is hereby authorized to sign, execute and enter into the said agreement on behalf of the Company including signing of such of the amendments, modifications and all such other documents, papers etc and to furnish and provide necessary information required in this regard and also to do all such acts, deeds and things as may be required to give effect to this resolution".

FURTHER RESOLVED THAT Mr K. Krishnam Raju, Authorised Signatory be and is hereby authorized to delegate the powers in favour of other officer of the company, consultants, engineers, experts, legal advisors, professionals, etc and to sign, execute documents and other papers on behalf of the Company including signing of such of the amendments, modifications and all such other documents, papers etc and to furnish and provide necessary information required in this regard and also to do all such acts, deeds and things as may be required".

//Certified Copy//

For 108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST (UP)



T Ravi Prakash  
Authorised Signatory



Regd. Office: Survey No: 670 & 671, EMRI, Devar Yammal, Medchal Road,  
Secunderabad-500078, Telangana, India, Phone: 23462222 / 2600

(डा० पद्माकर सिंह)  
महानिदेशक,  
शिक्षण एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



**D. Undertaking on the correctness of the Representations and Warranties in the Contract**

108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST(UP)

GVK/108EMTS/UP/W/2019-20/02

Undertaking on Representations and Warranties

Date: 10.04.2019

To,

Director General,  
Medical & Health Services, Govt. of Uttar Pradesh  
Lucknow

Sub: Undertaking on Representations and Warranties – 108 EMTS

Ref: Letter of Award vide ref No – 4539/EQ/UPMSCL/2019 dated 23.02.2019

Dear Sir,

We, 108 Emergency Medical Transport Services West(UP), a SPV registered under the provisions of companies Act, 2013 under section 8, hereby undertake and confirm that we would abide by Representations and Warranties as per Article 2 of the Agreement/RFP.

Thanking you


Yours Sincerely



K Krishnam Raju  
Authorised Signatory

CC to:

1. Principal Secretary, Medical Health and Family Welfare, Uttar Pradesh
2. Mission Director, National Health Mission, Uttar Pradesh
3. Managing Director, UPMSCl, Lucknow

  
(ज० पद्माकर सिंह)  
अतिरिक्त,  
विकास एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



- E. Legal Opinion certifying that the Service Provider has been duly formed, validly existing and is authorized to execute the Contract

## V.B.RAJU

ADVOCATE & SOLICITOR

106, Dhanunjaya Towers, Main Road, Banjara Hills.

Hyderabad- 500034, AP, India

Ph: 0091 40 23397154

Fax: 0091 40 23391333

Email: vb@vsraju.com

Date: 3/04/2019

### TO WHOM SO EVER IT MAY CONCERN

1. M/s. 108 Emergency Transport Services West (UP), Survey No. 670 & 671, EMRI, Devar Yamzai, Medchal Road, Secunderabad, Rangareddy, Telangana - 500078, India have sought my opinion on the eligibility of the Special Purpose Vehicle (SPV) to sign the management agreement with Govt. of Uttar Pradesh to operate and manage Emergency Medical Transport System (EMTS) project in the State of Uttar Pradesh.
2. After careful reading of the request for Proposal (RFP) issued by Govt. of Uttar Pradesh for EMTS project, Memorandum and Articles of Association of the SPV, 108 Emergency Transport Services West (UP), and other documents produced, it is my considerate opinion that 108 Emergency Transport Services West (UP), is
  - a. Duly organized, validly existing and in good standing under the laws of the jurisdiction of its incorporation and registration.
  - b. It has full power and authority to execute, deliver and perform its obligations under the management agreement.
  - c. It has taken all necessary Board Resolutions and other Corporate action under Applicable Laws and its constitutional documents to authorize the execution of the management agreement.
  - d. the execution of the management agreement will not conflict with result in the breach of constitute a default under or any covenant, agreement or order to which, it is a Party.

V.B. RAJU  
(ADVOCATE)



(डॉ० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।





Schedule 12- Charter Documents and Particulars of the Selected Bidder

A. Governing Board Resolution to form the SPV (Service Provider) and commit and retain such investment by Selected Bidder



EXTRACT OF THE RESOLUTION PASSED IN THE SIXTY SECOND MEETING OF THE GOVERNING BOARD OF GVK EMERGENCY MANAGEMENT AND REASARCH INSTITUTE (GVK EMRI) HELD ON FRIDAY, THE 1<sup>ST</sup> DAY OF FEBRUARY, 2019 AT 4.00 P.M. AT "BOARD ROOM", HOTEL TAJ KRISHNA, ROAD NO.1, BANJARA HILLS, HYDERABAD – 500 034

**AUTHORIZATION TO FORM AND INVEST IN A SPECIAL PURPOSE VEHICLE (SPV) COMPANY:**

"RESOLVED THAT the consent of the Governing Board be and is hereby accorded to incorporate a Special Purpose Vehicle (SPV) Section 8 Company along with other promoters with an object to carry on the Emergency Medical Transport Services in the state of Uttar Pradesh, the Society do act as the subscriber to the Memorandum of Association of the proposed company namely **108 Emergency Medical Transport Services West (UP)** or any other name, as may be approved by the Registrar of Companies.

"RESOLVED FURTHER THAT the Board is hereby authorise the Society to subscribe 5,100 equity shares of Rs.10/- each amounting to Rs.51,000/-(Rupees fifty one thousand only) in the proposed company. The Society commits its investment in the SPV and agree to retain its investment in the SPV as per the terms of the agreement.

"RESOLVED FURTHER THAT the following below mentioned person:

S No	Name of the person	Address	Designation
1	Dr. G V Krishna Reddy	6-3-250, Road No. 1 Banjara Hills, Hyderabad-500034, Telangana, India.	Chairman

be and is hereby authorized to sign the necessary, documents, incorporation documents, e-Forms including subscriber to the Memorandum and Articles of Association of the proposed Company and also to do the necessary act, deeds and things in this regard, for and on behalf of the Society."

"RESOLVED FURTHER THAT a certified true copy of this resolution be provided, under the signatures of any one Governing Board Member or Mr. T Ravi Prakash, Authorised Signatory of the Society, for further submission with the Registrar of Companies, or any other authority, as may be required."

//Certified Copy//

For GVK Emergency Management and Research Institute



T Ravi Prakash  
Authorised Signatory



GVK Emergency Management and Research Institute  
Devar Yamzal, Medchal Road, Secunderabad - 500 078  
Telangana, India  
T - 91 40 2546 2222/2600 F - 91 40 2546 2178  
www.emri.in

Emergency Ambulance Services  
Healthcare Outreach Services  
Road Safety Initiatives  
Police Helpline  
Civic Services Helpline  
Emergency Medicine Education  
Women Counselling & Rescue  
Mobile Veterinary Services  
Student Counselling Helpline  
CSR Partnerships

(डॉ० पद्माकर सिंह)  
महानिदेशक,  
शिक्षिता एवं स्वास्थ्य सेवारं,  
उत्तर प्रदेश।



**B. Governing Board Resolution authorizing a person to sign the Contract on behalf of Selected Bidder**




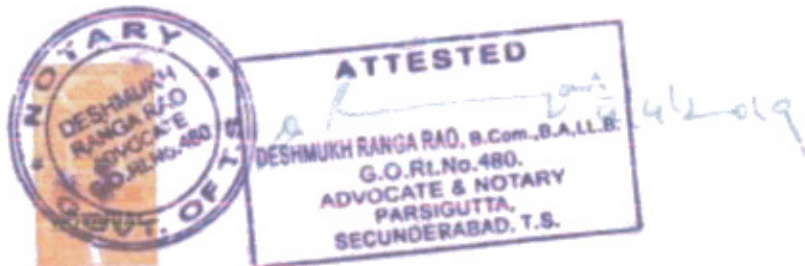
EXTRACT OF THE RESOLUTION PASSED IN THE SIXTY SECOND MEETING OF THE GOVERNING BOARD OF GVK EMERGENCY MANAGEMENT AND REASARCH INSTITUTE (GVK EMRI) HELD ON FRIDAY, THE 1<sup>ST</sup> DAY OF FEBRUARY, 2019 AT 4.00 P.M. AT "BOARD ROOM", HOTEL TAJ KRISHNA, ROAD NO.1, BANJARA HILLS, HYDERABAD - 500 034

"RESOLVED THAT the Consent of the Governing Board be and is hereby accorded to the GVK Emergency Management and Research Institute (Society) to enter into a Management agreement with the Government of Uttar Pradesh along with 108 EMERGENCY MEDICAL TRANSPORT SERVICES WEST (UP), an SPV to be incorporated for operation of 108 National Ambulance Services in that State, in terms of RFP issued in this regard."

FURTHER RESOLVED THAT Mr Subodh Satyawadi, President, be and is hereby authorized to sign, execute and enter into the said Agreement on behalf of the Society including signing of such of the amendments, modifications and all such other documents, papers etc and to furnish and provide necessary information required in this regard and generally to do all such acts, deeds and things as may be required to give effect to the said resolution"


//Certified Copy//  
For GVK Emergency Management and Research Institute

  
T Ravi Prakash  
Authorised Signatory



**GVK Emergency Management and Research Institute**  
Devar Yamzal, Medchal Road, Secunderabad - 500 078.  
Telangana, India.

T +91 2346 2222 / 2600 F +91 40 2346 2178  
www.emri.in

  
(डॉ० पद्माकर सिंह)  
महानिदेशक,  
जिल्हा एवं स्वास्थ्य सेवार्,   
उत्तर प्रदेश।



C. Undertaking with respect to correctness of the representation and warranties contained in the Contract



GVK/EMRI/UP/PPP/2019-20/09

Undertaking on Representations and Warranties

Date: 10.04.2019

To,

Director General,  
Medical & Health Services, Govt. of Uttar Pradesh  
Lucknow

Sub: Undertaking on Representation and Warranties – 108 EMTS

Ref: Letter of Award vide ref no –4539/EQ/UPMSCL/2019 dated- 23.02.2019

Dear Sir,

We, GVK Emergency management and Research Institute, the selected bidder, hereby undertake and confirm that we would abide by Representations and Warranties as per Article 2 of the Agreement/RFP.

Thanking you

Yours Sincerely

Subodh Satyawadi  
President

CC to:

1. Principal Secretary, Medical Health and Family Welfare, Uttar Pradesh
2. Mission Director, National Health Mission, Uttar Pradesh
3. Managing Director, UPMSC, Lucknow

(कॉ. एम्.आर. सिं.ड.)  
सहायनियेशक,  
विकलता एवं स्वास्थ्य सेवारें,  
उत्तर प्रदेश।



R  
श्री/साहू

संख्या- ११८५/पॉय-1-2018-5(57)/2018

प्रेषक,  
नीरज शुक्ला,  
विशेष सचिव,  
उ०प्र० शासन।  
सेवा में,  
प्रबंध निदेशक,  
उत्तर प्रदेश मेडिकल सप्लायज कार्पोरेशन,  
उत्तर प्रदेश, लखनऊ।

चिकित्सा अनुभाग-1

लखनऊ, दिनांक 22 जून, 2018

विषय:- 108 ई०एम०टी०एस० सेवा की निरन्तरता बनाये रखने हेतु द्वितीय वरण के लिये  
आपरेटर के धयन के सम्बन्ध में टेण्डरिंग प्रक्रिया आरम्भ करने के सम्बन्ध में।

महोदय,  
उपर्युक्त विषय के सम्बन्ध में अनुमोदित आर०एफ०पी० आपको प्रेषित करते हुए मुझे यह  
कहने का निदेश हुआ है कि 108 ई०एम०टी०एस० सेवा की निरन्तरता बनाये रखने हेतु द्वितीय  
वरण के लिये आपरेटर के धयन के सम्बन्ध में टेण्डरिंग प्रक्रिया नियमानुसार आरम्भ करने का  
कष्ट करें।  
संलग्नक:- यथोक्त।

भवदीय  
(नीरज शुक्ला)  
विशेष सचिव।

संख्या एवं दिनांक उपरोक्तानुसार।

- प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित :-
- 1- निजी सचिव, मा० मंत्री जी, चिकित्सा स्वास्थ्य एवं परिवार कल्याण विभाग, उ०प्र० शासन।
  - 2- निजी सचिव, प्रमुख सचिव/सचिव, चिकित्सा स्वास्थ्य एवं परिवार कल्याण विभाग, उ०प्र० शासन।
  - 3- महानिदेशक, चिकित्सा एवं स्वास्थ्य सेवाएँ, उ०प्र०, लखनऊ।
  - 4- मिशन निदेशक, राष्ट्रीय स्वास्थ्य मिशन, उ०प्र०, लखनऊ।
  - 5- अधिशासी निदेशक, यू०पी०टी०एस०यू०, उ०प्र०, लखनऊ।
  - 7- अपर निदेशक, विद्युत, चिकित्सा एवं स्वास्थ्य सेवाएँ, उ०प्र०, लखनऊ।  
गाईं फाइल।

महानिदेशक चिकित्सा  
4425  
दिनांक 22/6/18

अपर निदेशक (विद्युत)

276  
उ० प्र०, लखनऊ

db  
AE(V)  
21/6/18

आज्ञा से,  
(नीरज शुक्ला)  
विशेष सचिव।

Mr. Shah  
10/6/2018  
21/6/18

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



8  
03/10/16

प्राथमिकता / महत्वपूर्ण  
संख्या-1270 / पांच-1-2016

प्रेषक,  
ए०पी० सिंह,  
उप सचिव,  
उत्तर प्रदेश शासन।

सेवा में,  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उ०प्र०, लखनऊ।

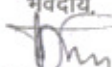
चिकित्सा अनुभाग-1

लखनऊ : दिनांक 30, सितम्बर, 2016

विषय:- 108 ईएमटीएस सेवा की निरन्तरता बनाये रखने हेतु दिनांक-14.09.2017 से प्रारम्भ वाले द्वितीय चरण के लिये आपरेटर के चयन संबंधी कार्यवाही तत्काल प्रारम्भ किये जाने के संबंध में।

महोदय,

उपर्युक्त विषयक आपके पत्र संख्या-29फ/10(62)16/130, दिनांक-17.08.2016 के संदर्भ में मुझे यह कहने का निर्देश हुआ है कि 108 ईएमटीएस सेवा की निरन्तरता बनाये रखने हेतु दिनांक-14.09.2017 से प्रारम्भ वाले द्वितीय चरण के लिये आपरेटर के चयन संबंधी प्रक्रिया प्रारम्भ किये जाने विषयक प्रकरण में सहमति प्रदान की जाती है। कृपया तदनुसार आवश्यक कार्यवाही करने का कष्ट करें।

भवदीय,  
  
( ए०पी० सिंह )  
उप सचिव


संख्या- (1)/पांच-1-2016


प्रतिलिपि अपर निर्देशक (विद्युत), चिकित्सा एवं स्वास्थ्य महानिदेशालय, लखनऊ को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित।

महानिदेशक शिविर  
क्रमांक 5493  
दिनांक 03/10/16  
8422 निदेशक (विद्युत)

आज्ञा से,

( ए०पी० सिंह )  
उप सचिव

  
उप सचिव  
चिकित्सा एवं स्वास्थ्य सेवाएँ  
उ० प्र०, लखनऊ

AE(Y)  
  
29/09/16  
04/10/16

  
04/10/16

(जा. पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



02/11/17

प्राथमिकता/महत्वपूर्ण  
संख्या- 1880/पांच-1-2016

प्रेषक,  
अवधेश कुमार पाण्डेय,  
विशेष सचिव,  
उत्तर प्रदेश शासन।

सेवा में,  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उ०प्र०, लखनऊ।

चिकित्सा अनुभाग-1

लखनऊ : दिनांक २९, दिसम्बर, 2016

विषय:- 108 ई०एम०टी०एस० सेवा की निरन्तरता बनाये रखने हेतु दिनांक-14.09.2017 से प्रारम्भ होने वाले द्वितीय चरण के लिये आपरेटर के चयन संबंधी कार्यवाही तत्काल प्रारम्भ किये जाने के संबंध में।

महोदय,

उपर्युक्त विषयक अपने पत्र संख्या-29फ/10(62)16/224, दिनांक-02.11.2016 का कृपया संदर्भ ग्रहण करने का कष्ट करें, जिसके माध्यम से 108 ईएमटीएस सेवा की निरन्तरता बनाये रखने हेतु दिनांक-14.09.2017 से प्रारम्भ होने वाले द्वितीय चरण के लिये आपरेटर के चयन संबंधी कार्यवाही किये जाने हेतु 03 परामर्शी संस्थाओं का उल्लेख कर उनमें से संस्था का चयन करते हुए आदेश निर्गत किये जाने का अनुरोध किया गया है।

2- इस संबंध में मुझे यह कहने का निदेश हुआ है कि आपके द्वारा उपलब्ध कराये गये प्रस्ताव पर सम्यक विचारोपरान्त '108' ई०एम०टी०एस० सेवा की निरन्तरता बनाये रखने हेतु दिनांक-14.09.2017 से प्रारम्भ वाले द्वितीय चरण के लिये प्रक्रिया प्रारम्भ किये जाने हेतु उ०प्र० तकनीकी सहयोग इकाई, लखनऊ (यू०पी०टी०एस०यू०) को परामर्शी संस्था के रूप में एतद्वारा चयनित किये जाने का निर्णय लिया गया है।

कृपया तदनुसार स्थिति से अवगत होते हुए प्रश्नगत प्रकरण में शीघ्र अग्रतर आवश्यक कार्यवाही करने का कष्ट करें।

भवदीय,  
(अवधेश कुमार पाण्डेय,  
विशेष सचिव)

संख्या- (1)/पांच-1-2016, तददिनांक

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित:-

1. अधिशासी निदेशक, यू०पी०टी०एस०यू०, लखनऊ।
2. अपर निदेशक (विद्युत), चिकित्सा एवं स्वास्थ्य सेवा महानिदेशालय, उ०प्र० लखनऊ।
3. गार्ड फाईल।

महानिदेशक शिविर  
पत्रांक.....  
दिनांक.....

अपर निदेशक (विद्युत)

अपर निदेशक  
चिकित्सा एवं स्वास्थ्य सेवाएँ  
उ० प्र०, लखनऊ

29/12/17  
09/11/17  
A.E.(V)  
E-पत्रावली, I-9  
09/11/17

आज्ञा से,  
(ए०पी० सिंह)  
उप सचिव।

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



25/6/18

प्रेषक,  
नीरज शुक्ला,  
विशेष सचिव,  
उ०प्र० शासन।

सेवा में,  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवायें,  
उ०प्र०, लखनऊ।

चिकित्सा अनुभाग-1

लखनऊ: दिनांक: 22-जून, 2018

विषय:- 108 ई०एम०टी०एस० सेवा की निरन्तरता बनाये रखने हेतु द्वितीय चरण हेतु आपरेटर के घयन सम्बन्धी कार्यवाही तत्काल प्रारम्भ किये जाने के सम्बन्ध में।

महोदय,

उपर्युक्त विषयक अपने पत्र संख्या-29फ/10(62)16/471, दिनांक 23.01.2018 का कृपया संदर्भ ग्रहण करने का कष्ट करें जिसके माध्यम से 108 ई०एम०टी०एस० सेवा की निरन्तरता को बनाये रखने हेतु द्वितीय चरण हेतु आपरेटर के घयन के सम्बन्ध में आ.एफ.पी. उपलब्ध कराते हुए इस पर अनुमोदन प्रदान करने का अनुरोध किया गया था।

2- इस सम्बन्ध में 108 ई०एम०टी०एस० सेवा की निरन्तरता को बनाये रखने हेतु द्वितीय चरण हेतु आपरेटर के घयन के सम्बन्ध में अनुमोदित आर०एफ०पी० आपको प्रेषित करते हुए मुझे यह कहने का निदेश हुआ है कि प्रकरण में नियमानुसार अग्रतर आवश्यक कार्यवाही करने का कष्ट करें तथा कृत कार्यवाही की स्थिति से समय-समय पर शासन को भी अवगत कराया जाना सुनिश्चित करें।

संलग्नक:-यथोक्त।

भवदीय,

( नीरज शुक्ला )  
विशेष सचिव।

संख्या एवं दिनांक उपरोक्तानुसार।

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित :-

- 1- निजी सचिव, मा० मंत्री जी, चिकित्सा स्वास्थ्य एवं परिवार कल्याण विभाग, उ०प्र० शासन।
- 2- निजी सचिव, प्रमुख सचिव/सचिव, चिकित्सा स्वास्थ्य एवं परिवार कल्याण विभाग, उ०प्र० शासन।
- 3- मिशन निदेशक, राष्ट्रीय स्वास्थ्य मिशन, उ०प्र०, लखनऊ।
- 4- अधिशासी निदेशक, यू०पी०टी०एस०यू०, उ०प्र०, लखनऊ।
- 5- प्रबन्ध निदेशक, यू०पी०एम०एस०सी०, लखनऊ।
- 6- अवर निदेशक, विद्युत, चिकित्सा एवं स्वास्थ्य सेवायें, उ०प्र०, लखनऊ।
- 7- गार्ड फाइल।

DB  
AR-2  
25/6/18

29/6/18  
26/6/18

AE (V)  
25/6/18

Sr. Mah  
Yogesh  
25/6/18

आज्ञा से,

( नीरज शुक्ला )  
विशेष सचिव।

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवायें,  
उत्तर प्रदेश।



प्रेषक,

प्रशान्त त्रिवेदी,  
प्रमुख सचिव,  
30प्र0 शासन।

सेवा में,

महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
30प्र0, लखनऊ।

चिकित्सा अनुभाग-1

लखनऊ: दिनांक: 07 जनवरी, 2019

विषय:- 108 इमरजेन्सी मेडिकल ट्रांसपोर्ट सेवा के द्वितीय चरण हेतु आपरेटर के चयन के सम्बन्ध में।  
महोदय,

उपर्युक्त विषयक अपने पत्र संख्या-29फ/10(62)16 III/295, दिनांक, 28.11.2018 एवं पत्र संख्या-29फ/10(62)16 III/294, दिनांक 27.11.2018 का कृपया संदर्भ ग्रहण करने का कष्ट करें, जिसके माध्यम से आपके द्वारा 108 इमरजेन्सी मेडिकल ट्रांसपोर्ट सेवा के द्वितीय चरण हेतु आपरेटर के चयन के लिये प्रस्तावित आर.एफ.पी. तथा मा0 मंत्रि-परिषद की टिप्पणी हेतु आवश्यक सामग्री उपलब्ध करायी गयी है। इस सम्बन्ध में सम्यक विचारोपरान्त मुझे यह कहने का निर्देश हुआ है कि 108 इमरजेन्सी मेडिकल ट्रांसपोर्ट सेवा के द्वितीय चरण हेतु आपरेटर के चयन हेतु आपके पत्र दिनांक 27.11.2018 व 28.11.2018 द्वारा उपलब्ध करायी गयी आर.एफ.पी. एवं मा0 मंत्रि-परिषद की टिप्पणी हेतु आवश्यक सामग्री पर श्री राज्यपाल निम्नानुसार सहर्ष स्वीकृति प्रदान करते हैं :-

(2). कार्यक्षेत्र:- निजी सेवा प्रदाता के चयन हेतु आपके द्वारा उपलब्ध करायी गयी आर.एफ.पी. (Request for Proposal) (अनुलग्नक-1) निम्नानुसार निर्गत की जायेगी-

- उ.प्र. के पूर्वी क्लस्टर में 108 एम्बुलेंस सेवा का संचालन, एवं
- उ.प्र. के पश्चिमी क्लस्टर में 108 एम्बुलेंस सेवा का संचालन

यह टेलीफोन सौकल पर आधारित है। सेवा प्रदाता वर्तमान में संचालित 1488 (पूर्वी क्लस्टर में 1026 एवं पश्चिमी क्लस्टर में 462) एम्बुलेंसों एवं 150 सीटर इमरजेन्सी रिस्पॉन्स सेण्टर (पूर्वी क्लस्टर के लिए 103 सीट एवं पश्चिमी क्लस्टर में 47 सीट) को संचालन हेतु यथास्थिति में टेक ओवर करेगा एवं जनहित में संचालित करेगा। इसके साथ ही 491 अतिरिक्त एम्बुलेंस पूर्वी समूह (cluster) में एवं 221 अतिरिक्त एम्बुलेंस पश्चिमी समूह में सम्मिलित की जायेंगी। इमरजेन्सी रिस्पॉन्स सेण्टर पर कॉल रिसीव करने तथा एम्बुलेंस डिस्पैच करने हेतु आवश्यक उपकरणों एवं मानव संसाधन में इस प्रकार वृद्धि सुनिश्चित की जायेगी कि प्रति 10 एम्बुलेंस पर एक सीट का अनुपात रहे।

(3). निविदादाता की अर्हता :-

- निविदादाता एकल संस्था के रूप में अथवा सामूहिक संस्था (कन्सोर्सियम के रूप में अधिकतम तीन सदस्य की सीमा तक) प्रतिभाग कर सकेगा।

- यह शासनादेश इलेक्ट्रॉनिकी जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नहीं है।
- इस शासनादेश की प्रमाणिकता वेब साइट <http://shasanadesh.up.nic.in> से सत्यापित की जा सकती है।

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।





- (ख). निविदादाता कम्पनी/सोसायटी/ट्रस्ट/संस्था जो कि किसी वैध अधिनियम के अन्तर्गत भारत में अथवा भारत के बाहर गठित की गयी हो, प्रतिभाग कर सकेगा।
- (ग). एकमात्र इकाई (sole entity) की दशा में बोलीदाता तथा कन्सोर्शियम की स्थिति में समस्त कन्सोर्शियम सदस्यों को बिड की नियत तिथि से भारत सरकार, उत्तर प्रदेश सरकार अथवा देश के अन्य किसी राज्य सरकार द्वारा किसी भी परियोजना में प्रतिभाग करने से प्रतिन्धित न किया गया हो। अर्थात्, गत तीन वित्तीय वर्षों में बोलीदाता न तो किसी संविदा के निष्पादन में असफल रहा हो जैसे किसी मध्यस्तता संबंधी (arbitral) अथवा न्यायिक प्राधिकारी (judicial authority) द्वारा दण्ड का अधिरोपण हुआ हो और न ही उसके विरुद्ध कोई मध्यस्तता अथवा न्यायिक संस्था से कोई प्रतिकूल तथ्य पारित किए गये हों। साथ ही किसी न्यायालय द्वारा बोलीदाता अथवा उसके किसी सहयोगी को अपराधी न घोषित किया गया हो अथवा नियामक प्राधिकरण द्वारा अभियोग चलाने हेतु सिद्ध पाया गया हो या उनके विरुद्ध कोई प्रतिकूल तथ्य पारित किये गये हों जिससे परियोजना के संचालन हेतु बोलीदाता की क्षमता तथा समुदाय की नैतिक भावना को कुप्रभावित करने संबंधी गम्भीर अपराध से संबंधित हो। यदि बोलीदाता अथवा उसके सहयोगी के विरुद्ध कोई मुकदमा, विवाद या मध्यस्थता लम्बित हो तो बोलीदाता को इसके पूर्ण विवरण से अवगत कराना होगा।
- (घ). चयनित बोलीदाता (एकल इन्टिटी अथवा इन्टिटी का संघ) द्वारा परियोजना के दौरान सेवा प्रदाता की प्रदत्त पूंजी (paid up capital) में से कम से कम 51 प्रतिशत अंशपूजी (shareholding) का स्वामित्व (hold and own) लेना होगा। अनुबंध की समस्त अवधि हेतु निर्धारित न्यूनतम 51 प्रतिशत अंशपूजी के समतुल्य अंशधारक एवं प्रदत्त पूंजी धारक होगा।

(4). निविदा प्रक्रिया :-

आनलाइन टेण्डरिंग	सिंगल स्टेज-2 एनवलप प्रक्रिया	प्रतिभागी एकसाथ तकनीकी/अईकारी भाव पत्र एवं वित्तीय भाव पत्र प्रस्तुत करेंगे	मात्र अई निविदादाताओं का वित्तीय भाव पत्र खोला एवं मूल्यांकित किया जायेगा	न्यूनतम निविदादाता का चयन किया जायेगा
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निविदा 180 दिवस तक वैध होगी।

(5). न्यूनतम अईता मानक :-

i. तकनीकी क्षमता :- निविदादाता (सोल बिडर/अधिकतम तीन सदस्यीय कन्सोर्शियम) को न्यूनतम 150 एम्बुलेसों की फ्लीट के संचालन तथा न्यूनतम 50 सीटर कॉल सेक्टर के संचालन का निविदा प्रस्तुतीकरण दिनांक से विगत दो वर्षों का अनुभव होना चाहिये।

ii. वित्तीय क्षमता :-

S.No.	Criteria	Requirements
1	Net Worth	Positive
2	Minimum Average Annual Turnover (in INR Crore)	100

- 1- यह शासनादेश इलेक्ट्रानिकली जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नहीं है।  
2- इस शासनादेश की प्रमाणिकता वेब साइट <http://shasanadesh.up.nic.in> से सत्यापित की जा सकती है।

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



निविदादाता अथवा निविदादाताओं (कन्सोरशियम की स्थिति में) द्वारा प्रस्तुत टर्नओवर की गणना उक्त परियोजना में सम्बंधित के द्वारा निवेश हेतु प्रस्तावित अंशपूजी के प्रतिशत के आधार पर की जायेगी।

(6). बिड सिक्वोरिटी एवं परफार्मेंस सिक्वोरिटी :-

(क). पूर्वी क्लस्टर हेतु निविदादाता को बिड सिक्वोरिटी के रूप में रु. 2,29,00,000/- की धनराशि जमा करनी होगी।

(ख). पश्चिमी क्लस्टर हेतु निविदादाता को बिड सिक्वोरिटी के रूप में रु. 1,14,00,000/- की धनराशि जमा करनी होगी।

सेवा प्रदाता द्वारा देय परफार्मेंस सिक्वोरिटी प्रथम वर्ष हेतु अपेक्षित शुल्क के पांच प्रतिशत के समतुल्य होगी एवं अनुबंध समाप्ति के पश्चात् आगामी छः माह तक वैध होगी।

(7). बिड बैरिएबल :-

प्रति एम्बुलेंस प्रतिमाह निर्धारित शुल्क, न्यूनतम पांच फेरे प्रतिदिन एवं न्यूनतम 120 कि.मी. प्रतिदिन प्रति एम्बुलेंस जनपद फ्लीट के औसत के आधार पर होगा।

(8). न्यूनतम आफर देने वाले अर्ह निविदादाता को परियोजना अवार्ड की जायेगी। वित्तीय भाव पत्र निम्न प्रारूप पर प्रस्तुत करना होगा :-

	पूर्वी क्लस्टर	पश्चिमी क्लस्टर
प्रथम वर्ष हेतु प्रति एम्बुलेंस प्रतिमाह निर्धारित शुल्क		

निविदादाता दोनों परियोजनाओं (क्लस्टर) हेतु निविदा प्रस्तुत कर सकते हैं। प्रत्येक परियोजना (क्लस्टर) हेतु न्यूनतम दर आफर करने वाले निविदादाता सम्बंधित परियोजना (क्लस्टर) के अवार्ड हेतु अर्ह होंगे तथा परियोजना (क्लस्टर) हेतु चयनित निविदादाता घोषित किये जायेंगे। किसी भी प्रकार के भ्रम को दूर करने के लिये यह स्पष्ट किया जाता है कि यदि एक ही निविदादाता द्वारा दोनों परियोजनाओं (क्लस्टर) हेतु न्यूनतम दर आफर की जाती है तो परियोजनावार (क्लस्टरवार) आफर की गयी दर के अनुसार वह निविदा अवार्ड किये जाने हेतु अर्ह होंगे।

(9). मुख्य निष्पादन संकेतक (Key Performance Indicators) :-

(क). आर0एफ0पी0 के शेड्यूल-3 के अनुसार सेवा प्रदाता को अधिकतम 0.1 प्रतिशत नॉन रिस्पॉन्स डिफाल्ट प्रति कैलेण्डर माह अनुमन्य है। इससे अधिक नॉन रिस्पॉन्स डिफाल्ट होने पर प्रत्येक नॉन रिस्पॉन्स डिफाल्ट पर रु0 5000/- का आर्थिक दण्ड अधिरोपित किया जायेगा।

(ख). रिस्पॉन्स टाइम में विलम्ब : शहरी एवं ग्रामीण क्षेत्र हेतु अधिकतम अनुमन्य रिस्पॉन्स टाइम 15 मिनट से अधिक समय होने पर,

- 1- यह शासनदेश इलेक्ट्रानिकली जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नहीं है।
- 2- इस शासनदेश की प्रमाणिकता वेब साइट <http://shasanadesh.up.nic.in> से सत्यापित की जा सकती है।

(डा० पद्माकर सिंह)  
महानिदेशक,  
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प्रत्येक अवसर पर रु. 60/- प्रति मिनट (30 सेकेण्ड अथवा इससे अधिक समय होने पर एक मिनट माना जायेगा) का आर्थिक दण्ड अधिरोपित किया जायेगा।

(ग). क्रियाशील एम्बुलेंसों की संख्या, कुल एम्बुलेंसों की संख्या के सापेक्ष किसी भी दिवस को रख-रखाव के अभाव में, वाहन चालक के अभाव में, मानव संसाधन के अभाव में, स्पेयर पार्ट्स के अभाव में, ईंधन के अभाव में, जी.पी.एस. अक्रियाशील होने के कारण, उपकरण अक्रियाशील होने के कारण आदि कारणों से 95 प्रतिशत से कम होने पर,

रु. 5,000/- (प्रतिदिन प्रति एम्बुलेंस प्रत्येक अक्रियाशील एम्बुलेंस के आधार पर) का आर्थिक दण्ड अधिरोपित किया जायेगा।

(घ). पर्यवेक्षण एवं अनुश्रवण के दौरान निम्न में से कोई त्रुटि/कमी पाये जाने पर,

- (1) एक भी औषधि/मेडिकल कन्ज्यूमेबल/सामग्री अनुपलब्ध होने पर अथवा कालातीत तिथि की दवा (Expiry date) की एम्बुलेंस में पाये जाने पर अथवा किसी उपयोगकर्ता/रोगी द्वारा सूचित किये जाने पर,
- (2) एम्बुलेंस की सामान्य साफ सफाई अंस्तोषजनक होने पर,
- (3) लागवुक, स्टाक रजिस्टर एवं एम्बुलेंस मैन्टीनेन्स रिकार्ड अथारिटी द्वारा निर्धारित प्रक्रियानुसार अद्यावधिक न होने पर,

प्रत्येक त्रुटि/कमी हेतु प्रति एम्बुलेंस पृथक से रु. 1,000/- का आर्थिक दण्ड अधिरोपित किया जायेगा।

(ङ). यदि सेवा प्रदाता सेवा प्रारम्भ तिथि से किसी भी अवसर पर पांच फेरे प्रतिदिन प्रति एम्बुलेंस/120 कि.मी. संचालन प्रति एम्बुलेंस प्रतिदिन का औसत लक्ष्य प्रति जनपद एम्बुलेंस फ्लीट पर किसी भी कलेण्डर माह में प्राप्त करने में असमर्थ रहने पर अनुलग्नक-2 के आधार पर दण्ड अधिरोपित किया जायेगा।

(च). विगत 45 दिवसों में से कोई भी एम्बुलेंस निरन्तर 30 दिवसों तक अक्रियाशील रहने पर,

सेवा प्रदाता प्रतिदिन रु. 10,000/- का आर्थिक दण्ड उस अवधि तक जब तक कि प्रश्नगत एम्बुलेंस अथारिटी की संन्तुष्टि के अनुरूप क्रियाशील न हो जाय की अवधि में वहन करने हेतु उत्तरदायी होगा।

(छ). पर्यवेक्षण एवं अनुश्रवण के दौरान निम्न में से कोई गम्भीर त्रुटि/कमी पाये जाने पर,

- (1) एम्बुलेंस का एयरकण्डीशनिंग अक्रियाशील होने पर,
- (2) आवश्यक चिकित्सा उपकरण अक्रियाशील/अनुपलब्ध होने पर,

प्रत्येक त्रुटि/कमी हेतु प्रति एम्बुलेंस पृथक से रु. 5,000/- का आर्थिक दण्ड अधिरोपित किया जायेगा।

- 1- यह शासनदेश इलेक्ट्रानिकली जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नहीं है।
- 2- इस शासनदेश की प्रमाणिकता वेब साइट <http://shasanadesh.up.nic.in> से सत्यापित की जा सकती है।

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



2- उपरोक्तानुसार यथावांछित सेवायें जेम पोर्टल पर उपलब्ध होने पर जेम पोर्टल से ही क्रय की जायेंगी। जेम पोर्टल पर क्रय हेतु अद्यतन आदेशों का अनुपालन सुनिश्चित किया जायेगा। आर0एफ0पी0 में सम्मिलित वित्तीय भाव पत्र के अनुसार सेवा प्रदाता (SP) द्वारा की गयी वित्तीय ऑफर को स्वीकृत किये जाने के उपरान्त ऐसी सेवायें जिनकी व्यवस्था निर्धारित कार्यक्षेत्र (scope of work) के अंतर्गत उपलब्ध कराया जाना, चयनित सेवा प्रदाता (SP) का उत्तरदायित्व होगा, के सम्बन्ध में सेवा प्रदाता अपने स्तर से व्यवस्था सुनिश्चित करेंगे।

3- आर0एफ0पी0 में अनुबन्ध की अवधि 05 वर्ष है तथा चयनित सेवा प्रदाता को approved rate का प्रतिवर्ष 08 प्रतिशत की दर से increment दिया जायेगा। आर0एफ0पी0 के बिन्दु 5.1 के अनुसार अनुबंध की अवधि 05 वर्ष निर्धारित है तथा आर0एफ0पी0 के आर्टिकल 5 के बिन्दु 5.2 (1) में सेवा प्रदाता के साथ अनुबंध अवधि के विस्तार के सम्बन्ध में प्राविधानित किया गया है कि चार वर्ष की अवधि तक यदि सेवा प्रदाता पर अधिरोपित परिसमापन हर्जाना (liquidated damages) 10 प्रतिशत से कम होगा, तभी उसकी सेवायें संतोषजनक श्रेणी में परिभाषित की जायेंगी और वह अनुबंध अवधि के विस्तार हेतु पात्र होगा, अन्यथा की स्थिति में विस्तार का पात्र नहीं होगा।

4- कृपया तदनुसार 108 इमरजेन्सी मेडिकल ट्रांसपोर्ट सेवा के द्वितीय चरण हेतु आपरेटर के चयन के सम्बन्ध में कार्यवाही सुनिश्चित करते हुए प्रकरण में प्रगति से शासन को समय-समय पर अवगत कराने का कष्ट करें।

संलग्नक:-संश्लेषण (अनुलग्नक-1 एवं 2)

भवदीय,

(प्रशान्त विवेदी)

प्रमुख सचिव।

संख्या एवं दिनांक उपरोक्तानुसार।

प्रतिलिपि निम्नलिखित को सूचनायें एवं आवश्यक कार्यवाही हेतु प्रेषित :-

- 1- अपर मुख्य सचिव/प्रमुख सचिव, वित्त विभाग, 30प्र0 शासन।
- 2- अपर मुख्य सचिव/प्रमुख सचिव, न्याय विभाग, 30प्र0 शासन।
- 3- अपर मुख्य सचिव/प्रमुख सचिव, कार्मिक विभाग, 30प्र0 शासन।
- 4- अपर मुख्य सचिव/प्रमुख सचिव, नियोजन विभाग, 30प्र0 शासन।
- 5- अपर मुख्य सचिव/प्रमुख सचिव, अवस्थापना एवं औद्योगिक विकास विभाग, 30प्र0 शासन।
- 6- अपर मुख्य सचिव/प्रमुख सचिव, सूक्ष्म, लघु एवं मध्यम उद्यम विभाग, 30प्र0 शासन।
- 7- अपर मुख्य सचिव/प्रमुख सचिव, परिवहन विभाग, 30प्र0 शासन।
- 8- सचिव, सूचना प्रौद्योगिकी एवं इलेक्ट्रॉनिक्स विभाग, 30प्र0 शासन।
- 9- स्टाफ अफसर, मुख्य सचिव, 30प्र0 शासन।
- 10- महानिदेशक, परिवार कल्याण, 30प्र0, लखनऊ।
- 11- महानिदेशक, चिकित्सा शिक्षा, 30प्र0, लखनऊ।
- 12- मिशन निदेशक, राष्ट्रीय स्वास्थ्य मिशन, 30प्र0, लखनऊ।
- 13- परियोजना निदेशक, यू0पी0एच0एस0एस0पी0, 30प्र0, लखनऊ।
- 14- अधिशासी निदेशक, 30प्र0 तकनीकी सहयोग इकाई, लखनऊ।
- 15- समस्त मण्डलायुक्त, उत्तर प्रदेश।
- 16- समस्त जिलाधिकारी, उत्तर प्रदेश।

1- यह शासनादेश इलेक्ट्रॉनिकी जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नहीं है।

2- इस शासनादेश की प्रमाणिकता वेब साइट <http://shasanadesh.un.nic.in> से सत्यापित की जा सकती है।

(डा० पद्माकर सिंह)

महानिदेशक,

चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।

- 17- समस्त मण्डलीय अपर निदेशक, चिकित्सा स्वास्थ्य एवं परिवार कल्याण, 3090।
- 18- समस्त मुख्य चिकित्सा अधिकारी, उत्तर प्रदेश।
- 19- समस्त अनुभाग, चिकित्सा एवं स्वास्थ्य विभाग, 3090 शासन।
- 20- गार्ड फाइल।

आज्ञा से,

(राम नगीना मौर्य)  
संयुक्त सचिव।

- 1- यह शासनादेश इलेक्ट्रॉनिकी जारी किया गया है, अतः इस पर हस्ताक्षर की आवश्यकता नहीं है।
- 2- इस शासनादेश की प्रतिलिपि वेब साइट <http://shasanadesh.up.nic.in> से सत्यापित की जा सकती है।

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



R  
28/02/19

मुख्य सचिव, उ०प्र० शासन की अध्यक्षता में 108 एम्बुलेंस के टेण्डर हेतु कमेटी ऑफ सेक्रेटरीज की दिनांक-16.02.2019 अपराह्न 12:30 बजे मुख्य सचिव समाक्ष में सम्पन्न हुई बैठक का कार्यवृत्त।

बैठक की उपस्थिति संलग्न है।

2- परियोजना की पृष्ठ भूमि (Project Background):-

The Department of Medical Health and Family Welfare, Government of Uttar Pradesh (the "GoUP") is committed to improving the health scenario in the state of Uttar Pradesh and is engaged in the development of health infrastructure and provisioning of effective healthcare services across the state. The Authority intends to provide Emergency Medical Transport Service to the entire population of Uttar Pradesh through a fleet of 2200 (two thousand and two hundred) ambulances divided into two clusters - U.P. East & U.P. West as per the telecom circle. In this regard, the Department of Medical Health and Family Welfare, GoUP (the "Authority") invited prospective agencies (Ambulance Service Providers) with previous experience in relevant field for implementation of 108 ambulance service of Uttar Pradesh and had decided to carry out the bidding process for selection of the private Service Providers to whom the Project may be awarded. Uttar Pradesh Medical Supplies Corporation Ltd. (UPMSCL) acted as the procurement agency for the same.

3- निविदा प्रक्रिया (Bidding Process)

3.1 The RFQ cum RFP was issued on 13th July 2018 bearing bid reference number UPMSCL/EQ/RFP/RFQ/15/25. The pre bid meeting was held on 27th July 2018. The corrigendum was published on 27th November 2018. The tender documents were re-tendered vide no. UPMSCL/EQ/RFP/RFQ/15/25/R-Ten on 11th December 2018 due to a procedural issue with the same content as the previous RFQ cum RFP.

Event Description	Date
Issue of Bid Documents vide UPMSCL/EQ/RFP/RFQ/15/25	13 <sup>th</sup> July 2018
Pre-bid meeting	27 <sup>th</sup> July 2018
Retendering vide UPMSCL/EQ/RFP/RFQ/15/25/R-Ten	11 <sup>th</sup> December 2018
Bid Due Date and time	24 <sup>th</sup> December 2018
Opening of Qualification Bids	24 <sup>th</sup> December 2018
Sub-committee meeting of PPPBEC for Technical Evaluation	31 <sup>st</sup> January 2019 at 1500 hours
PPPBEC meeting for Financial Opening	31 <sup>st</sup> January 2019 at 1530 hours

Handwritten notes and signatures: "R" (circled), "28/02/19", "A.K. 1/5/19", "K.S. (7)", "1/5/19", "28/02/19", "1/5/19", "1/5/19".

Handwritten signature: "ky"  
(डॉ० पद्माकर सिंह)  
अधीक्षक,  
विजिला एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।





Emergency Medical Transport Services in Uttar Pradesh" to the lowest bidder i.e. GVK EMRI for both the clusters.

उक्त निर्णयों के साथ बैठक सधन्यवाद समाप्त हुई।

प्रशान्त त्रिवेदी  
प्रमुख सचिव।

उत्तर प्रदेश शासन  
चिकित्सा अनुभाग-1  
संख्या- 372/पॉच-1-2019-5(36)/2017 टी.सी. 177  
लखनऊ: दिनांक 22 फरवरी, 2019

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित:-

- 1- आयुक्त, अवस्थापना एवं औद्योगिक विकास विभाग, उ०प्र० शासन।
- 2- अपर मुख्य सचिव, वित्त विभाग, उ०प्र० शासन।
- 3- अपर मुख्य सचिव, नियोजन विभाग, उ०प्र० शासन।
- 4- प्रमुख सचिव, न्याय विभाग, उ०प्र० शासन।
- 5- प्रमुख सचिव, अवस्थापना एवं औद्योगिक विकास विभाग, उ०प्र० शासन।
- 6- प्रमुख सचिव, मुख्यमंत्री, उ०प्र० शासन।
- 7- स्टाफ आफिसर, मुख्य सचिव, उ०प्र०।
- 8- महानिदेशक, चिकित्सा एवं स्वास्थ्य सेवाएँ, उ०प्र० लखनऊ।
- 9- महानिदेशक, परिवार कल्याण, उ०प्र० लखनऊ।
- 10- मिशन निदेशक, राष्ट्रीय स्वास्थ्य मिशन, उ०प्र० लखनऊ।
- 11- प्रबन्ध निदेशक, उ०प्र० मेडिकल सप्लायज कार्पोरेशन लि०, लखनऊ।
- 12- अधिशासी निदेशक, यू०पी०टी०एस०यू०, उ०प्र० लखनऊ।
- 13- गार्ड फाईल।

महानिदेशक चिकित्सा  
संज्ञांक... 1361...  
दिनांक... 27/2...  
अपर निदेशक (विद्युत)  
am  
स्टाफ आफिसर  
चिकित्सा : सेवाएँ  
उ० प्र०, लखनऊ

आज्ञा से,

(हरनाम)  
उप सचिव।

(डॉ० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।





मुख्य सचिव, उ०प्र० शासन की अध्यक्षता में दिनांक 16.02.2019 को अपराह्न 12.30 बजे लोक भवन स्थित उनके समाकक्ष में आहूत 108 एम्बुलेंस के टेण्डर हेतु कमेटी ऑफ सेक्रेटरीज की बैठक में उपस्थित अधिकारीगण।

क्रमांक	नाम/पदनाम	विभाग का नाम	मोबाइल नंबर	हस्ताक्षर
1				
2				
3	रणधीर सिंह, सि.सि. (सि.सि.)	—प०	9415442333	
4	डा० पद्मनाभ सिंह, ज्योतिषी	सी.पी.एस.	9452680296	
5	डी.के.ए.ए.ए., एम.एडि.ए.ए. (सि.सि.)	सि.सि.	9415062491	
6	अनकानसदा/समाप्त	सि.सि.		
7	पंकज कुमार, MD NHM	Health	7380388884	
8	वसंतकुमार, ED, UPTSU	UPTSU	8130434455	
9	शुभ सिंह, MD UPMSC	UPM.SCL	9424207778	
10	अंजु कथुरिया, EY	CONSULTANT	9811280785	
11	ऋषभ खंजल	UPTSU	8953435005	
12	अनिर्वण तावतदार	UPMSCL.	9859914023	
13				
14				
15				

(डा० पद्मनाभ सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।



R  
26/2/19

महत्वपूर्ण / समयबद्ध  
संख्या-375/पांच-1-2019-5(36)/2017 टीसी-IV

प्रेषक,  
प्रशान्त त्रिवेदी,  
प्रमुख सचिव,  
उत्तर प्रदेश शासन।  
सेवा में,  
प्रबन्ध निदेशक  
उ0प्र0 मेडिकल सप्लाईज कारपोरेशन लिमिटेड,  
लखनऊ।

चिकित्सा अनुभाग-1

लखनऊ: दिनांक 22 फरवरी, 2019

विषय:- 108 इमरजेन्सी मेडिकल ट्रान्सपोर्ट सेवा के द्वितीय चरण के संचालन के संबंध में।  
महोदय,

उपर्युक्त के संबंध में अपने पत्र संख्या-3580/यू0पी0एम0सी0एल0/एम0डी0 दिनांक-24.01.2019 का कृपया संदर्भ ग्रहण करने का कष्ट करें जिसके द्वारा 108 एम्बुलेंस के टेण्डर हेतु कमेटी ऑफ सेक्रेटरीज की बैठक आहूत किये जाने हेतु मुख्य सचिव उ0प्र0 शासन से तिथि/समय निर्धारित कराने का अनुरोध किया गया है।

2- इस संबंध में अवगत कराना है कि 108 एम्बुलेंस के टेण्डर हेतु कमेटी ऑफ सेक्रेटरीज की बैठक दिनांक-16.02.2019 अपराह्न 12:30 बजे मुख्य सचिव की अध्यक्षता में उनके सभा कक्ष में संबंधित अधिकारियों के साथ आहूत की गई। संबंधित अधिकारियों के साथ आप भी उक्त बैठक में उपस्थित रही। मुख्य सचिव महोदय की अध्यक्षता में सम्पन्न हुई बैठक दिनांक-16.02.2019 का कार्यवृत्त चिकित्सा अनुभाग-1 के पत्र सं-पांच-1-19-5(36)/17 टी0सी04 दिनांक-22.02.2019 निर्गत किया गया है। कम्पनी ऑफ सेक्रेटरीज की बैठक में जी0वी0के0 ई0एम0आर0आई0 को 108 एम्बुलेंस के संचालन हेतु चयनित किया गया है।

3- 108 इमरजेन्सी मेडिकल ट्रान्सपोर्ट सेवा के द्वितीय चरण हेतु आपरेटर के चयन के संबंध में शासनादेश संख्या-2113/पांच-1-2018-5(57)/2018, दिनांक-07.01.2019 के द्वारा द्वितीय चरण हेतु आर0एफ0पी0 की स्वीकृति प्रदान की गयी है।

4- अतएव इस सम्बन्ध में मुझे यह कहने का निदेश हुआ है कि 108 इमरजेन्सी मेडिकल ट्रान्सपोर्ट सेवा के द्वितीय चरण के संचालन के संबंध में शासनादेश दिनांक-07.01.2019 एवं कार्यवृत्त दिनांक 22.02.2019 के निर्देशानुसार तत्काल अग्रतर कार्यवाही सुनिश्चित कराते हुए प्रकरण की प्रगति से समय-समय शासन को अवगत कराने का कष्ट करें।

महानिदेशक चिकित्सा  
संख्या-1328  
दिनांक-22/2/19  
के.ए. त्रिवेदी  
(सचिव)

भवदीय,

(प्रशान्त त्रिवेदी)  
प्रमुख सचिव।

संख्या एवं दिनांक उपरोक्तानुसार।

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित:-

- (1) महानिदेशक, चिकित्सा एवं स्वास्थ्य सेवायें उ0प्र0 लखनऊ।
- (2) महानिदेशक, परिवार कल्याण उ0प्र0, लखनऊ।
- (3) मिशन निदेशक, एन0एच0एम0, लखनऊ।
- (4) अधिशासी निदेशक, यू0पी0टी0एस0यू0, लखनऊ।
- (5) अपर निदेशक(विद्युत), चिकित्सा एवं स्वास्थ्य सेवायें, उ0प्र0।
- (6) मुख्य कार्यकारी अधिकारी, जी0वी0के0-ई0एम0आर0आई0, लखनऊ।
- (7) गार्ड फाइल।

DD  
22/2/19  
22/2/19  
AR(H)  
22/2/19

आज्ञा से,

(हरनाम)  
उप सचिव।

2019/02/22 10:45:00

(जी० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवायें,  
उत्तर प्रदेश।





## Uttar Pradesh Medical Supplies Corporation Limited

(A Govt. of Uttar Pradesh Undertaking)

GSTIN: 09AACCU2250P1ZZ CIN: U85310UP2018SGC102425

Letter No. 1539 /EQ/UPMSCL/2019

Date 23.02.2019

### Letter of Award

From,  
Ms. Shruti Singh, IAS,  
Managing Director  
Uttar Pradesh Medical Supplies Corporation Limited  
Lucknow

To,  
Mr. Rajesh Waghmare,  
Sr. Vice President-Operations,  
GVK Emergency Management & Research Institute  
DevarYamzai, Medchal Road, Secunderabad,  
Telangana-500078  
Email: rajesh\_waghmare@emri.in  
Phone: 040-23462178

Subject:- Issue of Letter of Award (LOA) to GVK Emergency Management & Research Institute under RFQ cum RFP for "Selection of Service Provider for 108 Emergency Medical Transport Services in Uttar Pradesh"

#### Reference:

1. RFQ cum RFP dated 13<sup>th</sup> July 2018, bearing Tender Number: UPMSCL/EQ/RFP/RFQ/15/25/R- Tenre-tendered on 11<sup>th</sup> December 2018 (hereinafter collectively referred to as "RFQ cum RFP")
2. Bid submitted by GVK Emergency Management & Research Institute dated 24<sup>th</sup> December 2018, ("Bid")

Dear Sir,

1. With reference to your Bid dated 24<sup>th</sup> December 2018, submitted under the terms of the RFQ Cum RFP for "Selection of Service Provider for 108 Emergency Medical Transport Services in Uttar Pradesh", we are pleased to inform you that, pursuant to the technical bid evaluation and financial bid opening in the meeting held on 31<sup>st</sup> January 2019 at 1530 hours, your financial quote namely, INR 1,44,999 (Rupees One Lakh Forty Four Thousand Nine Hundred and Ninety Nine Only) per ambulance per month fee for the first year for West Cluster, has been accepted and you have been identified as the 'Selected Bidder' for the project, subject to and in accordance with the provisions of RFQ Cum RFP.
2. In view of the above, you are requested to convey your unconditional acknowledgement of this Letter of Award, within 7 (Seven) days from the date of issue of the LOA, and return to MD, UPMSCL a duly signed duplicate copy of LOA executed by your authorized signatory. In case, you, the Selected Bidder fails to comply and convey your unconditional acknowledgement of this Letter of Award, then Authority shall be entitled to encash your Bid Security as per terms of the RFQ cum RFP as Damages.
3. Without prejudice to the requirement of unconditional acknowledgement of the LOA and regardless of the same, you, the Selected Bidder is also required to unconditionally fulfill all the pre-condition stipulated in the RFQ Cum RFP including the following pre-conditions for

Registered Office : SUDA Bhawan, 7/23, Sector-7, Gomti Nagar Extension, Lucknow-226010  
E-Mail: [equipment@upmsc.in](mailto:equipment@upmsc.in) Website: [www.upmsc.in](http://www.upmsc.in) Contact Number: 0522-2838102

(डॉ० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।





## Uttar Pradesh Medical Supplies Corporation Limited

(A Govt. of Uttar Pradesh Undertaking)

GSTIN: 09AACCU2250P1ZZ CIN: U85310UP2018SGC102425

commencement of the Project development subject to and in accordance with the provisions of RFQ Cum RFP :-

Post conveying the unconditional acknowledgement of this Letter of Award as per above provision, you, the Selected Bidder is required to:-

- i. Submit to Director General, Medical and Health Services, Uttar Pradesh within 15 days from the issuance of this Letter of Award, Performance Security in form of an irrevocable bank guarantee from a scheduled commercial bank for a sum equivalent to Rs.5,94,20,590/- (Rupees Five Crores Ninety Four Lakhs Twenty Thousand and Five Hundred Ninety Only) as per the format specified in Schedule 8 of the RFQ cum RFP in favour of Director General, Medical and Health Services, Uttar Pradesh. It shall be valid and remain in force and effect up till 180 days after the expiry of the Term or Extended Term, if any.
  - ii. Execute the Service Agreement with Director General, Medical and Health Services, Uttar Pradesh within 45 days of date of acceptance of Letter of Award; and in the event of failure to comply, Director General, Medical and Health Services, Uttar Pradesh shall be entitled to encash the Bid Security as Damages.
4. In the event of failure of the Selected Bidder to comply with one or more of the pre-conditions as set out under the RFQ cum RFP and enumerated under this Letter of Award, for commencement of project development, MD,UPMSCL or Director General, Medical and Health Services, Uttar Pradesh shall be entitled to nullify, cancel and revoke this LOA and encash the Bid Security, in which event, the Selected Bidder and/or any person claiming under or through it, shall have no claim whatsoever against MD,UPMSCL or Director General, Medical and Health Services, Uttar Pradesh.

Yours sincerely,

/

Managing Director  
Uttar Pradesh Medical Supplies  
Corporation Limited  
Lucknow

Letter No. /EQ/UPMSCL/2019  
Copy for information to:-

Date 23.02.2019

1. Principal Secretary, Medical Health & Family Welfare Department, GoUP. for information
2. Director General, Medical and Health Services, Uttar Pradesh for further necessary action regarding signing of agreement.
3. Mission Director, NHM, UP for information.

/

Managing Director  
Uttar Pradesh Medical Supplies  
Corporation Limited  
Lucknow

Registered Office : SUDA Bhawan, 7/23, Sector-7, Gomti Nagar Extension, Lucknow-226010  
E-Mail: [equipment@upmsc.in](mailto:equipment@upmsc.in) Website: [www.upmsc.in](http://www.upmsc.in) Contact Number: 0522-2638102

(डा० पद्माकर सिंह)  
महानिदेशक,  
चिकित्सा एवं स्वास्थ्य सेवाएँ,  
उत्तर प्रदेश।

