



# OIL & NATURAL GAS CORPORATION (WOU) KARMACHARI SANGHTANA

AFFILIATED TO - PETROLIUM & GAS WORKERS' FEDERATION OF INDIA

Reg. No. (By - II - 8268)

Tel.: 022-26274102

Flat No.102, 1st Floor, Acme Harmony-I, Poonam Nagar, Off. JV Link Road, Andheri (E), Mumbai - 400 093.

REF. : ONGC/KS/ 78 /2021

DATE : 08/02/2021

To,  
The GGM - HRO,  
ONGC - WOU,  
NBP Green Heights, BKC,  
Bandra (East)  
Mumbai : 400 051.

a/c

मिडिलेरी विभाग  
MEDICAL SECT  
DATE 05  
10.02.21

**Subject : Empanelment of Zen Hospital by ONGC.**

Respected Sir,

We are in a receipt of proposal from **Zen Hospital** for empanelment on ONGC panel. Please find enclosed the copy of the same for your perusal. Almost 16 months have passed but above said Hospital has not been taken on ONGC panel till date. The employees residing in the "**Chembur & around Area**" are pressurizing hard for the said Hospital.

The **Zen Hospital** is centrally located in Mumbai city which is accessible from central, western & Harbour lines of Mumbai. Moreover Zen Hospital is also empanelled by most of PSU's in Mumbai e.g. **IOCL, HPCL, BPCL, RCF, Air India, Mazgaon Dock, Mumbai Port Trust, RBI, SBI, Airport Authority, Hindustan Unilever Ltd., Nabard, Bhel** etc. It is on panel for mediclaims through New India Assurance Co. Ltd., The Oriental Insurance Ltd. etc.

Empanelment of this Hospital will be definitely beneficial to our employees and their families staying around.

Your esteemed authority is requested to kindly look into the matter and direction may please be given to medical section to initiate the proposal at the earliest for empanelment.

Thanking You,  
Yours faithfully,

a/c

(Pradeep Mayekar)  
General Secretary

M. Wate  
10/2/2021

**Copy to :** GM - I/c IR, ONGC-WOU, Gr. Heights, Bandra (E), Mum : 51  
GM- I/C Medical, ONGC-WOU, Green Heights, Bandra (E), Mum : 51.



**OIL AND NATURAL GAS CORPORATION LTD**  
**Regional Office, Medical Section**  
Q- 3, 2<sup>nd</sup> Floor, NBP Green Heights  
BKC,Bandra(E), Mumbai 400 051  
Tel: 26275206

No: WOU/RO/MS/Zen hospital/1-22

Date:23.03.2022

To,

**Prashant H. Pawar**  
General Manager – Marketing  
Zen Multispecialty Hospital,  
Pl. No.-425/437,  
10<sup>th</sup> Road, Chembur (E)  
Mumbai-400071

**Sub: New empanelment of Zen Hospital, Chembur**

Sir,

This has reference to your mail on 23.06.2021 regarding fresh empanelment of Zen Multispecialty Hospital, Chembur.

ONGC, Mumbai is pleased to empanel your hospital with effective from **01.04.2022** and the schedule of charges will be valid for a period up to **31.03.2024** with provision for extension of one more year on same rates, terms & conditions.

1. The schedule of charges include consultation and visiting charges of doctors, accommodation, various procedures, investigations and gradation of surgeries etc.
2. **Entitlement of accommodation**

ONGC has different levels of officers/employees and their entitlement of accommodation for indoor treatment is as follows:

Sl. No.	Level of Employee in ONGC	Entitlement in Zen Hospital, Chembur(E)	Room rent
1.	Class IV and Class III	Deluxe(Twin Sharing room)	3000
2.	S level , E0 and above	Single AC(Private room)	5000

Above entitlements will be mentioned in ONGC Credit Authorisation Letter. The accommodation is to be given strictly according to the entitled class.

## OPD Consultation Charges :

Particulars	Consultation charges	1 <sup>st</sup> Follow up charges	2 <sup>nd</sup> follow up charges
Specialist	800	500	450
Super Specialist	1000	600	530

Note: Follow up consultation is valid for 21 days from the date of first consultation.

- There is a discount of **7%** on overall IPD bill excluding consumables, implants, pharmacy, blood and blood products and 7% discount is also offered on OPD consultation and all investigations excluding outsource tests.
- Credit letters are also issued for OPD, for which there is a minimum ceiling limit of Rs.1000/- for single investigation and Rs. 1500/- for more than one investigation. For the charges below to this (Rs. 1000/- for single and Rs.1500/- for multiple investigations) payment is to be collected from the patients directly. For all credit patients, hospital should provide duplicate bills/receipts vouchers to patients and original copy to be forwarded to ONGC along with other relevant treatment documents.
- Day care cases may be admitted in General ward/twin shared room and will be applicable in all categories except Board members.
- Cataract Surgery Package :**  
The rate for Cataract Surgery Package is Rs. 37,950/= (incl. of lens cost of Rs. 7,500/=) and applicable for day care.

7. In the case of Indoor Patients who are required to stay beyond 21 days, the hospital should inform I/C Medical Services, ONGC, Mumbai intimating the medical condition of the patient as on date and the justification for continuation of his/her stay.

## 8. Feedback

At the time of discharge, feedback should be obtained from the indoor patients and enclosed along with the bill. Copy of feedback form is enclosed.

- For the ease of working and clarity, you may please obtain the employee's signature on the bill, as an acknowledgement of the treatment taken by the employee/dependent, covering the following details:

CPF No. ....	Name of the employee .....
Name of patient .....	Relationship with employee .....
Date of admission .....	Date of discharge .....
Signature of Employee .....	

10. As per the information furnished by your hospital, the hospital has valid IT exemption Certificate from appropriate authorities and the validity is up to 30.01.2023. The hospital would be required to immediately inform as and when IT Exemption certificate is withdrawn/cancelled/expired.

### **11. Validity period**

The finalized rates are valid with effective from **01.04.2022** for a period up to **31.03.2024** with provision for extension of one more year on same rates, terms & conditions till 31.03.2025.

#### **You may also please note that:**

1. ONGC will not pay any Service charges.
2. Ayurvedic/Homeopathy treatment are normally not allowed.
3. Dental treatment is not permitted. For dental emergency cases prior permission of I/C Medical should be taken.
4. Bariatric and cosmetic surgeries are not permitted.
5. OPD consultation for diet, dental, physiotherapy and lactation is not admissible.
6. Physiotherapy will be allowed once per day for indoor patients on recommendation of treating Specialist.
7. Payment of non-medical item, such as telephone, Food and Beverages which are not included in the room tariff, cosmetic items etc., should be collected from the patients directly and ONGC will not entertain any such bills. However, patient may be informed of the same well in advance before discharge. List of non-admissible items is provided with this letter.
8. **For any new procedures, which are not included in ONGC credit letter or not covered in the approved rate list, you may intimate I/C Medical Services by furnishing the full details for approval of the rate (s) well in advance.**
9. ONGC shall reserve the right to share treatment records of patients during the treatment of or after the treatment.
10. Hospital bills should indicate batch No./ Lot No. against each medicines used in the treatment.
11. No Nursing charges or administrative charges shall be allowed.
12. The cost of the stent will be paid as per the government guidelines.
13. Bills for the OPD and IPD treatment should be submitted to ONGC within a period of one month through **Vendor Invoice Management (VIMs) portal** only and hard copy with all supportive documents is required to be submitted to the Office of I/C-Medical Services, WOU, ONGC, Mumbai.
14. In case of inadvertent payment of higher entitlement, ONGC reserve the right to get it refunded/deduct from your pending bills.
15. **The bills should be certified by the hospital authorities stating that the rates are as per agreed ONGC tariff.**
16. For high cost procedures, vacuum dressing and Implants prior permission be obtained from the I/C Medical Services.
17. In cases of emergency and in the absence of the Authorization Letter or non-confirmation by Medical Officer regarding class of admission by telephone/SMS/Email on presenting valid Identify card, for providing Medical Facilities to the Employees, the Hospital shall make provision of Twin Sharing.

18. Billing will be done as per the allotted class. In case, the entitled class of bed is not available, then the lower class of bed shall be allotted to a patient and transfer of the patient to his/her entitled class shall be done on the basis of availability.
19. The PPE kit charges for COVID-19 shall be as per the agreed tariff or MRP whichever is lower.
20. Any other instructions being issued by ONGC from time to time shall be adhered to.

In token of acceptance of the above rates, terms and conditions mentioned above, you are requested to sign the duplicate copy of this letter and send it to us for our record.

Yours Sincerely,

*Kalita 23-03-2022*

(Dr. Madhuri Kalita)  
GM- I/C Medical Services

- Encl: 1. Non admissible items  
2. Inadmissible medicines  
3. Feedback form

डॉ. माधुरी पी. कलिता  
महाप्रबंधक (एम. एस.) प्रभावी स्वस्थ सेवाएं  
ओ. एन. जी. सी. डी. का. मुंबई  
Dr. Madhuri P. Kalita  
GM (MS) - I/c Medical Services  
ONGC, R.O., Mumbai