

OFFICE OF THE MISSION DIRECTOR
NATIONAL HEALTH MISSION
GOVERNMENT OF TRIPURA
SHIFW Building, 1st Floor, Palace Compound, Agartala

No.F.3 (5-2967)-FWPM/SHFWS/CT Scan/2016/Vol-I

17728

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7th August
Dated 7th Aug 2019


MEMORANDUM

Subject: Citizen Charter to prevent inordinate delays of payment procedure for provision of Computed Tomography (CT) Scan services at District Hospitals – Reg.

As per **clause 1.1.11.15** of the Contract Agreement executed between State Health & Family Welfare Society, Tripura and Teresa Diagnostic Centre, Agartala for provision of Computed Tomography (CT) Scan services at District Hospitals, payment is to be done on weekly basis subject to submission of requisite service evidences by the Service Provider. In order to prevent inordinate delays of payment, following guidelines deemed as Citizen Charter is hereby issued for compliance by all concerned henceforth:-

Sl.	Particulars	Responsibility	Frequency / Time Frame
1.	Submission of CT Scan images (in CD) and test reports (both in soft and hard) to the Medical Superintendent of the District Hospital.	Service Provider	Weekly
2.	Submission of service evidences (No Fee receipts and prescribed Requisition Forms containing History Sheet of patients) to the District Hospital Authority.	Service Provider	Weekly
3.	Exercise sample checking of CT Scan images and certification of all service evidences and cross verification with online monitoring dashboard http://teresadiagnosticcenter.in/studyrep.php	Medical Superintendent of the District Hospital	Weekly
4.	Submission of bills supported by service evidences duly certified by Medical Superintendent of the District Hospital to State NHM Office.	Service Provider	Monthly (7 th of the following month or next day, if falling on Govt. Holiday)
5.	Administrative & funding approval for release of payment to the Service Provider.	State Nodal Officer, CT Scan	Within 7(seven) working days of receiving bills.
6.	Online payment of bills by PFMS to the Service Provider.	State Finance Manager	Within 3(three) working days of administrative & funding approval.

3. This takes with immediate effect.


(Dr. Shailesh K. Yadav, IAS)
Mission Director, NHM
Govt. of Tripura


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Copy for information and necessary action to:-

- 1-3 The Medical Superintendent, Gomati DH / North Tripura DH / Dhalai DH.
- 4-6 The Chief Medical Officer, Gomati North Tripura / Dhalai.
7. The State Nodal Officer, CT Scan, Tripura.
8. The State Finance Manager, SH&FWS, Tripura.
9. The Auditor, Directorate of Audit (Deputed to O/o the MD, NHM, Tripura), Govt. of Tripura, Agartala.
10. Teresa Diagnostic Centre, 7 Hospital Road, Agartala.
11. The Website Section to host the Memorandum in Tripura NHM Website under Mandatory Disclosure.

Copy forwarded to:-

1. PS to the Secretary, H&FW, Govt. of Tripura, Agartala for kind information of Secretary.
2. The Ex-Officio Additional Secretary cum Director of Health Services, Govt. of Tripura, Agartala.


(Dr. Shailesh K. Yadav, IAS)
Mission Director, NHM
Govt. of Tripura