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Medical Superintendent
Himalayan Hospital
(A constituent unit of SRHU)
Swami Ram Nagar, P.O. Jolly Grant
Dehradun-248140

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SERVICE AGREEMENT

This agreement is made at Dehradun on 02/04/2025 between **Swami Rama Himalayan University (SRHU)** a University established under Section 2(f) of UGC Act and enacted vide Uttarakhand Act No. 12 of 2013, having its registered office at, **Swami Ram Nagar, PO Jolly Grant, Doiwala, Dehradun, Uttarakhand 248016**, herein referred to as **SRHU, Dehradun**, acting by and through its **Medical Superintendent, Dr. Rajesh Maheshwari**, authorized to execute this agreement.

And

M/s ASTRON HOSPITAL & HEALTHCARE CONSULTANTS PVT. LTD., having its registered office at 6117/3 Sector D-6, Vasant Kunj, New Delhi-110 070, herein after called "**ASTRON**", and acting by and through its Chief Operating Officer **Mr. Ashish Bhatia**, authorised to execute this agreement.

Whereas, **SRHU, Dehradun** and **ASTRON** have agreed to an agreement whereby Medical Superintendent will engage **ASTRON** to provide to **SRHU, Dehradun** services, for NABH Sustenance of the organisation for accreditation by National Accreditation Board for Hospitals and Healthcare Providers (**N.A.B.H.**) for the Hospital associated with **SRHU**.

Terms and Conditions:

A. Sustenance of NABH Accreditation

1. Scope of Consultancy Services.

1. Assistance in developing and reviewing the hospital plan for Sustenance of NABH Accreditation
2. Orientation, training and assistance towards developing an organisational quality structure and culture that would set the pace for involving and integrating the hospital staff in the Sustenance of NABH accreditation process.
3. Assistance in organisation and formulation of committees and teams.
4. Guidance on the Development of Quality Assurance Programme.
5. Assistance in the Development of Documents, (SOPs, Manuals, Policies, instructions for the hospital, departments, infection control, etc) modulating the existing system and suggesting changes to support accreditation norms. Where required documents will be developed in collaboration with the **SRHU, Dehradun** staff. **ASTRON** would not develop the documents on behalf of **SRHU, Dehradun**, as it would defeat the purpose of sustainability and compliance.
6. Assistance in the Development of Record Keeping Programme of **SRHU, Dehradun** through guidance on the
 - a. Organising of records
 - b. Development of formats wherever required
 - c. Operationalising of Monitoring system
7. Organisation of Training programmes throughout the sustenance of NABH accreditation process. These training programmes would be generated through
 - a. Consultant trainers and resources

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- b. External trainers and resources
 - c. In house facility trainers and resources – the facility trainers will be identified, from **SRHU, Dehradun**, on an ongoing basis who shall then be deployed to conduct facility wide training programmes. This activity would be start form the inception of the accreditation and the deployment plan shall be constructed keeping in view the hospital plan on accreditation.
8. Facilitation on the development of an **facility assessment programme** through
 - a. Training of **SRHU, Dehradun** staff to conduct assessments – development of internal assessors
 - b. Assistance in organising for internal assessments
 - c. Facilitation in the Conduction of internal assessments
 - d. Assistance in evaluating the results of internal assessment
9. **Monitoring of Sustenance NABH accreditation programme activities**
 - a. Monitoring of documentation and documents developed
 - b. Monitoring of effectiveness of training programmes
 - c. Organising refresher training programmes as per need identified
10. Conduct internal audits based on check lists specific to NABH standards, facility & safety rounds, mock drills, External Audit by consultant from Astron-Head Quarter.
11. **Consultants Visit & Support:**

Astron will depute and facilitate frequent visits of the team: 8 visits by consultant in a month & senior consultant once in a Bi-monthly for sustenance of NABH accreditation.

2. **Support Required from Hospital**

ASTRON would be expecting the following support from **SRHU, DEHRADUN** for implementing Quality Management System leading to **Sustenance NABH Accreditation**.

1. **SRHU, DEHRADUN** shall respond in writing to all written requests from **M/s ASTRON** within ten days.
2. Designation of a nodal person to interact with the **ASTRON** Team
3. A dedicated Quality Assurance Team consisting of at least one Quality Assurance Manager suitably versed in 'Quality in Healthcare' supported by two executives.
4. Providing proactive support in
 - i. Formulation of teams and committees,
 - ii. Conduct of meetings in a scheduled manner,
 - iii. Compilation of Documents with suitable secretarial assistance,
 - iv. Organisation of trainings, audits, performance measurements and assessments.
5. Timely fulfilment of gaps and accreditation compliances as brought forth by the **ASTRON** team.
6. Arranging for existing hospital vendors to facilitate the hospital in meeting quality norms from their end.

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7. Arranging for delivery of lectures or other services from external resources, where required, when undertaking activities related to development of Niche hospital programmes, study on optimisation of services, soft aspects for developing quality management systems and any special audits if the management desires.
8. Any other support that may be required in organisation and implementation of Quality Management System including contractual arrangements.
9. Access to records and documents for undertaking historical and concurrent data analysis.
10. Arranging for interview with various staff members and management personnel. This also includes – (i) intimating the staff in advance about the **ASTRON** team member(s) and (ii) providing a guide to the **ASTRON** team member(s) when on rounds in the **SRHU, DEHRADUN**.
11. Deputing Executives and other staff to assist in undertaking surveys and collecting data – primary and secondary, based on templates developed by the Team at Astron.
12. Providing Logistics support to **ASTRON** team members.

3. COMMERCIALS

The consultancy charges for Sustenance of NABH Standards leading to NABH Accreditation:

Scope of Services	Consultancy Charges
NABH Sustenance	INR 90,000 per month

This fee is exclusive of GST or any other tax as mandated by Government of India and that the same would be paid Hospital as per existing norms from time to time.

In addition to above SRHU will provide free accommodation for the Consultant (s) posted at site for performance of above duties.

SRHU will also provide for local hospitality, accommodation & transport for visiting consulting team from Astron.

All payments as per above schedule to **ASTRON** shall be subject to satisfaction of **SRHU, DEHRADUN** of **ASTRON** compliance of the obligation under this agreement.

Astron will raise an tax invoice for the work performed for **SRHU, Swami Rama Himalayan University** at all stages and **SRHU** will remit the amount electronically within 10 days of raising of the tax invoice, after verifying that the tax invoice is consistent with the work done till that stage.

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4. GENERAL

This agreement shall remain in force from 05/03/2025 for a period of **12 Months** and shall unless specifically extended in writing and agreed upon by both the parties, shall stand terminated on the expiry of initial term subject to having completed all stages as per the agreed agreement.

5. Dispute Resolution

Any dispute and or difference arising out of or relating to this service agreement including interpretation of its terms will be resolved through joint discussion by the authorized representatives of both the parties. However, if the disputes are not resolved then the same shall be resolved through arbitration appointed in accordance with the Indian Laws at Dehradun. The decision of the Arbitrator shall be binding on both the parties. All disputes are subject to the jurisdiction of Dehradun Courts.

For SRHU, Dehradun



Dr. Rajesh Maheshwari
Medical Superintendent

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For Astron Hospital and Healthcare Consultants
Pvt. Ltd.



Mr. Ashish Bhatia
Chief Operating Officer