



ఆంధ్రప్రదేశ్ ఆంధ్ర ప్రదేశ్ ANDHRA PRADESH

*K.Rama Chandravathi*  
AN 794867

Sl. No.: 4481 Date: 19/09/2011.  
Sold To : M.S.R. Swaroop  
S/o : M. Appa Rao. R/o. Hyd  
To Whom : GVK EMRI 108  
Reg No. 187/2005 Ph. 23462222

**K.RAMA CHANDRAVATHI**

Licenced Stamp Vendor

LIC No.16-11-27/1999

REN. No.16-11-5/2011

H.No.6-3-387, Near Himalaya Book World  
Beside Petrol Pump Punjagutta  
HYDERABAD (SOUTH) DISTRICT  
PHONE NO.23351799, 9392490025

**MEMORANDUM OF UNDERSTANDING  
BETWEEN  
GOVERNMENT OF ANDHRA PRADESH  
AND**

**GVK EMERGENCY MANAGEMENT AND RESEARCH INSTITUTE**

This agreement is entered into on the 19<sup>th</sup> day of September 2011 by and between, the Government of Andhra Pradesh represented by the Commissioner of Health and Family Welfare, Health, Medical & Family Welfare Department, Government of Andhra Pradesh, Hyderabad (hereinafter referred to as "State Government" which expression shall include its administrators, successors and assignees) on the ONE PART:

**AND**

GVK Emergency Management and Research Institute, a Not for Profit Organization represented by its Director, having its Head Office at Devar Yamzal, Medchal Road, Secunderabad - 500 014, Andhra Pradesh (hereinafter referred to as "GVK EMRI")

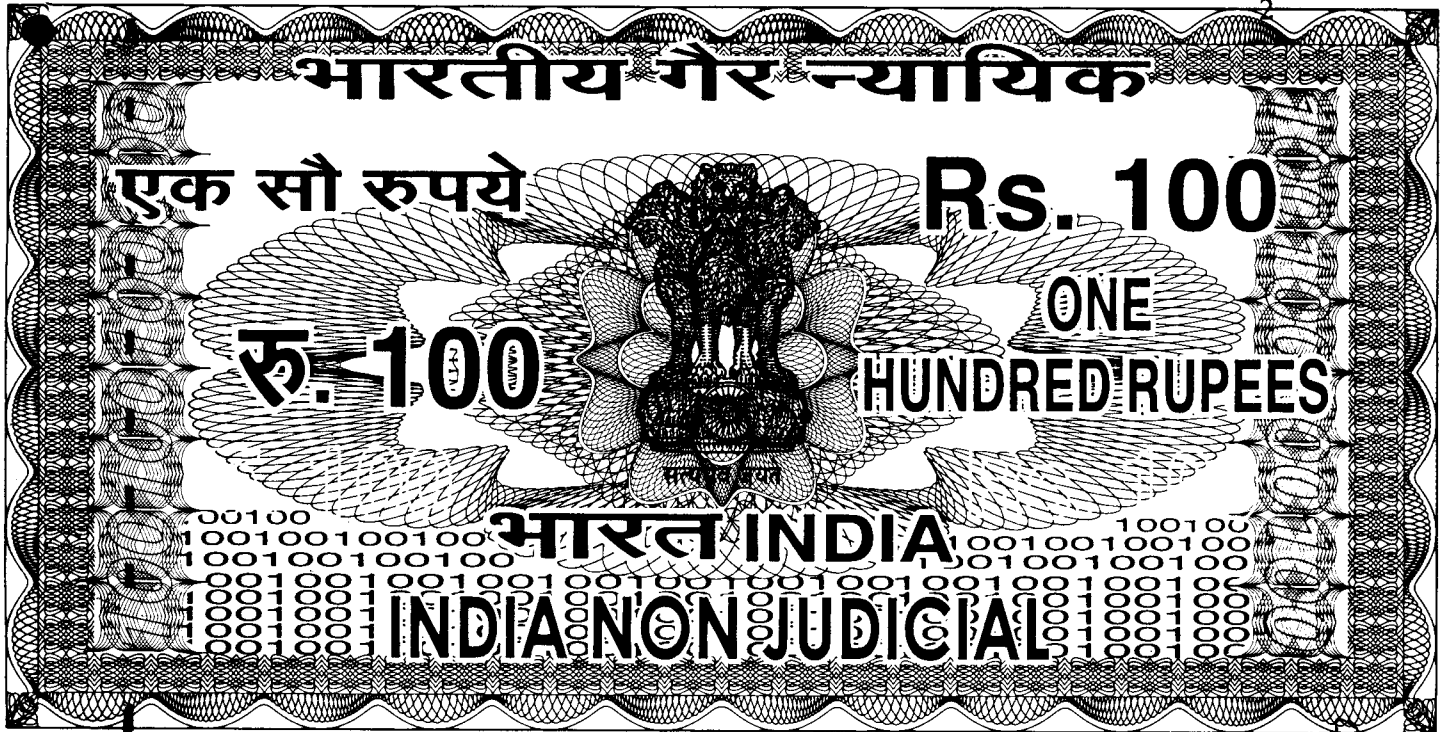
For GVK Emergency Management and Research Institute

*[Signature]*

Director

*[Signature]*  
Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD





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which expression shall include its administrators, successors and assignees) on the  
SECOND PART:

(The State Government and GVK EMRI shall hereinafter be referred individually as  
'Party' and collectively as 'Parties').

**1 PREAMBLE**

Emergency Management and Research Institute ("EMRI"), a not-for-profit organization was established in April, 2005. Later the EMRI has become GVK EMRI after it was taken over by the GVK group in May 2009.

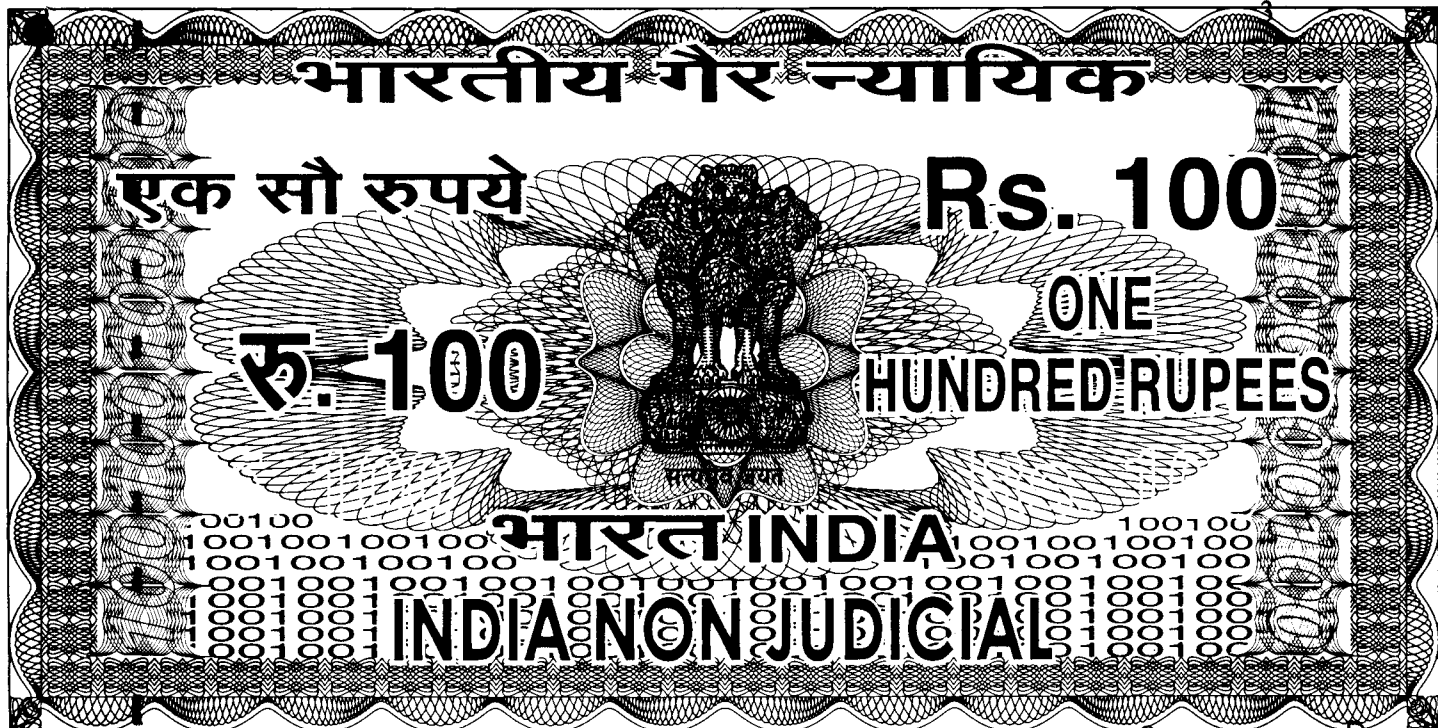
GVK EMRI, apart from providing integrated emergency response services through toll free emergency number (108), has been helping in variety of research projects (prevention, diagnosis, treatment and prognosis) related to emergencies and has been offering various training programs in Emergency Medicine to first responders, emergency medical technicians, paramedics and doctors in emergency skill building.

for GVK Emergency Management and Research ...

Director

*[Signature]*  
Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD.

OFFICE JENNER  
27 APR 2015  
R.O. S. NAGAR



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Four MoUs were earlier signed between the State Government and the erstwhile EMRI (now GVK EMRI), on 2<sup>nd</sup> April 2005, 22<sup>nd</sup> September 2006, 5<sup>th</sup> October 2007 and 5<sup>th</sup> May, 2008 (collectively, the "Earlier MoUs"). Under these earlier MoUs, the State Government provided 732 ambulances in addition to 70 ambulances owned by GVK EMRI which were also pressed into the ERS, thus making a total of 802 ambulances in operation. Of these 802 Ambulances 752 are in operation and 50 Ambulances are used as reserve vehicles.

## 2 OBJECTIVES

- A. Whereas, the State Government intends to improve access to healthcare services, particularly in emergency situations in case of pregnant women, neonates, mothers of neonates, infants and children (in situations of serious ill-health condition), and any other health emergencies in the general population; and thereby help the State to achieve the millennium development goals in the health sector, viz., reduction of Infant Mortality Rate(IMR), reduction of Neonatal Mortality Rate(NMR), reduction of Maternal Mortality Ratio(MMR) etc, and in general improvement of the health-condition amongst the people of the State by improving their ability

For GVK Emergency Management and Research

Director



to access healthcare services in case of emergencies. Further the State Government intends to have a Comprehensive Emergency Management System in the state.

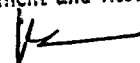
- B. And whereas, the State Government desires to provide emergency response services equitably to all parts of the state with special emphasis on tribal and remote areas.
- C. And whereas, the state Government desires to have standard emergency protocols to be followed by all the Health Institutions and the emergency transport services. Further the State Government desires to have inter-facility transfer of patients from a lower Government health facility to a higher Government health facility.
- D. And whereas, the State Government desires to mainstream and integrate the emergency response services (ERS) with other health initiatives to provide continuity of medical services across the continuum of emergency response services (ERS) and other clinical, therapeutic services by enlarging the scope of the professional and efficient pre-hospital care and ambulance services to all its people.
- E. And whereas, in addition, the State Government is also committed to integrate other emergency response services related to crime and fire accidents into the ERS.
- F. And whereas, the State Government desires to have a comprehensive Emergency fleet policy.
- G. And Whereas, in view of the above, the State Government have decided to further extend the operationalisation of Emergency Health management System under Public and Not for Profit Partnership(PNPP) with GVK EMRI for a period of five years starting from 01.10.2011 to 30.09.2016 (The period of 01.04.2011 to 30.09.2011 will be as per earlier MOU dated:05.05.2008) for strengthening the emergency response services being provided by the GVK EMRI in accordance with the following broad contours:

- i) **The State Government and GVK EMRI estimated and agreed for the Operational expenditure ("OPEX") of Rs.95,000/-(Rupees ninety five thousand only) per ambulance per month for the financial year 2011-2012. The OPEX comprises salaries (Including all statutory requirements such as PF, GIS, Gratuity etc),, fuel, repairs & maintenance, vehicle refurbishments, medical**

For GVK Emergency Management and Research Institute



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Director





consumables, communications, administration expenses, marketing, travel expenses, training expenses, legal and statutory expenses etc., for the 752 ambulances in OPERATION as per details in Schedule A. The requirement of OPEX for the subsequent financial years from 2012-13 to 2016-17 is also estimated and shown at Schedule B.

- ii) The State Government agrees to pay 100% of OPEX, estimated at Schedule A & B.. The salaries of employees whose salary per annum is more than Rs.12,00,000(CTC) will be treated as Management cost and shall not be included in the OPEX.
- iii) All directly identifiable capital expenditure ("CAPEX") relating to the AP Operations shall be borne by the State Government. The CAPEX is estimated at Rs 79,37,66,000/-(Rupees Seventy nine Crore thirty seven lakh and sixty six thousand only) for the financial years 2011-12 to 2015-16 towards procurement of Ambulances, AVLT, Medical Equipment in Ambulances, Up gradation of Ambulances(BLS to ALS)etc. as described at Schedule C.
- iv) The State Government agrees to pay Rs 1.00 Crore per annum for the five years from 2011-12 to 2015-16 towards Capacity Building
- v) All the operations of Call Centre and Ambulances , utilization of funds, Equipment, Ambulances of Andhra Pradesh shall be ring fenced and separate books of accounts including financial performance and assets maintained for these resources. Deployment of these resources will be governed by the Executive Council constituted at para 3.3.2

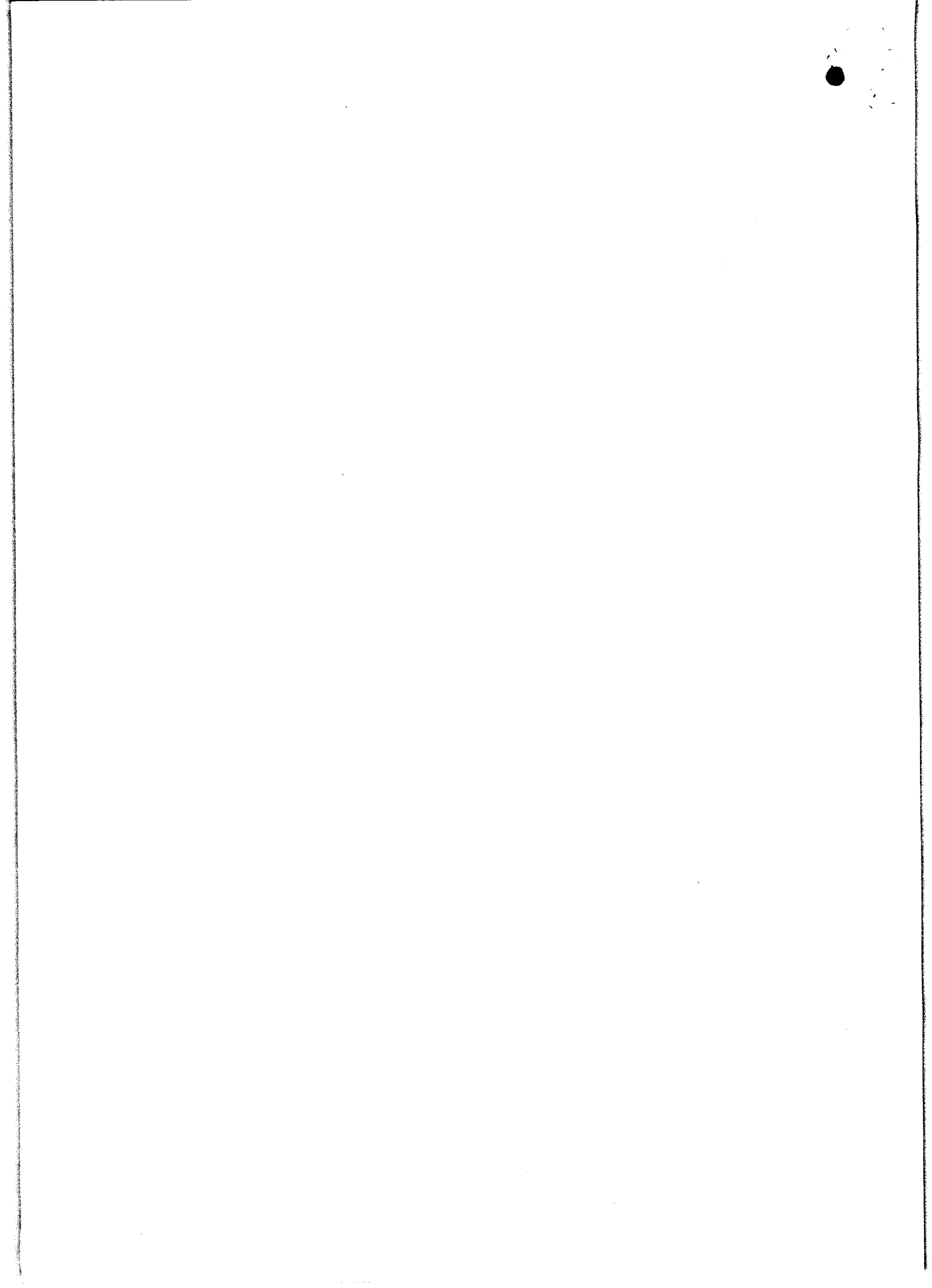
Now, therefore, it is hereby agreed by and between the Parties hereto as under:

When approved by the authorised signatories of both Parties, the following will constitute an agreement between both the Parties upon the following terms and conditions:

For GVK Emergency Management and Research Institute

  
Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD.

  
Director

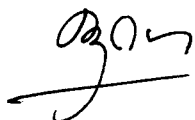


### 3.0.0 STATE GOVERNMENT'S OBLIGATIONS

The State Government represented by the Commissioner of Health and Family Welfare hereby agrees to:

- 3.1.1 Provide autonomy and operational freedom to **GVK-EMRI**, **GVK EMRI** will be continued to be recognised as the State Level service provider to provide emergency response services across the State, in coordination with the public agencies, which will help drive greater transparency, agility, and better citizen service. **GVK EMRI** under Governance of Executive Council shall have the ability to make the following independent decisions, namely :-
- (a) Selection, hiring, appraisals, transfers and termination/dismissal of staff, freedom to avail the staff from HR agencies, preparation of training modules;
  - (b) Processes and procedures followed for provision of emergency response services;
  - (c) Promotional activities undertaken to create awareness;
  - (d) Proliferation of the best practices;
  - (e) Technology development and deployment;
- 3.1.2 Entrust **GVK EMRI** with the responsibility of operationalisation of 802 ambulances (including 70 owned by **GVK EMRI**) of which 752 will be under operation and the remaining 50 will be backup vehicles and also the additional fleet of ambulances to be procured under MOU. All the vehicles shall be provided with Automatic Vehicle Location Tracking System and related software and hardware for tracking the ambulances and capturing data of emergencies attended on real time basis.
- 3.1.3 Provide that funds shall be released quarterly in advance, in respect of OPEX. The quantum of release of funds for the quarter depends on the expenditure incurred in the previous quarter (Releases shall be based on actuals and subject to the ceiling limit shown in Schedule A and B) and submission of certified copies of SOEs and UCs in the proforma given at **Schedule D** as appended to the MoU.
- 3.1.4 Funds towards **CAPEX** as indicated in Schedule C as appended shall be released to **GVK EMRI** immediately after the completion of tender process and before placing of Purchase Orders by EMRI. Procurements shall be done with the prior approval of Government and following due procedure and by the committee constituted for this purpose at para 3.10.0. The Funds shall be released as per actual. Funds towards Capacity Building shall be released as per the action plan approved by the Executive Council.

For GVK Emergency Management and Research Institute



Director

Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD



3.1.5 Provide list of receiving hospitals district – wise for major group of emergencies (maternal/ paediatric/ trauma and medical) from the CHC/ Area Hospitals/ District Hospitals/ Medical College Hospitals and specialty hospitals in the Government.

3.1.6 Provide list of hospitals district-wise for inter-facility transfer (IFT) by **GVK EMRI** ambulances for higher level of care with the proper referral slip from the lower level hospital (referral criteria/ transit care instructions etc.). The inter facility transfer shall be to a higher Government hospital.

3.1.7 Facilitate pre-arrival information from the ambulances to the receiving hospitals listed by providing emergency contact number of receiving hospitals district-wise.

### 3.2.0 Provide Support Services

3.2.1 Provide appropriate parking space(s)/ shelter(s) for the ambulances and rest rooms/ cloak rooms for male and female employees with all required facilities/ amenities at all the locations where the ambulances are stationed, by issuing necessary instructions to the concerned authorities in all the locations.

3.2.2 Issue necessary instructions for making available required emergency medical facilities and strengthen the same in all the primary health centers, community health centers, area hospitals, district hospitals and teaching and other speciality hospitals in the State that are run by the State Government, as well as make all efforts to ensure the availability of medical and paramedical staff, equipments, medical supplies, and drugs for effective handling of emergencies.

### 3.3.0 Constitute the following committees:

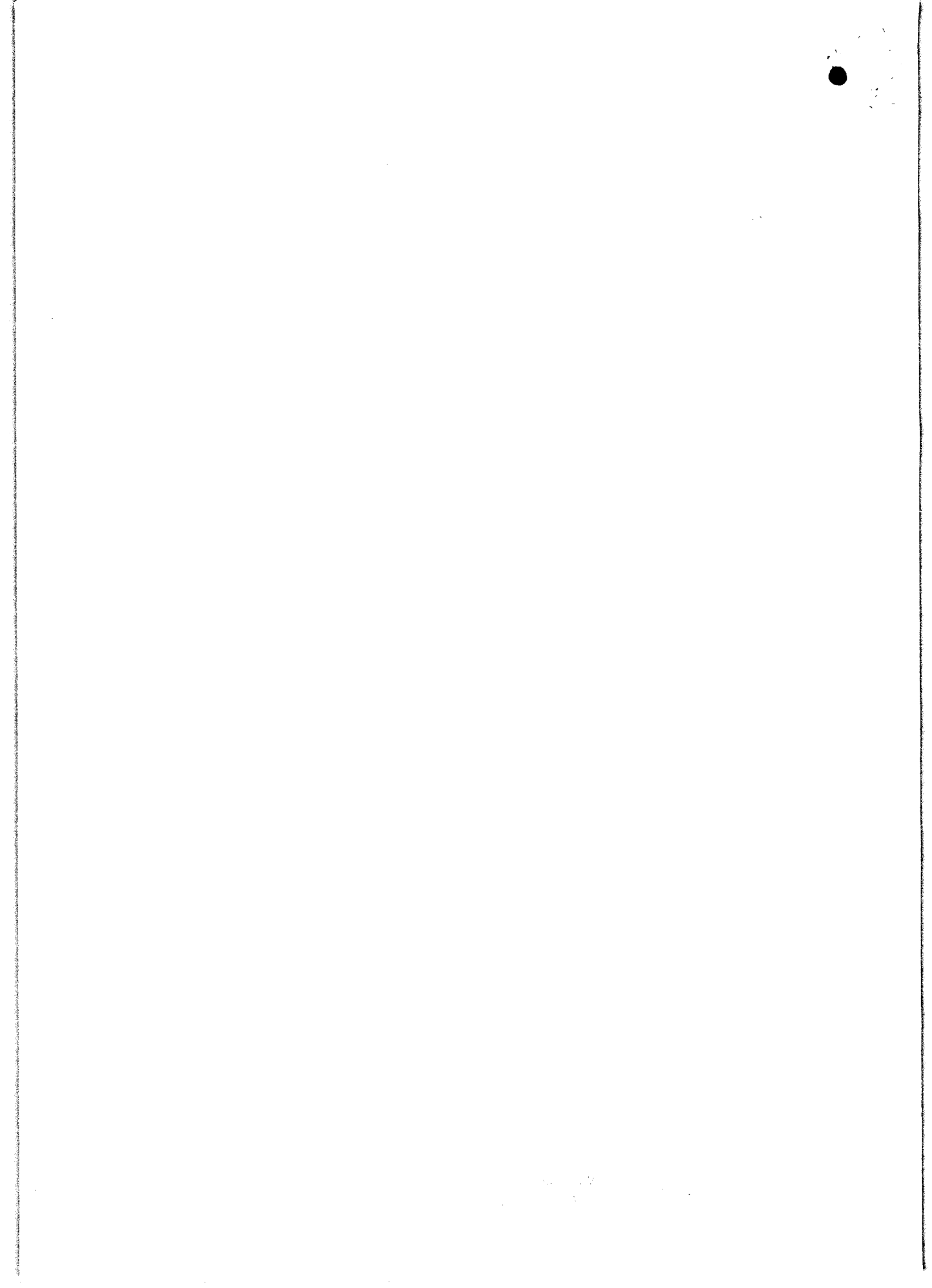
3.3.1 (a) An Advisory Council under the chairmanship of the Chief Secretary. It will consist of:

- |        |   |            |
|--------|---|------------|
| (i)    | The Chief Secretary   | - Chairman |
| (ii)   | Spl.C.S/Principal Secretary/Secretary Health                        | - Convener |
| (iii)  | Principal Secretary, Finance  | - Member   |
| (iv)   | Principal Secretary, Home   | - Member   |
| (v)    | Director General, Fire Services                                     | - Member   |
| (vi)   | Commissioner of Health & Family Welfare                             | - Member   |
| (vii)  | Three nominees of GVK EMRI  | - Members  |
| (viii) | Special Invitees as decided by<br>Chief Secretary from time to time | - Members  |

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(b) The Advisory Council will meet at least once in six months.

3.3.1.1. The advisory Council shall review the Performance / implementation reports and recommendations submitted by the Executive council and recommend to the Government for necessary improvements in PNPP between Government and GVK EMRI.

3.3.2. (a) An Executive Council under the chairmanship of the Special Chief Secretary/Principal Secretary/Secretary, HM & FW will be constituted with the following members:

- |        |   |                    |
|--------|---|--------------------|
| (i)    | Special Chief Secretary / Principal Secretary / Secretary to Government, HM&FW Dept., | -Chairman          |
| (ii)   | Commissioner of Health & Family Welfare   | -Member            |
| (iii)  | Director of Public Health   | -Member            |
| (iv)   | Director of Medical Education   | -Member            |
| (v)    | Commissioner of APVVP   | -Member            |
| (vi)   | Director General of Police (or) his nominee   | -Member            |
| (vii)  | Director General Fire Services (or) his nominee                                       | -Member            |
| (viii) | Director / CEO, GVK EMRI  | -Member            |
| (ix)   | Chief Operations Officer, AP Operations, GVK EMRI                                     | -Member            |
| (x)    | Special Officer, PNPP   | -Member - Convener |

(b) Any other person to be nominated by the Chairman as deemed fit.

(c) The Executive Council will meet once in three months or as and when chairman desires. The Special Officer (PNPP) and COO, AP Operations, GVK EMRI shall submit a status report on physical and financial performance to the Executive council. The Executive Council shall review the following

1. Shall govern all the operations of 108 Andhra Pradesh operations.
2. Setting up of Standard Operating Procedures for day to day Comprehensive Emergency management Operations and their monitoring
3. Status of Achievement in service level agreements indicated at para 4.1.6.1
4. Operations of 108 services in Tribal areas
5. Review , whether the release of funds and expenditures are within the provisions of MoU

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6. Shall approve the action plan for the trainings and action plan for utilisation of funds under capacity Building.
7. Issue necessary instructions/Guidelines to improve the service delivery , optimum utilization of funds etc
8. Review report along with the recommendations shall be placed before Advisory council.

3.3.3. (a) A District Committee under the chairmanship of the District Collector. It will consist of:

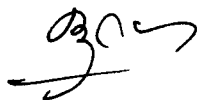
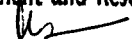
- |       |   |                  |
|-------|---|------------------|
| (i)   | District Collector  | -Chairman        |
| (ii)  | Superintendent of Police  | -Member          |
| (iii) | Superintendent, Govt. Teaching Hospital / Superintendent, District Hospital where there is no Govt. Teaching Hospital | -Member          |
| (iv)  | DM&HO   | -Member Convener |
| (v)   | DCHS  | -Member          |
| (vi)  | District coordinator/In charge of District Ops of GVK EMRI  | -Member          |

(b) The District Committee at the district level will meet once a month and review the services and issue necessary instructions for efficient implementation of the ERS. The DMHO and District Coordinator, GVK EMRI shall submit a status report on physical and financial performance to the District committee. The District Committee shall review the following:-

1. Operations of 108 services with respect attending emergencies, prenatal cases,
2. Transportation of cases to Government Hospitals,
3. Dropping of Postnatal cases in Government hospital to their homes
4. Status of ambulances
5. Operations of 108 services in Tribal areas
6. Review , whether the release of funds and expenditures are within the provisions of MoU

3.4.0 Appoint a Special Officer for Public and Not-for-Profit Partnerships (PNPP) working under the overall supervision and control of the Commissioner of

For GVK Emergency Management and Research Institute

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Health and Family Welfare (CH & FW), who will act as interface between the parties and perform the following functions with respect 108 services:

- (a) Ensuring seamless coordination between the Government and GVK EMRI in effective and efficient implementation of partnership agreement.
- (b) Proactive role in strategic and operational planning of activities that would enhance the value of the partnerships, both existing and potential, and effective monitoring of the outputs and outcomes of the partnership activities.
- (c) Protecting the interests of the Government with the partner duly ensuring that all major policy and operational decisions relating to the human resources, procurement, financial management, management information system, etc., of the partner are taken in consultation with and the concurrence of the Government.
- (d) Ensuring timely release of funds to the partner agency and their utilisation in accordance with the agreement and ensuring timely audit of accounts and follow-up action thereof.
- (e) Ensuring proper upkeep and maintenance of assets that are purchased with the Government funds that are under the control of the partner for delivery of services.
- (f) Anticipate and alert the Government of any problems that might have a direct impact on the quality of services.
- (g) Supervise the fleet management, data management, financial management, etc periodically and keep the Government informed. Shall be provided office space , mobility and connectivity and Secretarial Assistance in the 108 AP Operations office.
- (h) Any other task assigned by the Government/ Commissioner of Health& Family Welfare from time to time based on the circumstances

3.5.0. Promote research in academic / research institutions to improve emergency response.

3.6.0. Promote public awareness in emergency response.

3.7.0 Coordinate with the concerned authorities in the Police, Fire and other departments to issue appropriate instructions to the field officers of these departments for making available required assistance and resources to handle all emergencies efficiently by GVK EMRI.

- (i) Integration of medical emergency services with other emergency services including police, fire and other emergency services such that all such services are performed in a coordinated manner.

For GVK Emergency Management and Research Institute

Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD.

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- (ii) Involvement and support of medical, police, fire and other officials, including summary of closure of cases.

3.8.0 Issue suitable administrative instructions to the field officers of all relevant departments in the Government, so as to prevent use of ambulances for non-emergencies.

3.9.0 Accredite various service providers such as hospitals and ambulances so that certain quality standards are met.

3.10.0 To form a purchase and condemnation committee with the following officials from both Government and GVK EMRI. All the procurements and Condemnation with respect to AP operations shall be made by this committee by duly following existing Government Procedures.

(i) Additional Director(FW)	Chairman
(ii) Joint Director(PPP)	Member
(iii) Special Officer(PNPP)	Member-Convener
(iv) SHTO	Member
(v) Joint Director from IT dept	Member
(vi) Joint Commissioner(G), APVVP	Member
(vii) Deputy Secretary(Finance)	Member
(viii) Deputy Secretary(Health)	Member
(ix) Head Fleet Management(EMRI)	Member
(x) Head Supply chain(EMRI)	Member
(xi) Head PPP(EMRI)	Member

3.10.1 Monitoring mechanism: For effective monitoring of operation of 108 ambulance services, for ensuring proper utilization funds released by Government, ring fencing the AP operations a Monitoring cell shall be established in the O/o CH&FW under Special Officer (PNPP) with following functions;-

- No of Calls Attended and missed
- Monitoring of vehicle movement with GPS system
- Whether Patient records are kept
- Receiving complaints from the public through a random sampling
- Ensuring all the expenditures are within and as per the provisions of MoU. Expenditure towards monitoring cell shall be met from OPEX
- Ensuring implementation of all provisions of the MOU before recommending the payment of quarterly releases.

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- (g) Monitoring the implementation of action plan under Capacity Building.
- (h) Monitoring the implementation of all clauses in MoU.
- (i) Ensuring optimum utilization of ambulance services by rational deployment of ambulances and organization of segments
- (j) Ensuring , ring fencing of operations and expenditure of GVK EMRI with respect to Andhra Pradesh
- (k) Submission of periodical reports to Government through CH&FW on Physical and financial performance.

#### 4.0.0 GVK EMRI Obligations:

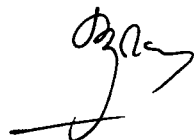
GVK EMRI here by agrees to:

- 4.1.1. Provide the emergency response services free of any charges to all citizens and dropping of postnatal cases who have stayed in Government hospital for more than 48 hours after delivery to their homes
- 4.1.2. Operate the ERS and provide emergency response services (including the Emergency Response Center and ambulances) on a 24 hour per day and 365 days a year basis (subject to force majeure), to all the people in the State. All the vehicles shall be Tracked online and data of emergencies attended, transportation of emergencies to hospitals, postnatal cases dropped, interfacility transfers on real time basis.
- 4.1.3. The geographical area of the state should be divided into 752 segments or number of segments decided by Executive Council and each segment shall compulsorily have one Ambulance and services should be provided on 24 x 7 basis.
- 4.1.4. Set up **STANDARD OPERATING PROCEDURES** for governance of 108 operations with the approval of executive council within one month from the date of entering in to this MoU. Further for any changes in the SOPs prior approval of Executive council is necessary.
- 4.1.5 Maintain uptime of ambulances as defined in the Service parameters.

For GVK Emergency Management and Research Institute



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ANDHRA PRADESH, HYDERABAD





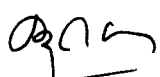
4.1.6.1 Commits to adhere to the following service parameters for providing pre hospital care:

Sl. No.	Performance indicator	Bench mark
(1)	(2)	(3)
(1)	Average number of calls to be attended per day	30,000
(2)	Average number of emergencies* to be attended by 752 ambulances per day	3200
(3)	Average number of Km to be travelled by ambulance per Month	4500
(4)	Average percentage of on-road vehicles per day should not be less than	90% (722 Ambulances)
(5)	Average number of pregnancies to be attended (by 752 ambulances) per month	25000
(6)	Number of women to be dropped at home after delivery at Government Hospital and stayed for 48 Hrs (by 752 ambulances) per month	To be set after three months from entering MOU
(7)	Average time to be taken for call to scene in Urban areas	20 Min
(8)	Average time to be taken for call to scene in rural areas	25 Min
(9)	Average time to be taken for call to scene in Tribal areas	30 Min

\* for the purpose of above bench marks the word "emergency " is defined as: Emergency is defined as an occurrence of any sudden event that threatens life, health, and demands immediate attention, often requiring coordinated response from multiple agencies such as Police, Fire and Medical. Emergencies could vary vastly in scope, magnitude and management. Effective emergency response significantly reduces deaths, disabilities, suffering from length of hospital stay, losses from fire incidents. Emergency is Medical services and Medical care that reduce the levels of risk on Life and Health.

4.1.6.2 The review of Performance shall start after 6 months from the release of capital Expenditure proposed at schedule C for the year 2011-12. The service parameters in para 4.6.1.1 shall be reviewed once in every year and enhanced wherever necessary. Performance shall be reviewed with reference to service parameters at the end of every quarter and show-cause notice will be issued in case of non achievement of parameters as per the bench marks in para 4.6.1.1. The GVK-EMRI on receipt of notice shall make all necessary efforts to achieve service parameters. In case of

For GVK Emergency Management and Research Institute

  
 Commissioner of Health and Family Welfare  
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Director



non achievement (Subject to Force Majeure) of parameters in the subsequent quarter, termination order may be issued. In case of termination GVK-EMRI will continue operations on existing terms and conditions till arrangements are made for new operator.

- 4.1.7 Operational expenditure released by Government as defined in Paragraph 2 G (i),(iii) & (v), shall be deposited into the bank account maintained exclusively for AP Operations and expenditure has to be made from there. The employees paid from AP Funds, the equipment, Vehicles, Software, Hardware or any other items purchased/ leased by the AP Funds shall be utilised exclusively for the AP Operations and shall not be utilized to for any other place or service.
- 4.1.8 Provide emergency response services through well trained personnel, documented processes and technology support.
- 4.1.9 Recruit, position, and train required human resources, including communication / dispatch officers, physicians, pilots (drivers), and medically trained persons (Emergency Medical Technicians or EMTs), supervisors, trainers, managers and leaders (finance, HR, marketing, quality, corporate services, etc.) to support the ERS and provide the emergency response services duly following the Government procedures and rules in consultation with Monitoring cell established para 3.10.1
- 4.1.10 Ensure that in every ambulance, at least one pilot and one EMT is made available 24 x 7 and 365 days to provide patient-stabilization, first-aid services, and other pre-hospital care during the emergency transportation.
- 4.1.11 Provide leadership, complex program management and expertise in comprehensive emergency management.
- 4.1.12. Render appropriate accounts (i.e. Statements of Expenditure & Utilization Certificates) monthly in respect of the funds released by the State Government at the end of each month as per proforma at **SCHEDULE D**.
- 4.1.13 To pay the salaries of staff whose salary per annum is above Rs.12.00 lakhs per annum (CTC) from the funds of GVK EMRI
- 4.1.13 Shall maintain a website with real time data duly indicating the number of vehicles on road, number of vehicles off road, number of emergencies attended, number of emergencies transported to Government Hospitals and Private Hospitals, types of emergencies etc. The physical and financial performance, every month, and complaint registry shall be posted on the  
For GVK Emergency Management and Research Institute

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Director



website. Information with respect to officers and their responsibilities shall also be posted.

4.1.14 Call centre and Operations office of GVK EMRI pertaining to AP operations shall be utilised exclusively for the AP operations

4.2.0 Be accountable to:

4.2.1 Provide a detailed action plan and periodical reports to the State Government on the operation of the ERS, including the number of trips made in each segment by the ambulance, number and types of patients transported including pregnant women, children, etc as may be needed by the State Government from time to time.

4.2.2 Attend periodic review meetings (physically or virtually) for the assessment of the operationalisation of the ERS as well as liaise with, and endeavor to ensure convergence with the activities of other Government departments.

4.2.3 Conduct training programs, workshops etc. to policy makers, State Government personnel and others.

4.2.4 Assist the State Government in accreditation of facilities and or programmes and such other matters from time to time.

4.2.5 Advance continuous improvement in emergency management through strategic partnerships, innovative programs, and collaborative policy positions.

4.2.6 Continue to maintain professional, transparent and ethical management culture to provide emergency response services.

4.2.7 Provide fund utilisation statements and bank statements and such other reports periodically in the prescribed formats shown at SCHEDULE D

4.2.8 GVK EMRI shall, in consultation with the State Government, decide the deployment of ambulances in to 752 Segments,. Without consent of monitoring cell, No measures and modalities shall undertaken for such deployment and reorganization of segments etc.

4.2.9 GVK EMRI shall have a separate bank account into which all funds provided by the State Government shall be deposited and which shall be utilized solely for the AP Operations. Further the funds provided under a particular major head shall be utilized for the same major head. In no case funds shall be appropriated from one major head to another without prior approval of the State Government.

For GVK Emergency Management and Research Institute

Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD

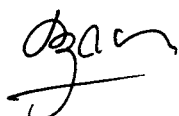
Director



- 4.2.10 GVK EMRI shall follow in respect of all procurement of equipment, Consumables, Medicines etc. under ERS for items that are partly or fully financed from the funds released by the State Government, a transparent procurement procedure, providing fair and equal opportunity to all the manufacturers and suppliers in the market for the specific goods and services i.e. as per State Government norms and by the committee constituted for this purpose at Para 3.10.1
- 4.2.11 GVK EMRI shall render monthly reports of stock, consumption and balance of medicines and other medical supplies received from the State Government and other Government sources.
- 4.2.12 GVK EMRI agrees to maintain all the account books and records for the funds received by it from the State Government under ERS, as per procedure and proforma prescribed by Commissioner of Health and Family Welfare shall forward monthly/quarterly/annual statements of receipts and expenditure, and utilization certificates in respect of public funds received.
- 4.2.13 The cash books and ledger books of GVK EMRI pertaining to AP operations should be available for review on any day. The Bank balance statement should be furnished every month along with reconciliation statement as per proforma shown at **SCHEDULE D**
- 4.2.14 GVK EMRI shall get all the accounts and books under the ERS audited by a firm of chartered accountants identified by the Commissioner of Health & Family Welfare, after the completion of each financial year, facilitate the conduct of such audit by furnishing all the necessary books of accounts, vouchers, etc, and cooperate in other aspects in ensuring that the funds under the ERS are properly utilized, accounted for and periodically reconciled, following the same standards and precautions as applicable to public funds. The audit shall be completed by the 31<sup>st</sup> of May. The expenditure for the audit shall be met from the OPEX.
- 4.2.15 Artwork for the signage on ambulances shall be as mutually agreed.
- 4.2.16 Parties agree that the required number of ambulances are deployed in the tribal areas as per the service parameters and the details given in the **SCHEDULE E**

## 5.0.0 INTELLECTUAL PROPERTY RIGHTS

The provisions relating to intellectual property rights shall be governed by the contract between GVK EMRI and the concerned technology provider, a copy whereof shall be provided by GVK EMRI to the State Government. As regards the process knowledge related expertise and protocols developed in house by  
for GVK Emergency Management and Research Institute



Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD.



Director





GVK EMRI with funds provided by GoAP for the deployment of ERS, they would vest solely with Government and at its discretion

### 6.0.0 CONFIDENTIALITY

6.1.0 Neither Party shall without prior written consent of the other Party:

- (i) Disclose the confidential information of the other Party to any third party;
- (ii) Use the confidential information of the other Party for any purpose.

6.1.1 Parties must take all reasonable necessary steps to ensure that its officers, employees, agents and sub-contractors do not make public or disclose the confidential information, except for the purposes of this Agreement.

### 7.0.0 RELATIONSHIP

Either Party will not be a partner or agent of other Party and does not have any power or authority, directly or indirectly, to bind the other Party to any agreement with a potential customer or any other third party or otherwise to contract, negotiate or enter into a binding relationship for or on behalf of the other Party, unless the same has been agreed upon between the Parties in writing.

### 8.0.0 ARBITRATION

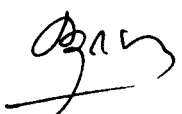
All disputes or differences whatsoever arising between the Parties out of or relating to the construction, meaning and operation or effect of this Agreement or the breach shall be settled mutually by the State Government and GVK EMRI, failing which disputes or differences between Parties hereto, shall be referred to arbitration of three arbitrators, hereinafter referred to as Arbitral Tribunal. Each Party will nominate one arbitrator and the two arbitrators in turn will select a third arbitrator who will act as the presiding arbitrator. The venue of arbitration shall be Hyderabad, India. The Arbitral Tribunal will apply rules of law, which it considers appropriate considering all circumstances surrounding the dispute.

The Arbitration and Conciliation Act, 1996 as amended from time to time shall govern the arbitration.

### 9.0.0 ASSIGNMENT

This GVK EMRI PNPP Agreement shall be binding upon each of the Parties hereto and their respective successors and assigns, but it shall not be

For GVK Emergency Management and Research Institute

  
Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD.

  
Director



assigned in whole or in part by either Party without the prior consent of the other except, that either Party's interests shall be assignable, through merger, consolidation or reorganization or sale or transfer substantially all its assets.

#### 10.0.0 SEVERABILITY

Should any provision of this Agreement for any reason be declared by a court of competent jurisdiction to be void, unenforceable or invalid, such decision shall not affect the validity of any remaining portion, which remaining portion shall remain in full force and effect as if this Agreement had been executed with the invalid portion eliminated, and it is hereby declared that each Party would have executed the remaining portions of this Agreement without including any such part, parts, or portions which may, for any reason, be hereafter declared invalid.

#### 11.0.0 DURATION OF AGREEMENT

11.1.0 The Agreement shall be deemed to have come into force from 01.10.2011 ("Effective Date") and is valid for a period of **5 (Five) years**, i.e. until 30.09.2016 ("Term") unless extended further by mutual agreement. However in the event of State Government or GVK EMRI desires to terminate the project before the expiry of said period, either of the parties can do so by serving a notice of 3 (three) months to the other party.

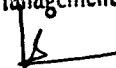
#### 12.0.0 OWNERSHIP

Except the 70 ambulances owned by GVK EMRI, ownership of all the ambulances under this scheme, vests with State Government. All the new ambulances, Capital equipment, Hardware and Software or any other item and data generated during implementation of ERS under this MoU and earlier MoUs funded by GoAP shall be the exclusive property of the State Government to be used by GVK EMRI in Andhra Pradesh only and not liable to transferred out of the State.

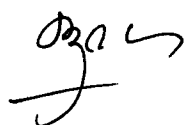
#### 13.0.0 JURISDICTION

Subject to the provisions of Clause 8 (Arbitration), the Courts in Hyderabad, Andhra Pradesh not below the rank of Junior Civil Judge shall have jurisdiction on all matters pertaining to the Agreement.

For GVK Emergency Management and Research Institute



Director



Commissioner of Health and Family Welfare  
ANDHRA PRADESH, HYDERABAD.



**14.0.0 NOTICE**

Any notice, request, demand, approval, consent or other communication provided or permitted hereunder shall be in writing and given by personal delivery or sent by registered mail or by ordinary mail, postage pre-paid, or by telegram, telex addressed to the Party for which it is intended at its mailing address as given in the signature columns below.

**IN WITNESS WHEREOF THE PARTIES HERETO SET THEIR HANDS AS ON THE DATE FIRST ABOVE WRITTEN.**

For and on behalf of  
Government

Signature 

Name: **Commissioner of Health and Family Welfare i/c**  
**ANDHRA PRADESH, HYDERABAD.**

Designation:  
**Commissioner of Health & Family Welfare i/c**  
**Government of Andhra Pradesh**

Mailing Address:

For and on behalf of State  
GVK EMRI

For GVK Emergency Management and Research Institute  
Signature 

Director

Name: **K. Krishnam Raju**

Designation: **Director**  
**GVK EMRI**



Mailing Address:  
**GVK EMRI, Devar Yamzal,**  
**Medchal Road,**  
**Secunderabad**



**SCHEDULE A**  
**(OPEX FOR 2011-12)**

( In Rs.)

Sl. No	Major Head	Sub Head	Cost Per Ambulance per month for 2011-12
(1)	(2)	(3)	(4)
(1)	Salaries and Allowances	Salaries	53192
		Travel Expenditure	1500
		Staff welfare	125
(2)	POL	Fuel	19114
		Oils & Lubricant	700
(3)	Vehicle Maintenance	Repairs, Spares and Insurance	3442
		Refurbishment	1922
		Tyres	2548
		Communication Cost	1500
		AMC	270
(4)	Training	Training	361
(5)	Medicines and Consumables	Medicines and Consumables	2300
(6)	Stationery and Office Expenses	Printing & Stationery	300
		Courier Charges	348
		Audit & Legal Expenses	71
		Office expenses	60
		Meetings & Conferences	35
		Marketing Expenses	70
		House Keeping	345
		Campus Maintenance	94
		Security	230
		Administrative expenses inclusive of rent for building, equipment and maintenance	5608
(7)	Water, Electricity	Electricity	835
		Water	30
	<b>Total</b>		<b>95000</b>

For GVK Emergency Management and Research Institute



Director





**SCHEDULE B**  
**(OPEX FROM 2012-13 TO 2016-17)**

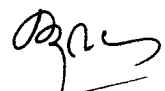
(In Rs.)

Sl. No	Major Head	Sub Head	2012-13	2013-14	2014-15	2015-16	2016-17
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
(1)	Salaries and Allowances	Salaries	58511	64362	70799	77878	85633
		Travel Expenditure	1575	1654	1736	1823	1914
		Staff welfare	131	138	145	152	160
(2)	POL	Fuel	20643	22295	24078	26004	28084
		Oils & Lubricant	735	772	810	851	894
(3)	Vehicle Maintenance	Repairs, Spares and Insurance	3614	3795	3985	4184	4393
		Refurbishment	2018	2119	2225	2336	2453
		Tyres	2675	2809	2950	3097	3252
		Communication Cost	1575	1654	1736	1823	1914
		AMC	284	298	313	328	344
(4)	Training	Training	379	398	418	439	461
(5)	Medicines and Consumables	Medicines and Consumables	2415	2536	2663	2796	2936
(6)	Stationery and Office Expenses	Printing & Stationery	315	331	347	365	383
		Courier Charges	365	384	403	423	444
		Audit & Legal Expenses	75	78	82	86	90
		Office expenses	63	66	69	73	77
		Meetings & Conferences	37	39	41	43	45
		Marketing Expenses	74	77	81	85	89
		House Keeping	362	380	399	419	440

for GVK Emergency Management and Research Institute



Director

  
 Commissioner of Health and Family Welfare  
 ANDHRA PRADESH, HYDERABAD.



		Campus Maintenance	99	104	109	114	120
		Security	242	254	266	280	294
		Administrative expenses inclusive of rent for building, equipment and maintenance	5608	5608	5608	5608	568
(7)	Water, Electricity	Electricity	877	921	967	1015	1066
		Water	32	33	35	36	38
	<b>Total</b>		<b>102703</b>	<b>111102</b>	<b>120264</b>	<b>130259</b>	<b>136092</b>

(Rs In crores)

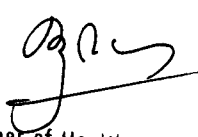
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	Total
Total Budget requirement for OPEX	85.72	92.68	100.26	108.53	117.55	61.40	566.14

**SCHEDULE C  
(CAPEX)**

(Rs. in lakhs)

Sl.No.	Item	2011-12	2012-13	2013-14	2014-15	2015-16	Total
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
(1)	AVLT	200.50	0	0	0	0	200.50
(2)	Medical Equipment	157.10 (300 Ambulances)	55.63 (100 Ambulances)	48.73 (100 Ambulances)	2.60	1.10	265.16
(3)	Refurbishment (Back Log)	132.50 (265 ambulances)	87.50 (175 ambulances)	0	0	0	220.00
(4)	Replacement of Ambulance(BLS)	440.00 (40 Ambulances)	1320.00 (120 Ambulances)	1320.00 (120 Ambulances)	1100.00 (100 Ambulances)	1100.00 (100 Ambulances)	5280.00
(5)	Replacement of Ambulance(ALS)	348.00 (30 Ambulances)	348.00 (30 Ambulances)	348.00 (30 Ambulances)	464.00 (40 Ambulances)	464.00 (40 Ambulances)	1972.00
	<b>TOTAL</b>	<b>1278.1</b>	<b>1811.13</b>	<b>1716.73</b>	<b>1566.6</b>	<b>1565.1</b>	<b>7937.66</b>

for GVK Emergency Management and Research Institute

  
 Commissioner of Health and Family Welfare  
 ANDHRA PRADESH, HYDERABAD.

Director



**SCHEDULE D**  
**(REPORTING FORMATS)**  
**Form of Utilization Certificate**

SI.No	Release Order No. and Date (Please give details and sanction letters)	Purpose	Amount (Amount of sanctions) Rs.
(1)	(2)	(3)	(4)
1			
2			
3			
	<b>TOTAL</b>		

Certified that out of Rs. \_\_\_\_\_ of funds sanctioned during the year \_\_\_\_\_ in favour of \_\_\_\_\_ under Letter No. \_\_\_ of CH&FW in the table given above and Rs. \_\_\_\_\_ on account of unspent balance of the previous year, a sum of Rs. \_\_\_\_\_ has been utilized for the purpose of \_\_\_\_\_ for which it was sanctioned and that the balance of Rs. \_\_\_\_\_ remaining unutilized at the end of the year has been surrendered to Government (vide No. \_\_\_\_\_ dated \_\_\_\_\_) / will be adjusted towards the funds payable during the next year \_\_\_\_\_.

2. Certified that I have satisfied my self that the conditions on which the funds were sanctioned have been duly fulfilled/are being fulfilled and that I have exercised the following checks to see that the money was actually utilized for the purpose for which it was sanctioned.

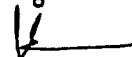
Kinds of checks exercised

- 1.
- 2.
- 3.
- 4.


Signature \_\_\_\_\_

Designation \_\_\_\_\_

Date \_\_\_\_\_ For GVK Emergency Management and Research Institute



**Director**

  
Commissioner of Health and Family Welfare, *etc*  
ANDHRA PRADESH, HYDERABAD.



**Form of Statement of Expenditure and Releases**

Major Head	Allocation as per MoU for the month	Opening Balance	Budget Releases	Expenditure during the month	Closing Balance
(1)	(2)	(3)	(4)	(5)	(6)

**Bank Reconciliation Statement**


DD/MM/YYYY (For the month of \_\_\_\_\_)

Sl.No	Particulars	(Plus) Amount (Rs.)	(Minus) Amount (Rs.)
(1)	(2)	(3)	(4)
(1)	Balance as per cash book		
(2)	Cheques deposited but not credited by the bank		
(3)	Cheques issued but not presented for payment		
(4)	Dividend received through ECS		
(5)	Bank charges debited by bank		
(6)	Balance as per pass book		

For GVK Emergency Management and Research Institute



Director

  
Commissioner of Health and Family Welfare i/c  
ANDHRA PRADESH, HYDERABAD;





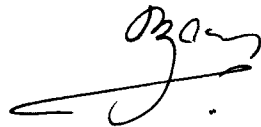
**SCHEDULE E**  
**(TRIBAL AREAS)**

1. In tribal areas where 108 ambulances are unable to reach the villages, separate types of vehicles based on the terrain should be deployed. This could be a Jeep with a four wheel drive or even a smaller vehicle which will be called as '108' vehicle for that village.
2. Not less than one ambulance shall be provided per each mandal in ITDA areas for attending emergencies in the tribal areas.
3. The Commissioner of Health and Family Welfare shall identify the number of special vehicles required to the tribal areas and also design the suitable vehicles for the above purpose. The expenditure for this purpose shall be met from the funds allotted at Annexure-C.
4. Preference shall be given to Qualified Local Tribals in employment in 108 Emergency services in ITDA areas
5. Operations in ITDA areas shall be Supervised and monitored closely by the Project Officers of concerned ITDA.

For GVK Emergency Management and Research Institute



Director



**Commissioner of Health and Family Welfare i/c**  
**ANDHRA PRADESH, HYDERABAD.**

