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**AGREEMENT FOR MEDICAL AND HOSPITALIZATION SERVICES**

**BETWEEN**

**SAMORITA HOSPITAL LIMITED. (SHL)**

Having its registered office at  
89/1 Panthapath, Dhaka-1215.

**AND**

**Customs & VAT Co-operative Society Ltd. (CVCS)**

Having its registered office at  
Rajashwa Bhaban, Segunbagicha, Dhaka

Both the parties have expressed their willingness to make an agreement for medical services, whereby SHL shall provide medical services to the Members of CVCS which shall include both in-service and retired officers and staff of the Bangladesh Customs & VAT department as well as their family members (spouse, children and parents) and both therefore have agreed upon as follows:

1. The agreement between CVCS, Bangladesh and SHL is signed on the 1<sup>st</sup> day of June 2020 where SHL is pledged to provide all kinds of medical services to the Members of CVCS on a fast track and special priority basis.
2. The medical services of SHL shall include, among other general services, testing and oxygen/ventilator/ICU support for COVID-19 suspect and/or COVID-19 positive patients.
3. CVCS Members can avail the medical services from the SHL by showing their identity cards issued by CVCS at the designated desk of SHL.
4. Family members of the Members of CVCS shall be entitled for medical services under this agreement if they are covered by the certificate/referral letter issued by the CVCS authority.
5. Selection of Consultants for different types of treatments will be made by the SHL authority on the case to case basis.

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6. Availability of the consultant from different specialties / subspecialties shall be ensured by the SHL authority in times of need.
7. Outside (External) consultants' visit schedule will be determined as and when required as per conditions of patients.
8. Admitted patients will be visited regularly and on necessity by the CMO/ SMO/ RMO/ EMO of the SHL without any charge being made for that.
9. In any emergency situation the SHL authority may take any decision for the betterment of the patient.
10. 24 hours ambulance service will be provided for the need of the Members of CVCS as per schedule rate.
11. The CVCS office will decide the type of bed / cabin (Shown in Annex-A) to be used by their Members and the range shall be mentioned in the requisition / referral letter.
  - a. All cabin / bed charge includes diet
  - b. No Semi or shared cabin for the Members, unless where there is an exigency and the shared cabin is acceptable to the patient
  - c. Extra bed for attendant to be provided for VIP & single cabins on request, without any extra charges.
12. Special discounts to be given to the Members of CVCS.
  - a. 15% discount on hospital bill
  - b. 20% discount on all the Laboratory & Radiological investigation. (Shown in Annex-B)
  - c. 25% discount on executive health checkup services. (Shown in Annex-C)
13. The Members are required to show their Identity cards or CVCS authorized person's referral slip/letter for availing any indoor or outdoor facilities at a privileged rate.
14. The bills for the Members of CVCS are to be paid in cash/credit card by the respective consumer of the hospital services. CVCS shall not be responsible for the payments of any bills unless otherwise expressly mentioned in the referral slip/letter issued by the authorized person of CVCS.
15. The bill issued by SHL should be in details stating all the expenses incurred for each patient with the supporting vouchers, where applicable.





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16. Individual bill will also be made on urgent basis as per request of both sides, if and when necessary.

17. If any change/amendments to this Agreement becomes necessary, it shall be done on mutually agreed terms.

We agree on the above-mentioned terms and conditions and hereby sign this agreement on the 1<sup>st</sup> day of June 2020.

Md. Nurul Islam  
General Manager  
SAMORITA HOSPITAL LIMITED. (SHL)  
Bangladesh

  
21/6/2020

Dr. SM Humayun Kabir  
Commissioner  
Convener, Committee on Members' Welfare.  
Customs & VAT Co-operative Society Ltd.  
(CVCS)  
Bangladesh

Witnessed by:

1. Md. Jafar Ullah  
Head of IT & HR

2. Mr. Manish Barai  
CFO

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