



PUNJAB HEALTH SYSTEMS CORPORATION  
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No.PHSC/PSS/19/ 43

Dated: 29.01.2019

To

All Civil Surgeons,  
All Dy. Medical Commissioners and  
Medical Supdtts (MKH & Jalandhar)  
In the State of Punjab.

SUBJECT: A. REVISED GENERAL GUIDELINES :- PATIENT SUPPORT SERVICE  
B. PARKING RATES

In continuation to already circulated guidelines vide this office letter no 02 dated 12.01.2018, it is conveyed that following amendment has been done in Point no 4 and will be applicable with immediate effect from the date of issue of this letter:

**A. GENERAL GUIDELINES PATIENT SUPPORT SERVICES - (Canteen, Cycle stand and STD/PCO)**

1. All Patient Support Services such as Canteens, Cycle stands and PCO/STDs or any other new Patient Support Service (Commercial Activity) will be approved and sanctioned by the Managing Director, PHSC.
2. The Deputy Medical Commissioner in consultation with the Senior Medical Officer incharge of the hospital will send the case PHSC headoffice for final approval.
3. The process of tendering should be followed as it is more transparent than open auction and will also discourage resentment among contractors as seen during the open auctions.
4. A committee must be constituted at the District level comprising of CS, DMC, SMO and Accounts Officer/AAO/ACCT to preside over the process of tendering and will also decide the Reserve Price to be kept keeping in view the performance of the hospital. In case, any reduction in Reserve Price is sought by the SMO incharge then the case has to be sent to Managing Director PHSC through proper channel duly signed by the District Level Committee alongwith valid reasons for reduction in Reserve price.
4. The contract would be for a period of one year between the contractor and the SMO in charge of the hospital.
5. The licence would be extendable on yearly basis with mutual consent of both the parties on the same terms and conditions with at least 10% increase in monthly licence fees for each extended term subject to the satisfactory services of the licensees.

*Handwritten initials/signature*

6. Senior Medical Officer to certify in writing the performance of the contractor.
7. No contract is to be given to the same contractor for more than 3 years in continuation.
8. No unsanctioned Patient Support Service should be allowed on the hospital premises.
9. Senior Medical Officers to inspect Canteen/Cycle stand/STD occasionally to ensure that child labour is not practiced.
10. Senior Medical Officers to ensure that the general public is not overcharged by the contractors.
11. The contractor will be responsible for any theft that occurs in the area designated to him/her.
12. In case any complaint is received against the contractor and is found to be true then the contractor be fined one month's fee of the annual contract amount in the first and second instance and if third time complaint is received then the contract be cancelled.
13. Overall supervision to be done by Civil Surgeon of the district.

#### B. PARKING RATES

The Revised Parking Rates are as below effective from the date of the issue of this letter.

	CH	SDH/CHC	Health Deptt Emp
Cycle	Free	Free	Free
Scooter/Bike	5	5	Free
Car/Jeep	20	10	Free
For 24 hours multiple entry			
Cycle	Free	Free	Free
Scooter/Bike	10	10	Free
Car/Jeep	30	20	Free

All Deputy Medical Commissioners are requested to circulate these instructions to all the Senior Medical Officers for strict compliance with immediate effect.

  
Director  
PHSC, Mohali

Cc to :

1. The PA to Worthy Chairman, PHSC for kind information.
2. The Secretary to Managing Director, PHSC for kind information.
3. All Senior Medical Officers for information and immediate compliance.