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## GOVERNMENT OF THE PUNJAB LAW AND PARLIAMENTARY AFFAIRS DEPARTMENT

### NOTIFICATION

(09 of 2020)

22 January, 2020

Notification NO.DG/PFA/Admin/739, dated 08.03.2019, issued by Government of the Punjab, Punjab Food Authority, is hereby published in official Gazette for general information:

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**Secretary**  
Government of the Punjab  
Law and Parliamentary Affairs Department

**GOVERNMENT OF THE PUNJAB  
PUNJAB FOOD AUTHORITY**

Dated: 08 March, 2019

**NOTIFICATION**

NO.DG/PFA/Admin/739 In exercise of the powers conferred under section 57 of the Punjab Food Authority Act 2011(XVI of 2011), the Food Authority is pleased to frame the following regulations;

**“The Punjab Food Authority, Employees Healthcare Regulations, 2019”**

**1. Short Title, Applicability & Definitions**

**(1.1) Short title and Commencement:**

- i. These regulations shall be called "The Punjab Food Authority Employee Healthcare Regulations, 2019 and shall come into effect immediately.
- ii. These regulations shall apply to all Punjab Food Authority employees (both on regular strength and on contract if terms and conditions of their appointment so require) both serving and retired including serving deputationists from Federal/Provincial Government.
- iii. The facilities extended under these Regulations shall always be applicable subject to availability of sufficient funds and such general restriction on claims as the Authority may like to impose in the interest of economy.
- iv. Post approval of these regulations, the employees shall continue to draw medical allowance as per the notification(s) of the Government. The provision of allowance shall serve to cover for the interruptions in medical facility arising out of emergent medical conditions, intermittent vacations and employees going out of duty station.

**(1.2) Definitions:**

Under these regulations, unless there is anything repugnant in the subject or context;

- a) “Act” means Punjab Food Authority Act, 2011.
- b) “Authority” means Punjab Food Authority as defined in the Act.
- c) “Competent Authority” means Director General Punjab Food Authority.
- d) “Accommodation” Entitlement of an employee to the accommodation for indoor treatment which shall be as under:

- a) BS-I to BS-14 General Ward;
  - b) BS- 15 to 16 Semi Private Room (Without AC)
  - c) BS-I 7 and above Private Room/Executive Room
- a) **“Panel Hospital”** Means a hospital, a clinic, a maternity home, a pathological laboratory, a radiological laboratory or any other institution with which formal arrangements have been made by the Authority for medical treatment or rendering of diagnostic investigations to its employees and their families.
- b) **“Authorized Medical Officer (AMO)”** Means a qualified doctor who is registered as a medical practitioner and is appointed by the Authority on a monthly retainer-ship basis to attend the employees of the Authority and their dependents.
- c) **“Employee”** Means an employee of the Authority:
- I. Serving on regular basis; serving on deputation basis;
  - II. Serving on contract provided terms and conditions of his/her appointment entitle him/her to the medical attendance under these regulations; or
  - I. A regular employee of the Authority who has retired on superannuation, after 25 years qualifying service or on medical grounds after minimum 10 years of service or died during service of the Authority after rendering minimum 10 years.
- d) **“Family”** Means spouse, dependent parents, legitimate unmarried children residing with her/him so long as she/he is not judicially separated.  
 Spouse of an employee shall be deemed to be dependent upon her/him so long as she/he is not judicially separated.  
 Unmarried sons shall be deemed to be wholly dependent upon her/him till they complete the age of 18 years.  
 Daughters of an employee shall be deemed to be wholly dependent on her/him till they are married, provided they are wholly dependent on the employee.
- e) **“Patient”** Means PFA Employees and those on deputation to the Authority; including family.
- f) **“Hospital”** Means all Hospitals, Dispensaries and Clinical Laboratories Dentists on the approved panel of PFA.
- g) **“Medical Attendance”** Means an attendance in Out-patients or Indoor Hospital including such pathological, bacteriological, radiological or other examinations that are considered essential by the Medical Officers and consultations/specialists of the Hospitals on the approved panel of PFA.
- h) **“Treatment”** Means the use of all medical and surgical facilities available at all the Hospitals and Dispensaries on the approved panel.

## 2. Registration and Issuance of Medical Books

### (2.1) Registration of Employees and their dependents:

#### a) Creation of Health Database.

- i. A centralized database of all employees and their family members shall be created and maintained in the Directorate of Administration.
- ii. Creation of the database would be a one-time activity and time bound schedule for employees shall be followed for providing input to create the database.
- iii. All Director concerned shall forward a duly signed list of the Dependents in the prescribed form of the employees working under them immediately but not later than sixty (60) days of issuance of these Regulations to the Admin wing for completion of record of entitled PFA patients.
- iv. Thereafter, each new employee shall get the entitled persons of his family registered with the Admin Wing.
- v. In case of birth of a child or death of any dependent, the employee concerned will forward his/her revised "Dependent List" along with necessary application duly supported by valid Birth /Death Certificate (as the case may be) through Director In charge to the Directorate of Administration.
- vi. Copies of "Dependent list" will be forwarded by the Administration Wing to PFA Medical Officers and concerned Accounts Sections. Medical Treatment and reimbursement of medical claims will be verified with the dependent list.
- vii. The Directorate of Finance shall be responsible for maintaining a database of all the payments made to the panel institutions and shall provide quarterly reports of the expenditure incurred on individual employees along with future projections to the office of Additional Director General (HQ) PFA.

### (2.2) Issuance of medical books:

#### 2.2.1 Medical Books.

- i. The employee's application shall accompany a list of family Dependents signed by the employee and duly authenticated by her/his reporting officer, not below the rank of a Director. The Directorate of Administration shall immediately issue Medical Book' for each entitled patient, that shall indicate name of employee, her/his designation, entitlement to accommodation and photograph/visible mark of identification of each of his family members, over the signatures of Deputy Director (Admin).
- ii. Each Medical Book shall bear a unique number and shall be considered as official documents, Proper register shall be maintained for these Medical Books.
- iii. Authorized Medical Attendants shall entertain only those patients who present their Medical Books while seeking medical attendance.

- iv. All prescriptions shall be recorded on the Medical Book. Similarly, record of all visits to clinics and outdoor visits for consultation at hospitals and with specialists shall invariably be recorded by the Authorized Medical Officer on the individual's Medical Book.
- v. Free of cost additional Medical Book shall be issued on submission of the previous one duly completed. The Directorate of Administration shall retain these books for as an auditable document's in docket form to be maintained for each employee separately.

### 2.2.2 Safe Custody of Medical Books

For the purpose of maintenance of individual Medical Book and to make the system both transparent and verifiable, their safe custody shall be ensured. Safe custody shall be the responsibility of employee concerned. She/he shall ensure that Medical Book is retained at a safe place.

### 2.2.3 Reissuance of Medical Books

- i. Cases of loss of medical book shall be reported to the Directorate of Administration when the fact is discovered. Fresh medical book shall be issued at a penalty of Rs. 50/, In case of a repetition, the penalty shall be increased to Rs. 100/-.
- ii. Stock of Medical Books shall be kept in a safe custody under supervision of the Deputy Director Concerned (Administration).

## 3. Enlistment and De-Enlistment of Panel Institutions

### (3.1) Enlistment of Panel Institutions:

The Competent Authority at its own discretion shall maintain a panel of clinics/hospitals/dental clinics/pharmacies(s)/diagnostic labs so as to provide the patients with a choice to select the one most suited to their needs.

- i. All Government District/Tehsil/Public Headquarters Hospitals/ Military Hospitals can be enlisted as panel hospitals at their notified Tariff.
- ii. Private clinics/hospitals desirous of to be included in the panel of the Authority shall be enlisted on panel through PPRA Rules, 2014.

## 4. De-Enlistment of Panel Institutions

### (4.1) De-Enlistment of Panel Institutions:

- i. In cases where a Panel Institution does not intend to continue formal arrangement with the Authority they shall require to notify their desire to the Authorized Medical Officer at a notice not less than 30 days.

- ii. The Admin Wing shall notify the Voluntary Deletion of the concerned Medical Attendant, Clinic or Hospital.
- iii. Compulsory De-enlistment of Panel Institution shall be made only on the recommendations of the Medical Committee.
- iv. In case of malpractices the ban for enlistment shall be permanent whereas in case of unsatisfactory or substandard service, the ban would invariably be for a period of three years.

### 5. Medical Committee-Composition, Duties & Functions

#### (5.1) Composition of the Medical Committee

- i. Medical Committee shall exist at the Head Office of Punjab Food Authority.
- ii. Following shall be the composition of the Medical Committee:

No.	Designation	Position
1	Director (Admin & Finance)	Chairperson
2	Deputy Director (Admin)	Member
3	Deputy Director Finance	-do-
4	Authorized Medical Officer	-do-

#### (5.2) Duties and Responsibilities of Medical Committee

The Medical Committee shall have following roles and responsibilities:

- i. Assessment of applications of hospitals, clinics, laboratories, doctors, specialists, pharmacies and dentists for inclusion or otherwise in the PFA panel.
- ii. Assessment of consultation charges demanded by Specialists who are desirous of being included on the panel of Authority.
- iii. Assessment and revision of rates and charges proposed by hospitals, clinics and laboratories for tests, treatment, operations and procedures required for treatment of patients.
- iv. Scrutiny and evaluation of complaints against hospitals, clinics, laboratories, doctors, dentists.
- v. Finalize and approve the terms and conditions of enlistment of doctors/clinics/hospitals on PFA panel.
- vi. Review terms and conditions of these regulations after every two years to incorporate changes, if any, due to technical advancements, unprecedented price-hike or undue change in financial position of the Authority.

- vii. Submit the case before the Director General for Approval in extension/renewal of agreements with the enlisted panel institutions upon their expiry.
- viii. If a question arises as to the correct interpretation of any of the provisions of these regulations, the matter shall be placed before the Medical Committee who will frame their recommendations and obtain orders of the respective Competent Authority to address the issues.
- ix. Upon recommendation of Medical Committee shall periodically revise, add and delete exclusions as mentioned in clause 6 of these regulations according to the special needs and changing circumstances.
- x. Examine any other issue which needs special attention.

**(5.3) Guidelines for functioning of the Medical Committee**

Following are some guidelines to help in functioning of the Medical Committee. The Committee shall have the right to adopt their own criteria wherever considered appropriate.

**5.3.1. Selection Criteria for Panel Institutions**

- i. Only those institutions shall be recommended for the PFA panel that is run by registered medical practitioners, preference shall be given to those who have extensive experience, an established practice and/or reputation of curing chronic diseases.
- ii. The following factors may determine selection Medical Institution for PFA panel:
  - a) Accessibility
  - b) With the passage of time recommendations of employees getting treatment from the said hospitals.
- iii. For enlistment on PFA panel, a private hospital with following facilities should be given preference:
  - (I) It has a minimum capacity of 25 beds;
  - (II) It has facility of Operation Theatre and Labour Room;
  - (III) It has facility of X-Ray; ECG; and Ultrasound;
  - (IV) It has facility for routine laboratory tests of blood and urine;
  - (V) It has Consultants for following specializations:

1	Medical	2	Surgical
3	Pediatrics	4	Eye
5	Psychiatry	6	Gynecology
7	ENT	8	Skin
9	Urology	10	Orthopedics

- (VI) It provides 24 hours service.
- (VII) It is located at a place, which is easily accessible to majority of the employees through public transport.

### 5.3.2. Guidelines of De-Enlistment of Panel institution

The following factors/circumstances shall lead to compulsory de-enlistment of clinic, Hospital, Laboratory, from the PFA Panel.

- a) Malpractices certification like fake billing of any sort and Untrue.
- b) Unsatisfactory quality of treatment/services.
- c) Sub-standard services.
- d) Frequent written complaints from employees subject to proper inquiry.

### 5.3.3. Guidelines with respect to Reimbursement Claims

Medical Claims can be recommended for reimbursement:

- i. If a medicine is not available with the approved Chemists, the employees will be permitted to purchase it from a chemist on proper cash receipt and the expenditure thus incurred will be reimbursed, subject to non-availability certificate from the Chemist.
- ii. If blood transfusion is considered essential by the Physician/Surgeon Incharge, the cost of blood purchased including the cost of bag/bottle, will be reimbursed at the prevalent market rate provided the receipt is countersigned by the Authorized Medical Officer(s) and he also certifies that the rate being charged is in conformity with the prevalent market rate. The fee for blood grouping and matching will be reimbursed at the Government Hospital rates. The reimbursement of fee for blood grouping will be admissible only once in a hospitalization case.
- iii. When a patient is admitted under emergency condition in a hospital, the claim shall be scrutinized for admissibility by the Authorized Medical Officer. (Outpatient treatment is not considered emergency except in cases of accidental injuries). If found admissible, the claim qualifies for reimbursement at PFA approved rates.
- iv. Medical reimbursement for hospitalization with regard to Maternity/Child Births will not be accommodated if carried out through a non-panel hospital except when the employee is residing with the rest of the family members at a place other than his duty station where no panel hospital is available. The reimbursement will be subject to fulfilment of having at least two mandatory antenatal screenings /physical checkups of the conceiving employee/spouse by the Authorized Medical Officer. In which case the hospital committee may recommend the case for reimbursement of confinement and delivery charges at PFA approved Tariff.

## 6. Medical Facility

### (6.1) General

- i. All PFA employees and their family will be governed by the same medical policy. In case of a deceased employee, the spouse and the children shall be entitled and governed by the same medical facility.



- ii. Medical Facilities will be provided to all employees of the Authority. Government servants, i.e. from the Civil Government who are on deputation with the Authority will also be governed by the provisions of this Policy. The employees of the Authority and the deputationists will be entitled to consult all the Doctors on the approved panel of Punjab Food Authority on the advice of the authorized medical officer.
- iii. Casual workers and those engaged on daily rate basis will not be entitled to make use of these facilities.
- iv. In special circumstances where the requisite specialized treatment/facilities are not available in these enlisted Hospitals on the recommendations of the Medical Committee, PFA and approval of the respective Competent Authority may avail the facility in other recognized Hospitals/Laboratories.
- v. The Authorized Medical Officer may refer cases in exceptional circumstances, i.e. in cases of accidents etc. where this is unavoidable or where admission in a Hospital other than on the approved panel is necessary, as a life saving measure. In such cases the obligatory charges incurred by the patients in that Hospital will be reimbursed by the Authority, except charges for diet, extra bed and other optional amenities.

#### (6.2) Referral System

- i. Employees and their dependents will be evaluated by the Authorized Medical Officer, who if deem necessary, shall refer the patient to a panel institution.
- ii. The latter shall, after examining the patient, sign the referral letter retain a copy for his/her medical record after recoding entry in the Employee's Medical Book.
- iii. However in an emergency a patient may consult an approved institution, in which case the required refer letter shall be issued within 24 hours of such emergency by the Authorized Medical Officer.
- iv. No claim of a panel institution shall be entertained unless it accompanies the original referral letter and a copy of summary sheet. The employee shall be required to obtain a photo copy of the summary sheet/history sheet as soon as he/she signs it at the time of leaving the panel institution and keep in his personal medical record for reference/verification by the Authority as the need arises.
- v. All refer letters shall bear a unique-number and shall be an accountable document.
- vi. The Directorate of IT shall be responsible to scan all the dispatch registers concerning all the referred memos fortnightly.

#### (6.3) Hospitalization Cover

Medical Expenses will be covered on account of the following.

- a) Daily Room Charges & ICU/CCU Charges
- b) Operation Theatre Charges
- c) Surgeons / Consultant's fee
- d) Anesthetist fee
- e) Pharmacy/ Surgical Items
- f) Disposable items used in surgery

- g) Diagnostic tests
- h) Endoscopies, Laparoscopy, Angiography, Thallium Scan, MRI & CT-Scan
- i) Day Care Surgeries e.g. cataract, Hernia, etc.
- j) Accidental Treatment including treatment of fractures & dressing of lacerated wounds etc.
- k) Treatment of Cancer, Heart Diseases, Renal Diseases.
- l) Pre-admission and Post-hospitalization Benefits (expenses incurred outside the hospital lead to actual hospitalization).
- m) Radiotherapy and Chemotherapy
- n) Infertility/Impotency treatment

**(6.4) Outdoor treatment Coverage**

Medical Expenses will be covered on account of the following.

- a) Consultations/Follow-Up Visits
- b) Laboratory tests
- c) Radiology/ Specialized Investigations
- d) Prescribed Medicines
- e) Dental Treatment (therapeutic)
- f) Vaccinations
- g) Ophthalmology services (therapeutic)

**(6.5) Maternity Cover**

Medical Expenses will be covered/reimbursed on account of the following.

- a) Accommodation Charges
- b) Gynecologist's fee for delivery & consultations
- c) Labor Room/ Operation theatre charges
- d) Anesthetist fee
- e) Miscarriage, D&C
- f) Medicines or Drugs
- g) Diagnostic tests
- h) Pre-natal and Post-natal Expenses
- i) Baby's Nursing Care
- j) Circumcision of baby boys.
- k) Cesarean section

**(6.6) Main Exclusions:**

Main exclusions are as follows:

- a) Supply or fitting of eye glasses, contact lenses or hearing aids.
- b) Cost of limbs or supporting equipment for revival or correction of the function of body.
- c) Cost of radial keratotomy and Excimer and Lasik laser procedures.
- d) Cosmetic surgery, unless necessitated by an accidental injury
- e) Personal comfort items such as, charges for telephone, meals for other than the patient or other non-medical items.

- f) In few hospitals, charges of certain treatment vary in different type of room's i.e. private, semi private, general ward etc. individuals staying in higher than their entitlement will be responsible for payment of additional expenses for room rate plus any increase in other expenses as well.
- g) Dental treatment comprising of crown, bridges, Caps, polishing, dentures.
- h) Liposuction/Gastric bypass/Gastric banding for treatment of obesity.
- i) Botox treatment for cosmetic reason.
- j) Durable medical equipment, stents, lenses and implants.

#### 6.7. Major Exclusion (Medicines):

There are certain investigations/treatment/tests in vogue but which are not considered absolutely essential for employees' health care. The Medical Committee as a matter of policy has decided not to cover the cost of such products which are identified from time to time. As of now the following medicines/treatment/tests are excluded.

- i. Liquid tonics.
- ii. Food preparations in any form like various protein preparations (except when administered through a gastric tube or IV route) or when permitted specifically as part of the management of malignancies.
- iii. Medicine containing Sildenafil for Erectile Dysfunction.
- iv. Preparations used for cosmetic purposes like Minoxidil and other hair loss treatment products.
- v. All types of dental pastes and creams, sun screen lotion, mouthwash.
- vi. All anti-septic lotions/creams except when prescribed by the Medical Officer for a specific purpose.
- vii. All Herbal/Ayurvedic drugs including drugs used as tonics such as Ginseng-containing preparations, Chinese herbal medicines like Bilovase.g Ginkgo Biloba.
- viii. Salt substitutes like Losalt etc. Sugar substitutes like Sweetex, Canderel etc.
- ix. Homeopathy/ Ayurvedic drugs.
- x. Any other product available 'over counter' i.e. requiring no prescription from doctor e.g. Iodex, Mospel etc.
- xi. Any cosmetic/under trial procedure.
- xii. Cost of imported medicines, the alternate of which is available in Pakistan.
- xiii. Use of implants unless prescribed by a consultant in special circumstances.
- xiv. Diapers, masks, thermometer, elastic bands, Glucometers.
- xv. Dietary supplements.

#### (6.8) Misuse of Medical Facilities

- i. Misuse of medical facilities under these regulations by any means having an effect of obtaining financial advantage by mis-statement, mis-representation of fact, impersonation, altering the prescription or tempering shall be treated as MISCONDUCT and the employee found guilty shall be dealt with under PEEDA ACT, 2006.

- ii. An employee or any member of her/his family suffering from an injury, ill health or a disease, which is attributable to an illegal action, misconduct on the part of the person concerned, shall not be entitled to medical attendance under these regulations.
- iii. An employee or a member of her/his family shall not be entitled to the medical attendance under these regulations, if the employee is under notice of termination or has given notice of his intention to leave the service-of the PFA.

#### **7. Duties and Responsibilities of Authorized Medical Officers**

Duties and responsibilities of the Authorized Medical Officer shall not be restricted to these but shall include the following:-

- i. To assist the Authority in implementing these regulations.
- ii. To provide medical consultation to the employees, and their families.
- iii. To visit the hospital, where a patient admitted in emergency is under treatment and liaise with hospital authorities for best possible treatment of the patient and shall maintain a log of all such visits.
- iv. To provide technical assistance to the Medical Committee during the performance of their functions.
- v. To check, verify and countersign the claims of the employees and their families for medical reimbursement from the Medical Committee.
- vi. To perform initial medical checkup and report of all employees at the time of initial appointment.
- vii. To carry out annual medical examination of officers in BPS-17 and above and give report.
- viii. To refer patients to approved specialists and hospitals.
- ix. To technically examine and verify claims of the panel institutions before payment.
- x. To supply necessary information on admission/treatment of PFA's employees as and when and in the manner required by the Competent Authority.