



Government of Punjab

## STATE ANTI-FRAUD UNIT

State Health Agency, Punjab

Department of Health and Family Welfare

BSNL Circle Office, Sanchar Sadan, 4<sup>th</sup> Floor, Sector-34A, Chandigarh

Visit us at: [www.sha.punjab.gov.in](http://www.sha.punjab.gov.in), E-mail: [sha.phsc@gmail.com](mailto:sha.phsc@gmail.com)



No. SHA/2021/ 72-146

Dated: 05/01/2022

### ADDENDUM-II TO SAFU GUIDELINES

**Subject: Addendum II to SAFU Anti-Fraud Guidelines-BIS**

State Health Agency (SHA) had notified Anti-Fraud guidelines vide notification no 07/33/2020-2H4/2812 dated 06.11.2020 to prevent fraud and to take necessary actions on erring entities. Further vide letter no: SHA/2021/1455-1526 dated:08.02.2021 Addendum to SAFU Anti-Fraud-Guidelines BIS were issued to extend its applicably towards BIS related frauds.

In order to bring consistency in the BIS guidelines and to strengthen the mechanism for fraud management, modification in earlier issued addendum to Anti-fraud Guidelines-BIS has been done. This addendum supersedes earlier issued addendum. These guidelines shall come into effect immediately upon the issuance of these orders.

Kindly ensure compliance to the same.

  
Chief Executive Officer  
State Health Agency, Punjab

A copy of above is forwarded to the following for information and necessary action.

1. Principal Secretary of Health and Family Welfare, SHA Punjab for information.
2. All Deputy Commissioners in State of Punjab for information and compliance.
3. Joint Secretary Health cum Joint CEO, SHA for information and compliance.
4. All Civil Surgeons in the State of Punjab for information and compliance.
5. All Deputy Medical Commissioners in State of Punjab for information and compliance.
6. Assistant Chief Executive Officer, SHA for information and compliance.
7. State Anti-Fraud Officer, SHA Punjab for information and compliance.
8. Project Head, SBI GIC for information & compliance and sending the same to each empanelled Pvt. hospitals under ABSSBY for necessary compliance.
9. Representative of MD India for information and compliance.
10. Representative of CSC for information and compliance.
11. Representative of UTIITSL for information and compliance.



The Proposed customized guidelines to be issued as an addendum to the notified SAFU guidelines:

Entity	Action/Penalty
PMAM	<p>(a) In case of PMAM of Public hospital <b>if deployed by agency: -</b></p> <p>(i) <b>Action in case of card is marked as Error: -</b> Letter to be issued by the SHA to the agency to provide proper training and issue warning to the concern Arogya Mitra.</p> <p>(ii) <b>Action in case of card is marked Fraud: -</b> Letter is to be issued to the agency by the SHA. Reply of the agency to be further reviewed and based on the reply final decision will be taken by the SAFU committee for levying <b>Penalty</b> of Rs 1000 for every fake card and issue direction to replace Arogya Mitra.</p> <p>(b) PMAM of Public hospital <b>if deployed by Hospital: -</b></p> <p>(i) <b>Action in case of card is marked as Error: -</b> Intimation letter will be sent to district authorities by SHA to provide training to the concern Arogya Mitra through Insurance company.</p> <p>(ii) <b>Action in case of card is marked as Fraud: -</b> Intimation letter will be sent to district authorities to initiate necessary action on the concerned Arogya Mitra.</p> <p>(c) In case of PMAM of Private Hospital: -</p> <p>(i) <b>Action in case of card is marked as Error: -</b> Letter will be sent to hospital by the Insurance company to provide proper training and issue advisory/warning to the concern Arogya Mitra.</p> <p>(ii) <b>Action in case of Fraud: -</b> Disable ID of creator. Explanation of the hospital to be called by the Insurance company after approval of SHA. Reply of the hospital to be reviewed by SHA and</p>





	based on the reply final decision will be taken by the SAFU committee for levying <b>Penalty</b> of Rs 1000 for every fake card. Insurance company will issue penalty letter to the hospital.
VLE CSC, UTIITSL or any other ecard generating agency	<p>In case of VLE, CSC, UTIITSL or any other e-card agency: -</p> <p><b>(i) Action in case of card is marked as Error: -</b> Letter to be issued to the head of the concerned agency by SHA to provide proper training and issue advisory/warning to the concern VLE, CSC, UTIITSL or any other e-card agency by SHA.</p> <p><b>(ii) Action in case of Fraud: -</b> Disable IDs of creator. Penalty of Rs 1000/ for every fake card generation.</p> <p>Letter is to be issued to the head of the concerned agency by the SHA. Reply of the agency to be further reviewed by SHA and based on the reply final decision will be taken by the SAFU committee for levying Penalty of Rs 1000 for every fake card.</p>
ISA/Insurer	As per tender document.
SHA officials	<p>For wrong approval</p> <p><b>(i) Action in case of card is marked as Error:</b> Training</p> <p><b>(ii) Action in case of Fraud:</b> Matter will be put up in SAFU committee for decision.</p>
Beneficiary – Collusion	Disabling the e-card
Impersonator	<ul style="list-style-type: none"> <li>• Disabling card /ID</li> <li>• Recovery of amount utilized.</li> <li>• FIR against the impersonator, to be determined by the SAFU Committee as per the severity of the offence</li> <li>• .</li> </ul>
PMAM of outside Punjab	<p><b>(a) Action in case of card is marked as Error: -</b> Intimation will be sent to NHA to initiate necessary action on the concerned Arogya Mitra.</p>



	<p><b>(b) Action in case of Fraud: -</b></p> <p>To disable id of PMAM through NHA and intimation will be sent to NHA to initiate necessary action on the concerned Arogya Mitra.</p>
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All the above penalties/recoveries are recommendatory and the SAFU committee may inflict higher or lower penalties depending on case-to-case basis. The penalty/recovery amount shall be payable to SHA.

