



INDIAN CHAMBER OF COMMERCE

**Knowledge Partners**



**Healthcare Excellence  
AWARDS**

**to be held on July-August, 2024**

## Award Categories

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### A. Best Private Hospitals (Zone wise)

- Hospital of the Year
- Best Hospital in Healthcare Delivery
- Best Hospital in Quality Control
- Best CEO of the Year

### B. Best Diagnostic & Imaging Centres (Zone wise)

### C. Best Pharmaceuticals Company in R & D (National)

### D. Best Medical Equipment Company in R & D (National)

### E. Best Health Insurance Service Provider (National)

## Zone List

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East	North	South	West	Central
Andaman and Nicobar Islands	Chandigarh	Andhra Pradesh	Dadra and Nagar Haveli and Daman and Diu	Madhya Pradesh
Arunachal Pradesh	Haryana	Karnataka	Goa	Chhattisgarh
Assam	Himachal Pradesh	Kerala	Gujarat	
Bihar	Jammu and Kashmir	Puducherry	Lakshadweep	
Jharkhand	Ladakh	Tamil Nadu	Maharashtra	
Manipur	NCT Delhi	Telangana		
Meghalaya	Punjab			
Mizoram	Rajasthan			
Nagaland	Uttar Pradesh			
Odisha	Uttarakhand			
Sikkim				
Tripura				
West Bengal				

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## A. Best Private Hospitals (Zone wise)

Award Sub Category	Description	Eligibility
<b>Hospital of the Year</b>	<p>This award is conceptualized with a goal of recognizing, analysing and encouraging the efforts of hospitals across India.</p> <p>The award is meant for a hospital that has created a benchmark in providing exemplary patient management services, implemented most effective infection control program, achieved clinical &amp; operational excellence, has deployed new-age technologies to provide advanced services to patients.</p> <p>The idea is to also felicitate hospitals for making significant societal impact and promoting sustainable development.</p>	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024 and minimum having 50 beds capacity</li> <li>Minimum Turnover is not applicable to Hospital categories</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature</li> <li>Relatives of ICC employees and decision making partners of the Awards are not allowed to participate in the Awards</li> <li>Dispensaries, nursing homes, dental facilities and non-allopathic facilities cannot apply for the Awards</li> </ul>

Award Sub Category	Description	Eligibility
<b>Best Hospital in Healthcare Delivery</b>	<p>This award recognizes and honors hospitals for innovation, excellence, clinical effectiveness, health outcomes &amp; efficiency, patient experience and quality of care, innovation, excellence, outstanding achievements, and best practices in areas of healthcare delivery.</p>	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024 and minimum having 50 beds capacity</li> <li>Minimum Turnover is not applicable to Hospital categories</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature</li> <li>Relatives of ICC employees and decision making partners of the Awards are not allowed to participate in the Awards</li> <li>Dispensaries, nursing homes, dental facilities and non-allopathic facilities cannot apply for the Awards</li> </ul>

## A. Best Private Hospitals (Zone wise)

Award Sub Category	Description	Eligibility
<b>Best Hospital in Quality Control</b>	The awards aim to celebrate and reward the hospitals that are striving to establish higher patient satisfaction standards, while also putting in efforts to become sustainable. It will also felicitate hospitals in India for their outstanding contributions in providing high-quality healthcare services.	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024 and minimum having 50 beds capacity</li> <li>Minimum Turnover is not applicable to Hospital categories</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature</li> <li>Relatives of ICC Employees and decision making partners of the Awards are not allowed to participate in the Awards</li> <li>Dispensaries, nursing homes, dental facilities and non-allopathic facilities cannot apply for the Awards</li> </ul>

Award Sub Category	Description	Eligibility
<b>Best CEO of the Year</b>	The awards aim to celebrate and reward the hospitals that are striving to establish higher patient satisfaction standards, while also putting in efforts to become sustainable. It will also felicitate hospitals in India for their outstanding contributions in providing high-quality healthcare services.	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024 and minimum having 50 beds capacity</li> <li>Minimum Turnover is not applicable to Hospital categories</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature</li> <li>Relatives of ICC Employees and decision making partners of the Awards are not allowed to participate in the Awards</li> <li>Dispensaries, nursing homes, dental facilities and non-allopathic facilities cannot apply for the Awards</li> </ul>

## B. Best Diagnostic & Imaging Centres (Zone wise)

Award Category	Description	Eligibility
<b>Best Diagnostic &amp; Imaging Centre</b>	The award recognizes the best diagnostic & imaging center serving patients at the national &/or regional level providing the best services to their patients & excelling in the same. It is open to those diagnostic & imaging centers who have made significant and sustained contributions to patient care either through innovation, setting up or improving services by making it patient centered and widely accessible.	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024</li> <li>Enterprise turnover must be as per the details mentioned below during the year ended March 31, 2024 or December 31, 2023.</li> <li>Minimum Turnover should be INR 1 Crore in FY 2022-2023 or FY 2023-2024</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature</li> <li>Relatives of ICC Employees and decision making partners of the Awards are not allowed to participate in the Awards</li> </ul>

## C. Best Pharmaceuticals Company in R & D (National)

Award Category	Description	Eligibility
<b>Pharmaceutical Company of the Year in R &amp; D</b>	This Award honors those pharmaceuticals which have achieved innovation, operational excellence, and success in bringing new medicines to patients that improves the lives of many thousands of people. It recognizes outstanding achievement, not just in one isolated activity, but across the full spectrum of drug development.	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024</li> <li>Enterprise turnover must be as per the details mentioned below during the year ended March 31, 2024 or December 31, 2023</li> <li>Minimum Turnover should be INR 1 Crore in FY 2022-2023 or FY 2023-2024</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature</li> </ul>

		<ul style="list-style-type: none"> <li>Relatives of ICC Employees and decision partners of the Awards are not allowed to participate in the Awards</li> </ul>
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## **D. Best Medical Equipment Company in R & D** (National)

<b>Award Category</b>	<b>Description</b>	<b>Eligibility</b>
<b>Medical Equipment Company of the Year in R &amp; D</b>	This award will recognize unique breakthrough research for any equipment, device or technology intended to be used for medical purposes. Those which enable healthcare providers to diagnose and treat patients to result in better healthcare in India and has the potential to change the delivery of healthcare for the better.	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024</li> <li>Enterprise turnover must be as per the details mentioned below during the year ended March 31, 2024 or December 31, 2023</li> <li>Minimum Turnover should be INR 2 Crores in FY 2022-2023 or FY 2023-2024</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature</li> <li>Relatives of ICC Employees and decision making partners of the Awards are not allowed to participate in the Awards</li> </ul>

## **E. Best Health Insurance Service Provider** (National)

<b>Award Category</b>	<b>Description</b>	<b>Eligibility</b>
<b>Best Health Insurance Service Provider</b>	<p>This award will recognize insurers playing a significant role in addressing the most critical health-protection requirements. It focuses on best-of-the-best practices of the health insurance industry based on the strategy, security, customer service and the future technology challenges and innovations.</p> <p>Health insurance providers will be honored for their market leadership, product innovation and customer service which facilitates an improvement in both curative</p>	<ul style="list-style-type: none"> <li>An organization which is registered as a, proprietorship concern, partnership firm, public company, private company, or Trust, etc.</li> <li>An organization must have completed at least 3 years of operations in India as on January 01, 2024</li> <li>Enterprise turnover must be as per the details mentioned below during the year ended March 31, 2024 or December 31, 2023</li> <li>Minimum Turnover should be INR 50 Crores in FY 2022-2023 or FY 2023-2024</li> <li>The Organization's business must be registered in India with appropriate authorities, and must provide a valid</li> </ul>

	and preventative aspects of healthcare management and which encourages the growth of health insurance in India.	Shops and Establishments License Number or Trade License or GST Registration or registration details of similar nature <ul style="list-style-type: none"><li>• Relatives of ICC Employees and decision making partners of the Awards are not allowed to participate in the Awards</li></ul>
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## Submission of Nominations

- Filled up common **Mandate Form**
- **Documents for submission** through .pdf / .ppt. / letter / declaration / scan copies

## Nomination Fees Structure

Sl. No.	Categories	Sub Categories	Fees
1	Hospital 50-299 beds	Hospital of the Year Healthcare Delivery Quality Control CEO of the Year	<b>INR 35,400/-</b> (30,000 + 18% GST) in total for all the four sub categories (not individual sub category)
2	Hospital >= 300 beds	Hospital of the Year Healthcare Delivery Quality Control CEO of the Year	<b>INR 41,300/-</b> (35,000 + 18% GST) in total for all the four sub categories (not individual sub category)
3	Diagnostic &/or Imaging Centres	Service Provider	<b>INR 41, 300/-</b> (35,000 + 18% GST) per Company / Establishment
4	Pharmaceutical Manufacturing company	Company of the Year - R & D	<b>INR 41, 300/-</b> (35,000 + 18% GST) per Company
5	Medical Equipment company	Company of the Year - R & D	<b>INR 41, 300/-</b> (35,000 + 18% GST) per Company
6	Health Insurance providers	Best Service Provider	<b>INR 53, 100/-</b> (45,000 + 18% GST) per Company

N.B.: Group of Hospitals / Hospital chains interested to submit Nomination; has to submit nomination for each Establishment / Hospital basis separately



## Mandate Form

Details of the Organisation	
Name of the Organization:	Telephone:
CIN: (in case of Pvt. Ltd. or Ltd.)	PAN:
Nature of the Organization: Pvt. Ltd. / Ltd./ Partnership / Proprietorship	
Email:	
Address:	
City:	Postcode:
Zone: (Please see the Zonal list)	GSTIN:
Contact Person:	
Contact Person's telephone & mobile no:	
Contact Person's e-mail id:	
Name of Chairman / CEO / MD:	
Email ID & Mobile contact no. of Chairman / CEO / MD:	
Industry:	
Number of people in the company:	
Turnover of the company: (not applicable for Hospitals) FY: 2023-2024, 2022-2023, 2021-2022	
Website:	

### Please tick the categories being applied for

Sl. No.	Eligible Categories	Award Categories	Please Mark
1	Hospital 50-299 beds	Hospital of the Year Healthcare Delivery Quality Control CEO of the Year	✓ or X ✓ or X ✓ or X ✓ or X
2	Hospital >= 300 beds	Hospital of the Year Healthcare Delivery Quality Control CEO of the Year	✓ or X ✓ or X ✓ or X ✓ or X
3	Diagnostic &/or Imaging Centres	Service Provider	✓ or X
4	Pharmaceutical Manufacturing company	Company of the Year - R & D	✓ or X
5	Medical Equipment company	Company of the Year - R & D	✓ or X
6	Health Insurance providers	Best Service Provider	✓ or X

### Payment Details

Cheque / DD/ NEFT / UTR Details	Date	Amount

**I have read the attached terms & conditions, regulations and agree to the same**

Name of the Authorized Signatory	Designation	Email ID & Mobile Contact No.	Signature Date Office Seal

**NOTES ON YOUR SUBMISSION:**

Completed nomination forms and any supporting materials should be emailed to Mr. Subhajit Roy, [subhajit.roy@indianchamber.net](mailto:subhajit.roy@indianchamber.net) or posted to: Indian Chamber of Commerce, ICC Towers, 4 India Exchange Place, Kolkata – 700001 by 15<sup>th</sup> June, 2024.

**ICC Bank Details**

**BANK DETAILS**

Name of the Account : INDIAN CHAMBER OF COMMERCE

Address : 4, India Exchange Place, Kolkata 700 001

Name of the Bank : BANK OF BARODA

Branch : India Exchange

Address : 4, India Exchange Place, Kolkata 700 001


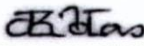
Type of Account : CURRENT

A/c No. : 00290200000821

IFSC : BARB0INDIAE (5th Digit is Numeric 'ZERO')

MICR : 7000 120 16

**ICC PAN**

स्थायी लेखा संख्या /PERMANENT ACCOUNT NUMBER <b>AAAT11141G</b>	
नाम /NAME <b>INDIAN CHAMBER OF COMMERCE</b>	
निगमन/बनने की तिथि /DATE OF INCORPORATION/FORMATION <b>24-02-1927</b>	
 आयकर आयुक्त, प.प्र.-XI COMMISSIONER OF INCOME-TAX, W.B. - XI	



**Government of India**  
**Form GST REG-06**  
*[See Rule 10(1)]*

**Registration Certificate**

**Registration Number :**19AAATI1141G1Z0

1.	<b>Legal Name</b>	INDIAN CHAMBER OF COMMERCE			
2.	<b>Trade Name, if any</b>	INDIAN CHAMBER OF COMMERCE			
3.	<b>Constitution of Business</b>	Public Limited Company			
4.	<b>Address of Principal Place of Business</b>	4, ICC TOWERS, INDIA EXCHANGE PLACE, KOLKATA, Kolkata, West Bengal, 700001			
5.	<b>Date of Liability</b>	01/07/2017			
6.	<b>Period of Validity</b>	From	01/07/2017	To	NA
7.	<b>Type of Registration</b>	Regular			
8.	<b>Particulars of Approving Authority</b>				
Signature					
Name					
Designation					
Jurisdictional Office					
9.	<b>Date of issue of Certificate</b>	26/09/2017			
Note: The registration certificate is required to be prominently displayed at all places of business in the State.					

**This is a system generated digitally signed Registration Certificate issued based on the deemed approval of the application for registration**

# Terms & Conditions

**ICC Healthcare Excellence Awards** (hereinafter referred to as "**Award Show**") is organized and conducted by Indian Chamber of Commerce. ("**The Company**", "**ICC**"). The Award Show will be conducted based on the rules and regulations stated hereunder ("**Rules**" or "**Rules and Regulations**" or "**Terms & Conditions**" or "**T&C**"). The Company reserves the right to modify these Rules and Regulations without any prior notice. You are advised to regularly access and view these Rules. If you do not agree with any of the Rules and any amendments thereto, you are advised not to participate in the Award Show. The Company shall mean and include its affiliates, group companies, its employees, officers, and directors.

## Definitions

Award Show	ICC Healthcare Excellence Awards
Award Management	Organizers of the Award Show, ICC or it's respective assignees and affiliates
Finalist	Shortlisted Participant who will be called to submit presentation to Final Jury
Website	<a href="http://www.indianchamber.org">www.indianchamber.org</a>
Jury	A panel of eminent experts from the relevant industry who will shortlist the winners for specified award categories in each round
Participant / Applicant	Any organization or individual sending an application to participate in the Awards, or is selected for participation in the Awards upon recommendation/ suggestion received from the Jury members or third party(ies) by submitting a nomination form and complies with the requirement (if any) as defined in this T&C
Period for Call for Entry (CFE)	The period i.e., from May 2, 2024 (00:00:00 IST) to June 15, 2024 (23:59:59 IST) during which Participant can send in their entries to Award Management Team
Publicity Rights	Right to use Participant's name, likeness, voice, picture, video or the content of his/her participation
Rules and Regulations	Rules governing the Award Show, stated herein in entirety, as may be amended from time to time by the Company in its sole discretion.
Winner	Any participant selected by the Jury as per pre-determined evaluation parameters

## Call for entries and participation

1. Last date for submission of entry forms will be June 15, 2024 or such other date as extended by Awards Management from time to time
2. Categorization of entries will be approved by the Jury / Awards Management. The Jury / Awards Management retain discretionary right to re-categorize an entry, if needed;
3. Participant that conforms to each of the Award categories and region can participate in the same. Entry which is not attributable to the listed categories or region would automatically stand disqualified. Determination of the same is at the discretion of the Jury / Awards Management;
4. A participant can participate in multiple Award categories for the same services. However, it is to be noted that for Hospitals and Diagnostic & Imaging Centre each establishment will be considered as a separate entry and for each separate establishment separate nominations forms needs to be submitted

5. One application form can be used only for a single entry in each award category;
6. Receipt of application forms after the specified last date of receipt may be permitted only for genuine reason at the discretion of the Awards Management/Jury;
7. Awards Management will not be responsible for application forms that are lost in transit / received late / damaged / loss due to lack or lapse in any communication on account of internet failure;
8. Participation in the Awards in any manner will be construed as an acceptance to the Rules and Regulations stated herein;
9. An entry form will be considered complete and valid, only if the following are duly completed and submitted to the Awards Management via email [subhajit.roy@indianchamber.net](mailto:subhajit.roy@indianchamber.net)
  - a. Completely filled Mandate Form
  - b. Declaration form (Agreed Declaration by the Authorized person of the Organization is mandatory)
  - c. Audited Annual reports or a certificate from your Chartered Accountant confirming the figures given in the form (where ever necessary or applicable)
  - d. GST Certificate
  - e. PAN Card
  - f. Business registration certificate.
  - g. Completeness of Entries/ Disqualification
10. All mandatory fields in the application form need to be filled in all respects; else it will be disqualified from participation;
11. Entries will be accepted in English language only;
12. Disqualification of any entries is at the sole discretion of the Jury/ Awards Management;
13. Please maintain one copy of the completed form with you for your records
14. Non-Submission of Presentation at the final Jury meeting will automatically lead to disqualification of that particular entry;

#### **Award**

15. In case an Award is unclaimed by the winner due to any reason the same will result in forfeiture of the Award by such Winner and ICC shall not entertain any claims in this regard thereafter;
16. Award is not transferable or assignable and shall not be assigned to any other person. There is no cash substitution, cash redemption or cash value in lieu of the respective Award;
17. ICC gives no warranty and shall not be liable for the quality, warranty or replacement of the Award. All taxes, levies and charges relating to the Awards, if any will be borne by the Winners.

## **Additional Information**

18. Participants may be contacted for any additional information or / and conduct field visit to verify the information provided. Such additional information sourced from the Participant(s) will become part of the original application / Presentation at the time of final Jury meeting
19. Awards Management has the right to ask for documentary proof of information / audited financial data / audit the information provided. If such a request is made and the Participant does not comply with it promptly; the Participant may be disqualified from participation in the Awards;
20. Information provided by the Participant will be used only for the limited purpose of evaluating the Participant's entry to these Awards and, for the specified purpose as agreed to in the Declaration Form;
21. Awards Management or team appointed by Awards Management will try to contact the Participant on best effort basis by any means deemed appropriate;
22. In the event it is not possible to contact any Participant to obtain information on them, interview them, etc. such Participant may be disqualified from further participation;
23. The participant hereby irrevocably authorizes the Awards Management to use the data gathered during and/or the Awards in respect of the participants. This shall be the property of ICC and ICC shall be entitled to use the same in its communications including marketing promotions and advertisements along with/without ICC's Sponsor / brand. Awards Management shall not be liable in any manner for any mishap, accident, injury or damages etc. of whatsoever nature, caused to the participants during the Awards. Further, Awards Management shall not be liable in any manner for any loss, damage, theft, or any other mishap caused during the Awards.

## **Winner selection Process**

24. Entries will be received only the email id mentioned above by the Awards Management Team;
25. Entries will be shortlisted based on eligibility criteria;
26. As part of the process of selection of a winner in each Award category, shortlisted nominees will be invited to submit a detailed presentation to the Jury. In case Jury has some questions on the presentation then Participant will be contacted on the day of jury meeting or such other day as the Award management deems fit and communicates to the participants;
27. Jury will select the winners in each category for each region (i.e., North, South, East, West and Central) based on predetermined judging parameters by scoring the entries i.e., for each category there will be 4 winners (One winner from each of the zone) except for Pharma Company of the Year in R&D, Medical Equipment Company of the Year in R&D and Best Health Insurance Service Provider.
28. Process Advisors and Evaluators will independently tabulate the scores and the highest scoring entry will be determined as the winner in each category;
29. In case of a tie, more than 1 (one) winner can be declared;
30. There could be one or more winners in each award category, at the discretion of the Jury;
31. The determination of who should receive an award for any award category rests with the Jury;
32. The Jury's decision is final and binding on all nominees;

33. Application Forms received will be collated under each award category for evaluation by Awards Management;
34. Determination of the Award category to which an application belongs is at the discretion of the Jury;
35. Awards Management reserves the right to make the final judgment in case of any ambiguity in Rules and Regulations / disputes over suitability;
36. Only CEO or heads of participant Enterprise or such other person nominated by the Nominee in the entry Form would be contacted in case Jury needs further information. The cost of reply or clarification incurred by participants, if any, would need to be borne by the participant;
37. Participant agrees that the Participant is legally capable of entering and, if selected, participating in the Awards and agree to the T&C. Participant is competent (i.e., Participant are of legal age and mental capacity) and eligible to enter into legally binding agreement on Participation;
38. Participant understands and agrees that merely participating in this Awards does not entitle the Participant to a prize or to any other form of consideration;
39. Participant warrants and represents to the Awards Management that all information including any communications, software, photos, text, video, graphics, music, sounds, images and other material submitted or recorded in any manner by the Participant or the partners of Awards Management including Awards Management for consideration for the Awards are solely owned by the Awards Management and do not infringe upon any other individual or Enterprise rights (including, without limitation, intellectual property rights). Participant shall be completely responsible for handling any infringement or alleged infringement and shall indemnify ICC, and the Awards Management from any claims, costs or damages from infringement or alleged infringement of the logo or trademark or the defense of a claim or any costs payable thereof;
40. Participant must enter the Awards at their own will and the Awards Management are not in any way obligated or liable for any loss or costs that the Participant may suffer or incur and nothing is payable to the Participants for participating in the Awards or any event prior to or following the Awards;
41. Participants for the purpose of entering the Awards, automatically grants ICC a royalty-free, irrevocable, worldwide, non-transferable, non-exclusive right and license to use and display such entry, for participation in the Awards, and any intellectual property in relation to and arising out of such participation in the Awards and footage thereof, which shall include trade publications, press releases, electronic posting to the Website, the ICC website in any display format selected by ICC during the Awards or use by ICC as it deems fit;
42. The Participants indemnify ICC, its employees, officers, contractors, partner or other persons used by them in relation to this Awards and hold them harmless against any loss, claim, demands, costs, damages, judgments, expenses or liability (including legal costs) arising out of or in connection with any or all claims, that may be brought against the Awards Management by any third party in connection with the Participants participation in or winning the Awards, which is inconsistent with any of the warranties and representations made by the Participants, or due to breach of these Terms and shall reimburse ICC for any loss, costs, expense, or damage to which said indemnity applies. ICC shall give the Participant prompt written notice of any claim or actions covered by this indemnity, and the Participant shall have the right, at its own expense, to participate in any such action;



43. In the event these Terms and Conditions do not cover any question or complaint in relation to the Awards, the same will be concluded on by the Awards Management (for all other issues) or an independent body or legal team as appointed by the Awards Management and deemed necessary
44. The Participant agrees to give full consent unconditionally for ICC to share any information provided by the Participant with agencies working with them with regards to the program, its recording and broadcasting and related activities including agencies involved with ICC;
45. The decision of ICC in relation to the interpretation of any of these Terms shall be final and binding on the participants.

#### **Incorrect Information**

46. If at any time, any information provided by any Participant is found to be incorrect in any manner, then the Participant will not be permitted to continue participation for that particular entry in the Awards, and the Awards Management will not be liable to return any materials to such disqualified entry;
47. If, after the conclusion of the Awards ceremony, any information provided by any Participant is found to be incorrect in any manner, the Participant will be liable to return the Award and any monetary / non-monetary incentives provided as part of the Award;
48. All Entries are subject to verification, including without limitation, verification of eligibility through checks as deemed appropriate by the Awards Management and complete compliance with these Rules and Regulations. Awards Management has the sole right to disqualify any entry if it is not in compliance with the Rules and Regulations herein specified or any further applicable laws, regulation/ or any policies that may be specified by the Awards Management;
49. Determination of whether information provided as fair and accurate rests with the Jury and Awards Management.

#### **General**

50. The call for entries for the Awards will be announced in one or more media platforms and / or by direct communication with potential Participants, and that shall be construed to be adequate notice for call for entries;
51. By participating in the Awards process in any manner, the participant is deemed to have read, understood and unconditionally accepted the Rules & Regulations of the Awards which may be updated, if required;
52. While all attempts will be made by the Awards Management for call for entries, there is a possibility of missing potential participants due to the fragmented spread of the industry in India. The Awards Management will not be held liable for the same;
53. Awards Management accepts no liability for any unintentional errors or omissions, whether on behalf of itself or any third Parties;
54. Participants shall be solely responsible for any consequences which may arise due to their actions of infringement of intellectual property rights belonging to any other person /entity, etc. and also undertake to indemnify the ICC and its affiliates, Awards Management, its Directors, Officers,

Employees, etc. on the happening of such an event (including without limitation cost of Attorney, Legal Charges, etc.) on full indemnity basis;

55. The short-listing of the entries and selection of winner's process is not subject to review by any participant. Awards Management will not entertain any communication, whatsoever, in this regard from any participant;
56. Participation in the Awards does not necessitate winning an Award;
57. The above-specified categories of the Awards may undergo changes and as per the sole discretion of the Awards Management;
58. Decision of the Awards Management on all matters is final and binding on all participants;
59. Participants, Nominees and Winners permit complimentary use of their names, nominated and winning content and factual information about their participation in the public media (for the build-up to the Awards, during the Awards ceremony and after the Awards ceremony) and do not have any right to any revenues earned through intellectual property rights generated by the Awards;
60. The Awards Management and its associates will not be liable for any claims / disputes made by the participants, nominees or winners in relation to the entire process of Awards;
61. The Awards Management reserves the right to withdraw and/or amend the terms of the Awards at any time and does not take responsibility for any loss or damage that any person or Enterprise may suffer as a result of participating or attempting to participate in the Awards, if the Awards being withdrawn or its terms amended. If during the course of the Awards, it is discovered that an entry/winner has a dispute registered against it in a court of law, the dispute which is in contradiction to the spirit of this Awards; the Awards Management reserves the right to declare that entry/winner ineligible and/or withhold any Award until the dispute is resolved in favors of the Participant;
62. Efforts will be made to adhere to the defined timelines. However, the Awards Management cannot and shall not be accountable / liable for any disruptions / stoppages / interruptions or cancellation of the Awards or its ceremony or any part of its processes or voting. The Awards Management and its associates cannot be held responsible for matters out of its control and for force majeure;
63. Additions, deletions and/or modifications to these Rules and Regulations are at the discretion of the Awards Management. It may make such additions/deletions and/or modifications, at any time before or after the Awards, as required;
64. All disputes relating to or arising out of the Awards shall be subject to the laws of India, and shall be subject to the exclusive jurisdiction of the courts of competent jurisdiction at Kolkata, India;
65. The participants, nominees and winners agree that they shall hold harmless Awards Management and sponsors, their employees, officers, associates or other persons and shall defend them against any loss, claims, demands, costs, damages, judgments, expenses or liability arising out of or in connection with any or all claims that may be brought against the Awards Management by any third party in connection with participation in or winning the Award;
66. If participants are unclear as to the rules or any element of the Awards or experience difficulties of any kind, they can write in their questions, problems or clarifications to the following address:

subhajit.roy@indianchamber.net

Or

Call +91 98317 16032 / +91 (0) 33 2253 4218

67. The Awards Management shall endeavor to the best of its ability to respond thereto.

### **Website**

68. The website is only an informational website [https:// www.indianchamber.org](https://www.indianchamber.org) / (the "Website") for the Awards., ICC or its subsidiaries or holding entities or affiliates ("ICC Group") are not liable or responsible for any action or decision taken by Participant or anyone acting on Participant's behalf or under Participant employment or under contract with Participant. ICC shall not be under any obligation to Participant and Participant shall have no obligation or rights in relation to the Awards and shall have no claims whatsoever against ICC relating to the selection process or the running of the Awards;

69. ICC shall not be responsible for:

- a. any delivery, failures relating to the registration or uploading videos/presentations;
- b. any SPAM generated messages as result of Participant accessing the Website;
- c. Awards Management not receiving or rejecting any data;
- d. any lost, late or misdirected computer transmission or network, electronic failures of any kind or any failure to receive entries owing to transmission failures or due to any technical reasons and
- e. Other conditions/situations or failures beyond its control.

### **Disclaimers**

70. Awards Management has no obligation to screen the entry material in advance and is not responsible for monitoring entries for the purpose of preventing violation of intellectual property ownership rights, or violations of any law, rule or regulation. If Awards Management is notified of submissions or materials that may not conform to the Terms, it may investigate the allegation and determine in good faith and in its sole discretion whether to eliminate such an entry from consideration. The Awards Management has no liability or responsibility to Participants or other users of the Website for performance or non-performance of such activities.

### **Limitation of Liability and Remedies**

71. The Award Management reserves the right, in its sole discretion, at any time and at any stage of the judging process, to reject or disqualify any Participant who is deemed ineligible or for any reason that the Award Management feels is necessary and/or appropriate, including without limitation, if that Participant has not complied with these Rules of the Award, the Award Management determines he/she is attempting to undermine the legitimate operation of the Award by cheating, deception, or any other unfair practices or intending to annoy, abuse, threaten or harass any other Participant or the Award Management, the Selection Panel, Jury or has interfered, in Award Management's sole opinion, with the proper conduct of the Award.

72. Participants or any other person that accesses the Web Page, agrees that neither the Company nor any third party content or service providers involved in the Award will be liable to Participant for any loss or damages, either actual or consequential, arising out of or relating to these Rules,

Participant's use or inability to use the Web Page, or to Participant's reliance upon information obtained from or through the Web Page, participation in the Award, travel, or use or misuse of any prize. In particular, neither the Company nor its third party or service providers will have liability for any consequential, indirect, punitive, special or incidental damages, whether foreseeable or unforeseeable (including, but not limited to, claims for defamation, errors, loss of data, or interruption in availability of data), arising out of or relating to the awards, terms of use, visitor's use or inability to use the Web Page, entry form (online / offline) or to visitor's reliance upon information obtained from or through the Web Page, participation in the Award, travel, or use or misuse of any prize, whether based in contract, tort, statutory or otherwise.

73. The participation in the Award implies unconditional acceptance of all these Rules and Regulations of the Award by the Participant.

#### **Privacy & Cookie Policy**

74. The participation in the Contest implies unconditional acceptance of Privacy and Cookie Policy (embedded in the attached T&C) by the Contestant

# Documents for Submission

through .pdf / .ppt. / letter / declaration / scan copies

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## A. Best Private Hospitals (Zone wise)

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Award Sub Category	Documents
<b>Hospital of the Year</b>	<ul style="list-style-type: none"> <li>• Number of beds</li> <li>• Doctors working in the hospital should be registered under Medical council</li> <li>• The hospital should provide the following services round the clock-               <ul style="list-style-type: none"> <li>a) General Specialties,</li> <li>b) Diagnostic and other Para clinical services,</li> <li>c) Ancillary and support services,</li> <li>d) Administrative services,</li> <li>e) Services under various National Health and Family Welfare Program,</li> <li>f) Epidemic Control and Disaster Preparedness, etc.</li> </ul> </li> <li>• The hospital should have adequate space per bed and supporting staff (minimum 60 sq. ft per bed approx.)</li> <li>• Copy of Fire safety audit conducted for hospital</li> <li>• Total no. of Patient in IPD (3 financial years)</li> <li>• Total no. of Patient in OPD (3 financial years)</li> <li>• Patient Feedback summary</li> <li>• Brief about Sanitation &amp; Hygiene</li> <li>• All Hospitals having registered presence and operations based in India for minimum period of 3 years</li> <li>• The Award is applicable to Hospitals which have demonstrable results from the period of April 01, 2021 to March 31, 2024.</li> </ul>

Award Sub Category	Documents
<b>Best Hospital in Healthcare Delivery</b>	<ul style="list-style-type: none"> <li>• Number of beds</li> <li>• Doctors working in the hospital should be registered under Medical council</li> <li>• The hospital should provide the following services round the clock-               <ul style="list-style-type: none"> <li>a) General Specialties,</li> <li>b) Diagnostic and other Para clinical services,</li> <li>c) Ancillary and support services,</li> <li>d) Administrative services,</li> <li>e) Services under various National Health and Family Welfare Program,</li> <li>f) Post-Partum Unit</li> <li>g) Epidemic Control and Disaster Preparedness, etc.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• The hospital should have adequate space per bed and supporting staff (minimum 60 sq. ft per bed approx.)</li> <li>• Copy of Fire safety audit conducted for hospital</li> <li>• Total no. of Patient in IPD (3 financial years)</li> <li>• Total no. of Patient in OPD (3 financial years)</li> <li>• Patient Feedback summary</li> <li>• Brief about Sanitation &amp; Hygiene</li> <li>• All Hospitals having registered presence and operations based in India for minimum period of 3 years</li> <li>• The Award is applicable to Hospitals which have demonstrable results from the period of April 01, 2021 to March 31, 2024.</li> </ul>
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Award Sub Category	Documents
<b>Best Hospital in Quality Control</b>	<ul style="list-style-type: none"> <li>• Number of beds</li> <li>• Quality Control Initiatives / Policies / Protocol</li> <li>• Brief about Sanitation &amp; Hygiene</li> <li>• The hospital should be compliant to the following:</li> <li>• ISO 9001: 2008 Certification (When a hospital is certified as complying with ISO 9001: 2008 standards it implies that it is able to provide services that meet patient's requirements and complies with statutory and regulatory requirements applicable to the services and aims to enhance patient satisfaction through effective application of the quality management system and through processes for continual improvement)</li> <li>• Indian Public Health Standards (IPHS) (IPHS are a set of uniform standards envisaged to improve the quality of health care delivery in the country).</li> <li>• Should be NABH accredited</li> </ul>

Award Sub Category	Documents
<b>Best CEO of the Year</b>	<ul style="list-style-type: none"> <li>• The person applying for the Awards must be CEO / CEO equivalent authorized representative of the Hospital and have the authority to legally bind the Hospital.</li> <li>• Should have minimum 7 years of experience in the healthcare industry.</li> <li>• The person applying for the Awards should not have any criminal conviction</li> <li>• The person should be at least 35 years of age as on January 01, 2024</li> </ul>

## B. Best Diagnostic & Imaging Centres (Zone wise)

Award Category	Documents
<b>Best Diagnostic &amp; Imaging Centre</b>	<ul style="list-style-type: none"><li>• Should be providing any or all of the below services through in house facilities:<ul style="list-style-type: none"><li>a) clinical pathology,</li><li>b) histopathology,</li><li>c) cytology,</li><li>d) biochemistry,</li><li>e) hormonal assay,</li><li>f) nuclear medicine,</li><li>g) CT, MRI, PET SCAN, ECHO, TMT etc.</li></ul></li><li>• Should be accredited by NABL.</li><li>• All Diagnostic and Imaging Centre having registered presence and operations based in India for minimum period of 3 years</li><li>• The Award is applicable to Diagnostic and Imaging Centre which have demonstrable results from the period April 01, 2021 to March 31, 2024.</li></ul>

## C. Best Pharmaceuticals Company in R & D (National)

Award Category	Documents
<b>Pharmaceutical Company of the Year in R &amp; D</b>	<ul style="list-style-type: none"><li>• To be eligible, research / drug development activities must have been completed during the period January 1, 2023 to December 31, 2023. Research/ drug development activities initiated prior to this period are also eligible, provided the results/impact were measured during the above period.</li><li>• The new medicines must have been or are in process of being manufactured / adopted for commercial use after all regulatory clearances in India.</li><li>• Requisite approvals have been obtained for the new drug / medicine before going for commercial production</li><li>• All Pharmaceutical Company having registered presence and operations based in India for minimum period of 3 years</li><li>• The Award is applicable to Pharmaceutical Company which has demonstrable results from the period of April 01, 2021 to March 31, 2024.</li></ul>

## D. Best Medical Equipment Company in R & D (National)

Award Category	Documents
<b>Medical Equipment Company of the Year in R &amp; D</b>	<ul style="list-style-type: none"><li>• Applicable to R &amp; D with demonstrable findings from the period of January 1, 2021 to December 30, 2023. Any equipment developed prior to this time is also eligible, given that the effect during the above period can be assessed.</li><li>• The technology must have been or is in process of being manufactured/adopted for commercial use after all regulatory clearances in India</li><li>• Requisite approvals have been obtained for the new technology before going for commercial production</li><li>• All Medical Equipment Company having registered presence and operations based in India for minimum period of 3 years</li><li>• The Award is applicable to Medical Equipment Company which have demonstrable results from the period of April 01, 2021 to March 31, 2024</li></ul>

## E. Best Health Insurance Service Provider (National)

Award Category	Documents
<b>Best Health Insurance Service Provider</b>	<ul style="list-style-type: none"><li>• The service provider should be providing all or any of the services such as Mediclaim insurance policy, individual insurance policy, family floater health insurance policy, ULIPs, group health insurance plans, critical illness plan, personal accident plan, hospitalization cash benefit plan, preventive healthcare plan among others.</li><li>• The service provider should be compliant to the following:<ul style="list-style-type: none"><li>a) Insurance E-Commerce Business/ Internet Guidelines (IRDA/ INT/ GDL/ ECM/ 055/03/ 2017)- Guidelines as per section 34 of the Insurance Act, 1938 and Section 14 of the IRDA Act 1999b (FEMA Compliance related to reporting amount of inward inflow and outward inflow that occurs in an Insurance company having a specific amount of foreign investmentc)</li><li>b) Insurance Laws Compliance related to filing quarterly, monthly, annual reports, monthly informational reports of policy grievances, business information. etc.</li></ul></li><li>• The Insurance Service provider should have registered presence and operations based in India for minimum period of 3 years</li><li>• The Award is applicable to Insurance Service provider which have demonstrable results from the period of 2022 – 2023 &amp; 2023 - 2024</li></ul>



Parameters	Unit	Description	Data Time Line	2021-22	2022-23	2023-24
Numbers of Health Insurance Policies in operation	INR Cr.	No. of total Health Insurance Policies in operation	3 Years			
Average Time to settle a Health Claim	No. of Days	Total time taken to settle health claims / Total no. of Health Claims settled	3 Years			
Average Claim Size	INR Cr.	Total INR value of Health Claims settled / Total no. of Health Claims settled	3 Years			
Retention Ratio for Health Policies	%	<b>Data only for Health Policies</b> Retention Ratio: Net Premiums Written / Gross Premiums Written Net Premiums Written: Gross Premiums Written - Premiums ceded to Reinsurance Companies - Commissions + any Reinsurance Assumed in a Financial Year	3 Years			
Number of complaints received per ten thousands customers	No.	<b>Data only for Health Policies</b> (Number of Complaints*1000)/ Total Customer Base	3 Years			
Investment In Training	INR Cr.	<b>Data only for Health Policies (if segregated else overall for the company)</b> The INR value of expenditure incurred for training of both permanent and contractual employees	3 Years			
Claim Settlement Ratio	%	CSR = Health Claims Settled in FY/ Total Health Claims Raised in FY	3 Years			
Repudiated Claim Ratio	%	RCR = Health Claims Repudiated in FY/ Total Health Claims Raised in FY	3 Years			