



Terms and Conditions

(IMAGE Affiliation for Biomedical Waste Management Service - HCEs)

1. The affiliation of IMAGE for the biomedical waste management service of HCE will be as per the rules & regulations stipulated by the **Biomedical Waste Management Rules notified by the Government of India, MoEF**.
2. On affiliation with IMAGE CBWTF, the HCE (Healthcare Institution) should simultaneously register with the **Kerala State Pollution Control Board**. IMAGE will facilitate this process by sanctioning the "IMAGE Affiliation Letter / Certificate".
3. IMAGE is responsible for the collection, transportation, treatment and safe disposal of biomedical waste, generated only by the particular affiliated institution. The biomedical waste of any other establishment should not be mixed with that of an affiliated institution, and if this is proved, the service of IMAGE & the affiliation of the institution with IMAGE will be cancelled immediately without further notice.
4. The **Service of IMAGE doesn't extend to:**
 - i. *Radioactive waste, Hazardous chemicals covered under the Hazardous Chemicals Rules*
 - ii. *Solid wastes covered under the Municipal Solid Waste Rules*
 - iii. *Lead-acid batteries covered under the Batteries Rules*
 - iv. *Hazardous wastes covered under the Hazardous Wastes Rules*
 - v. *Waste covered under the e-Waste Rules*
 - vi. *Hazardous or Genetically engineered micro-organisms & cells*
5. IMAGE reserves the **Right to inspect the HCE** as and when it requires. (*Refer Annexure 2 for the duties and responsibilities of HCEs as per Biomedical Waste Management Rules 2016*)
6. All **incinerable biomedical waste** (*Ref. Schedule I, Part 1, Biomedical Waste Rules, 2016*) should be collected in the **YELLOW** colour coded, barcoded bags/containers.
7. All contaminated **autoclavable biomedical waste** (*Ref. Schedule I, Part 1, Biomedical Waste Rules, 2016*) should be collected in **RED** colour coded, barcoded bags. These should not be thrown away or sold to plastic vendors or scrap dealers. [*punishable as per the BMW M Rules 2016, Schedule I, Part I {See Rules 3[c], 4[b], 7(1), 7(2), 7(5), 7(6), 8 (2)}*]
8. All biomedical **waste sharps** (needles, scalpels, blades) to be collected in puncture-proof, leak-proof, tamper-proof, **WHITE** / transparent containers specially designed for this purpose.
9. **Glass & Metal biomedical waste** should be collected separately in **BLUE** colour coded leak-proof boxes specially designed for this purpose. Glass and Metals should not be mixed with any other biomedical waste.
10. **Discarded Medicines and Cytotoxic drugs** (outdated, discarded and contaminated medicines) to be collected separately in **YELLOW** colour coded, barcoded, "**cytotoxic**" labelled bags/containers and should not be mixed with any other category of biomedical waste. Solid and liquid medicines should be packed separately and handed over separately.
IMAGE shall facilitate the supply of non-chlorinated colour-coded, bar-coded plastic bags/containers, as per the BMW M Rules, to the affiliated institutions on chargeable basis.
11. **i) Designated storage point:** The affiliated institutions should make a provision within its premises for a safe, ventilated and secured room for the temporary storage of segregated biomedical waste. Provision of adequate storage space for the biomedical waste with a display board (Biomedical Waste Storage Room) and easy accessibility of waste collection vehicles to the storage room has to be provided. The

Signature of the Authorised Person / Owner:

Name:

Designation:

(Office Seal)



Terms and Conditions

(IMAGE Affiliation for Biomedical Waste Management Service - HCEs)

HCE shall ensure no secondary handling, pilferage of recyclables or inadvertent scattering or spillage of biomedical waste by animals.

ii) HCE shall facilitate easy & safe collection of segregated biomedical waste by the IMAGE collection team without any delay, and also has to permit visual inspection of the segregated waste for confirming the proper segregation of the biomedical waste. If the HCE is closed before the collection of biomedical waste, then the waste shall be kept at the designated storage point with proper protection by wired mesh accessible to the collection staff. If such waste storage/collection facility is not provided, the service of IMAGE shall be discontinued, and affiliation will be cancelled without further notice.

iii) **IMA - IMAGE HCE Mobile App** will serve the purpose of scanning the entire barcoded bags containing biomedical waste from the institution. To retrieve the information of the bags generated & collected from the institution, bar code scanning of the bags has to be carried out by the respective healthcare institutions before handing over the biomedical waste to IMAGE; and the scanned data can be obtained directly from the customer portal of the HCE. Bag scanned report and collection report can be retrieved by the HCE as and when required. Also, all customer services including the provision to view the accounts ledger details, invoices and receipts, request for name/address changes, ownership changes, certificate request, annual report, training request, bag requests, etc., are available through this Mobile App. You can download the application from the Google Play Store (IMA - IMAGE HCE App) or by using the attached link from your mobile phone

<https://play.google.com/store/apps/details?id=com.rblite.ima>

iv) Provision to affix the QR Code on the Storage Room – After getting the affiliation a QR Code will be generated for the institution. In the IMAGE Customer portal, there is a provision to download the QR code; which shall be printed and affixed at the front of the storage room. The biomedical waste collection can be done only after scanning the QR code of the institution.

12. **Non-availing of service** after getting affiliated to IMAGE: Once the HCE is affiliated with IMAGE for their biomedical waste management, the HCE should start availing the service of IMAGE immediately and the colour-coded, barcoded waste containers & bags procured by the HCE from the IMAGE authorized dealers. Any delay from the HCE side to start the IMAGE service within Three months, the status of the HCE affiliation will be marked as 'Service Not Availed'. Also, this non-availing of service after getting affiliated to the IMAGE, will be reported to the District Pollution Control Board & the concerned ULBs. IMAGE Affiliation will get cancelled, if service is not availed within the period of 6 months of getting Affiliation.
13. **Any discrepancy in the Accounts/Billing** should immediately be intimated to IMAGE Administrative Office, Thiruvananthapuram immediately. The HCE is not authorized to make any alteration or deduction in the Invoices or Bills. Any clarification regarding the Accounts can be had from the office at request during office hours (9.30 AM to 5.30 PM, except Sundays & Holidays).
14. **The maximum quantity of biomedical waste** served under this service is **250 gm per bed per day for bedded HCEs** or **1.25 Kg per day for non-bedded HCEs**. If the quantity is above the prescribed limit; each additional 250gm will be charged in addition to the fixed operational charges. The bed occupancy is not considered for billing.
15. **Stopping and Restarting the service of IMAGE:** For either stopping or restarting the service of IMAGE, the HCE has to inform the IMAGE office, in writing or by E-Mail, at least 2 weeks in advance. Both 'Starting' and 'Stopping' of IMAGE service will be reported to the District PCB and ULBs.
16. **Defaulter:** If monthly operational charges are not paid in time or the terms & conditions are not adhered to, the service of IMAGE will be stopped & the institution will be labelled as "Defaulter". The stoppage of IMAGE service will be intimated to the concerned authorities.

Signature of the Authorised Person / Owner:

Name:

Designation:

(Office Seal)



Terms and Conditions

(IMAGE Affiliation for Biomedical Waste Management Service - HCEs)

17. **Change of Name and Address** of the HCE should be informed to the IMAGE office through the customer portal of IMAGE using the provided login details (<https://customer.imaimage.biz>)
18. **Ownership change of HCE:** If the ownership of the affiliated institution needs to be changed, a consent letter of the previous owner, proof of ownership-change has to be submitted to the IMAGE office. All the previous pending dues to IMAGE are to be cleared by the new/previous owner. All the required documents should be attached while applying/requesting for ownership change through the customer portal of IMAGE website
19. Any **enhancement of facilities** of the affiliated HCE, like the addition of In-Patient Beds, ICU Beds, Treatment Facilities, Diagnostic Services, Dental Chairs, Number of Consultation Rooms, Observation Rooms, Procedure Rooms, Operation Rooms etc., should be immediately informed to the IMAGE office within 2 weeks of enhancement.
20. **Billing** of monthly operational charges is done according to the present billing parameters as displayed in our website <https://imageima.org>
21. Payment of operational cost to IMAGE is Monthly basis (Calendar month). **Payments should reach IMAGE office before 10th of every calendar month.** If TDS is deducted, that should be intimated along with the payment and 'Form 16 A' as per the provisions of Income Tax Act, (should be sent to IMAGE office quarterly.) TDS deducted will be accounted only on receipt of Form 16 A. There is a provision for **Advance payment** with prior intimation to IMAGE Office.[See **Annexure 1** for the available payment options]
22. If the HCE fails to pay the operational charges/service Fee within the last day of the next calendar month, IMAGE service will be stopped without further notice. In such an event the **HCE alone will be liable for any legal consequences which may** arise out of the situation.
23. Mode of Remittance of Operational cost - (*See Annexure 1 attached along with*). **Bank charges**, if any, on the payments of HCE will be realized subsequently from the HCE
24. **Any lapse/complaint** regarding the biomedical waste collection/transportation/billing/accounts etc., to be informed to IMAGE Administrative Office immediately by e-mail (imageimaksbtvm@gmail.com) or by registered post to: **The Hony. Secretary, IMAGE, IMA State Head Quarters, Anayara P.O, Thiruvananthapuram– 695029**
Verbal communication by the HCE through collection / field staff will not be accepted for official purpose.
25. **An Agreement in Stamp paper** worth Rs.200/- may be executed between IMAGE (as 1st Party) & HCE (as 2nd Party) at the expense of 2nd party and the copy of the said Agreement Deed may be sent to HCE once it is affiliated with IMAGE.

I have read the above Terms and Conditions and I fully agree to abide by the same for availing the service of IMAGE – CBWTF. I also agree to abide by the **Biomedical Waste Management Rules,2016**, including the duties & responsibilities of the Health Care Facility as prescribed in the said Rules.

Signature of the Authorised Person / Owner:

Name:

Designation:

(Office Seal)