



Diary No. 412128
Dated 4/12/25
Punjab Police Computer Bureau,
CPO, Punjab, Lahore

**OFFICE OF THE
INSPECTOR GENERAL OF POLICE,
PUNJAB.**

To All Heads of Police Officers,
In Punjab.

No. 1148-99/W-VII

Dated 4/12/2025

Subject **MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN PUNJAB POLICE AND KISHWAR SULTANA HOSPITAL & CARDIAC COMPLEX.**

Memorandum:

Enclosed please find herewith Memorandum of Understanding (MoU) duly signed between Punjab Police and Kishwar Sultana Hospital, Lahore (KSH) on 01.01.2025 to facilitate the employees of Punjab Police (serving, Retired, Deceased, Shaheed and Police service of Pakistan settled in Punjab) and their immediate family members (Spouses and dependent children) by providing discounts in following departments, as mentioned against each:

Hospitals Names	Services	Discount
Kishwar Sultan Hospital & Cardic Complex (01.01.2025)	➤ (For Shuhada Families) • Maternity Cases • General Cases (including surgery) • Lab Tests (including radiology and MRI/CT scans) • Doctor's Consultation Fees • Emergency Physician Fees • Short Stay Emergency Cases	50% 50% 50% 50% 50% 50%
	➤ (For in service, Retired, Deceased, and Police service of Pakistan settled in Punjab) • Maternity Cases • General Cases (including surgery) • Lab Tests (including radiology and MRI/CT scans) • Doctor's Consultation Fees • Emergency Physician Fees • Short Stay Emergency Cases • Pharmacy	40% 40% 40% 25% 40% 40% 10%

2. It is requested that the said MoU may be circulated amongst all your respective subordinate staff, displayed at notice boards, prominent places, social media platforms for availing discounted services provided by the said hospital.

(DR. AMMARA SHERAZI) PSP

AlG/Welfare,
for Inspector General of Police,
Punjab, Lahore.

CC:

1. All staff Officers posted in CPO, Punjab.
2. PSO to IGP, Punjab, Lahore.
3. Raja Tallat, Director Computer Bureau Punjab with request to upload the attached MoU at websites of Punjab Police, Regions & Districts.
4. DPR, Punjab Police with request to publish the same through social media.
5. Incharge Control Room with the request to Email and WhatsApp this letter along with its enclosures to all above-mentioned offices.



Kishwar Sultana Hospital
& Cardiac Complex



GOVERNMENT OF THE PUNJAB
POLICE DEPARTMENT

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is made and entered into on the 1st of January 2025, by and between the Punjab Police Department, Government of Punjab, with its registered office at Central Police Office, 4-Church Road, Lahore, hereinafter referred to as "The Punjab Police" (which expression shall, where the context so permits or requires, be deemed to include its successors-in-interest, administrators, substitutes, and permitted assigns), and Kishwar Sultana Hospital & Cardiac Complex, a 250-bedded multidisciplinary tertiary care facility located at 39-2, C2, Butt Chowk, College Road, Township, Lahore, hereinafter referred to as "KSH" (which expression shall be deemed to include its successors, assigns, and administrators).

WHEREAS

- The Punjab Police is desirous of availing medical services for its employees and their immediate family members which shall include Parents, Spouses and Children.
- KSH is a 250-bedded tertiary care hospital capable of providing quality healthcare services including diagnostics, specialized surgeries and general medical services.

NOW, THEREFORE, both parties, in mutual consideration of the covenants and agreements herein, agree as follows:

1. SCOPE OF AGREEMENT

KSH will provide medical services to employees of the Punjab Police (in Service, Deceased, Retired, Police service of Pakistan settled in Punjab) and their immediate family members (Spouses and dependent children) subject to the following terms and discounts:

- **Maternity Cases:** 40% concession on all services (including medicines charges, admission, consultant fees & room/ward charges)
- **General Cases (including surgery):** 40% concession on all services (including medicines)
- **Lab Tests (including radiology and MRI/CT scans):** 40% discount
- **Doctors' Consultation Fees:** 25% discount
- **Emergency Physician Fees:** 40% discount
- **Short Stay Emergency Cases:** 40% discount
- **Pharmacy:** 10% discount on all medications and pharmaceutical products

KSH will provide discounted medical services for families of martyred Police officers/officials, as under:

- **Maternity Cases:** 50% concession on all services (including medicines charges, admission, consultant fees & room/ward charges)
- **General Cases (including surgery):** 50% concession on all services (including medicines)

- Lab Tests (including radiology and MRI/CT scans): 50% discount
- Doctors' Consultation Fees: 50% discount
- Emergency Physician Fees: 50% discount
- Short Stay Emergency Cases: 50% discount

2. TERMS AND CONDITIONS

- Over-billing shall not be done.
- Discount shall be applied by KSH on remaining amount after getting benefit of health card.
- No charity/donation will be accepted from any third party against the discount/treatment offered to police employees and their families covered under this MoU.

3. VALIDITY OF AGREEMENT

This agreement shall be valid for a period of two (2) years effective 1st January, 2025, to 31st December, 2026. It may be renewed upon mutual consent of both parties, provided that a notice for renewal is given at least thirty (30) days prior to the expiration of the current term.

4. MEDICAL STANDARDS AND LIABILITY

KSH shall ensure that all medical services are provided in accordance with the recognized standards of health care and attention. However, both parties recognize and accept that there are inherent risks involved in any medical or surgical procedure. The Punjab Police acknowledges and accepts these risks, and agrees to indemnify and hold KSH, its officers, staff, and affiliates harmless against any claims, demands, or losses, including third-party losses, arising from or related to the medical procedures performed under this agreement.

5. DISPUTE RESOLUTION

In the event of any dispute or disagreement arising between the parties in relation to this MOU or the services provided under it, the parties shall first attempt to resolve the matter amicably through mediation. If mediation fails, the dispute shall be settled before the Police Grievance Redressal Committee established at CPO Punjab Lahore with the mutual consent of both parties.

6. CONFIDENTIALITY

Both parties agree to keep confidential all information received from the other party in connection with this MOU, including patient records, proprietary business information, and other sensitive data. This obligation of confidentiality shall survive the termination or expiration of this MOU.

7. AMENDMENTS/ALTERATIONS

No modification, alteration, or amendment of this MOU shall be valid or binding unless executed in writing and signed by authorized representatives of both parties.

8. NOTICES

Any notice or communication required under this agreement shall be deemed duly given if delivered by courier or sent via email to the following addresses:

- For KSH:
[39-2, C2, Butt Chowk, College Road, Township, Lahore]
Email: kishwarmanagement@gmail.com

- **For Punjab Police:**
[Central Police Office, 4-Church Road, Lahore]
Email: gmsalahuddin132@gmail.com

9. EFFECTIVE DATE

This agreement shall come into effect on the date of its signing by the authorized representatives of both parties and shall remain effective initially for a period of 02 years and will be extendable on mutual understanding.

10. REFERRAL

All employees of Punjab police availing the discounts under this MOU will have to produce referral letter from Head of the police office concerned, or computerized/machine readable Departmental ID card.

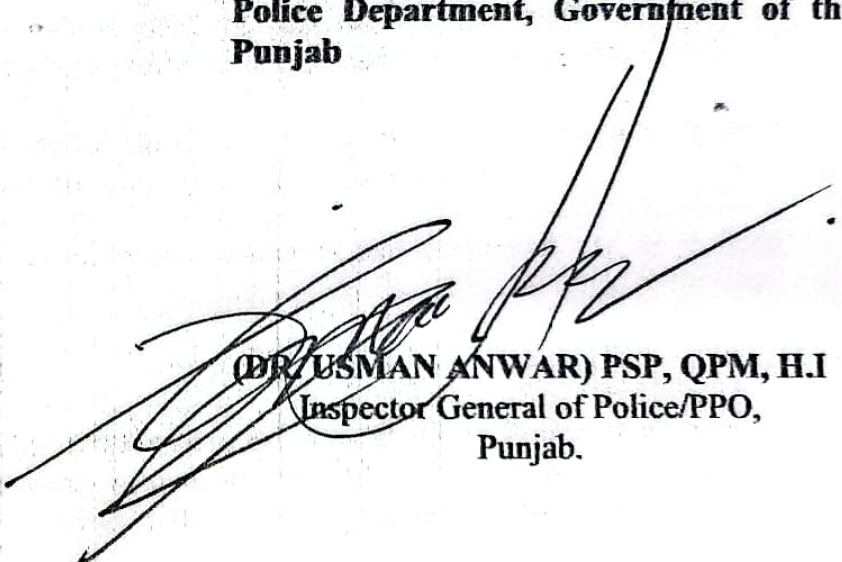
IN WITNESS WHEREOF, the undersigned, being duly authorized representatives of the parties, have executed this Memorandum of Understanding on the date written above.

For and on-behalf of:
**Kishwar Sultana Hospital &
Cardiac Complex**

For and on-behalf of:
**Police Department, Government of the
Punjab**



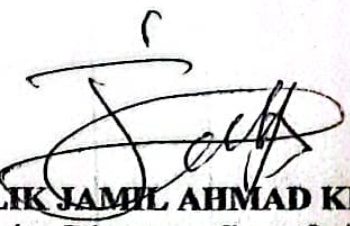
(DR. ZEESHAN ALI)
CEO, KSH,
Kishwar Sultana Hospital &
Cardiac Complex



(DR. USMAN ANWAR) PSP, QPM, H.I
Inspector General of Police/PPO,
Punjab.

WITNESSED BY:

WITNESSED BY:



(MALIK JAMIL AHMAD KHOKHAR)
Managing Director – Corp. & Admin.
Kishwar Sultana Hospital &
Cardiac Complex



(GHAZI MUHAMMAD SALAHUDDIN)
PPM, PSP
DIG/Welfare & Finance,
for Inspector General of Police,
Punjab, Lahore.