



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

To All Heads of Police Offices,  
in Punjab.

No. 1600-99 /W-VII

Dated: 14/2 /2025

Subject **MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN PUNJAB POLICE  
AND EVERCARE HOSPITAL LAHORE.**

Memo:

Enclosed please find herewith Memorandum of Understanding (MoU) duly signed among Punjab Police and Evercare Hospital Lahore and MED-EL Pakistan. The MoU is hereby renewed among the parties with revised rates to facilitate the employees of Punjab Police (serving staff and Shaheed family) by providing discounts in following departments, as mentioned against each:

| Hospitals Name     | Services                                                                                                                                                                                                           | Discount |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Ever Care Hospital | For Martyrs families (Shuhada) <ul style="list-style-type: none"><li>• OPD</li><li>• Emergency</li><li>• Lab</li><li>• Diagnostic</li><li>• In-Patient services (on cash basis)</li></ul>                          | 25%      |
|                    | (For serving staff of Punjab Police and their families) <ul style="list-style-type: none"><li>• OPD</li><li>• Emergency</li><li>• Lab</li><li>• Diagnostic</li><li>• In-Patient services (on cash basis)</li></ul> | 20%      |

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

AIG/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.

**GOVERNMENT OF THE PUNJAB  
POLICE DEPARTMENT**

**RENEWAL OF MEMORANDUM OF UNDERSTANDING  
BETWEEN  
PUNJAB POLICE DEPARTMENT  
AND  
EVERCARE HOSPITAL, LAHORE**

This agreement was signed on 6<sup>th</sup> October, 2023 between Punjab Police Department and Evercare Hospital, Lahore for Cochlear Implant Surgery Cases and General Surgeries to be conducted within one year from 6<sup>th</sup> October, 2023 till October, 2024 at Evercare Hospital, Lahore. The MoU is hereby renewed among the parties with revised rates.

WHEREAS the PUNJAB POLICE DEPARTMENT, Government of Punjab has 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 mean and include its successors-in-interest and administrators, substitutes and permitted assigns)

**And**

WHEREAS EVERCARE HOSPITAL LAHORE is a 240-bedded multidisciplinary tertiary care facility that strives to incorporate international best practices and the most advanced treatment facilities under one roof, having its registered office/location at D-1 Commercial, NESPAK Housing Society, Phase-1, Lahore hereinafter called EHL, through its worthy Chief Executive Officer.

**And**

WHEREAS MED-EL world's leading hearing implant company, on a mission to help people with hearing loss experience the joy of sound, having its registered office/located at 264 MB, Phase 6 DHA Lahore.

**NOW, THEREFORE, THIS AGREEMENT IS MUTUALLY CONFIRMED BY ALL PARTIES AS FOLLOWS:**

1. Evercare Hospital, Lahore will provide a flat 20% discount (to Serving Staff only on Cash basis) on all Healthcare Services including OPD, Emergency, Lab, Diagnostic and In-Patient Services to the Punjab Police employees and their immediate family members.
2. For In-Patient Services: The Punjab Police will send an email to Evercare Hospital Lahore's Management regarding the Admission and Surgery details. Depending on the evaluation of each case, special discounts may also be extended to other General Surgical cases referred by Punjab Police.
3. For cochlear Implant Surgeries:
  - I. "For cochlear Implant Surgeries, the cost of CI surgery (referred by the Punjab Police) will be borne Rs.16,66,000/- (1.666 million) for each CI Surgery. Firstly, it was agreed that Evercare Hospital will conduct and operate initially 8 CI Surgeries from September to December 2023 at the agreed rate of 1.5 million per CI surgery contribution by Punjab Police. This phase has been completed. Now with the mutual consent of all parties, it has further been agreed that Evercare Hospital will continue the provision of such services on revised rates and pattern till the expiry date of the MoU i.e. 6<sup>th</sup> October 2025. The balance amount of Sonata-2 device, as



agreed with Med-el @Rs. 1960,000/- will be paid to the Evercare Hospital by the third party "Transparent Hands", along with the procedural cost to the hospital.

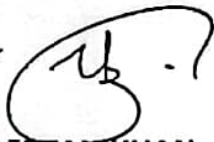
- I. Evercare Hospital will be responsible, that the CI surgeries will be performed only with device of "MED-EL" at Evercare Hospital. The Evercare Hospital will provide Invoice of "MED-EL" for Cochlear Implant surgeries to the representative of Punjab Police. Moreover, the Evercare Hospital will not accept any donation/charity or any kind of assistance in lieu of the amount paid by the Punjab Police.
- III. The MED-EL will ensure that the Cochlear Implant device "SONATA 2" will be used in Cochlear Implant surgeries which are best available devices in market at present. The relevant representative of MED-EL Company will also ensure completion of relevant documents and sharing the same with Police Department, including supply demand by the hospital and vouchers/bills.
- IV. Transparent hands as the 3<sup>rd</sup> party supporting the Cochlear Implant (CI) surgeries, will display the contribution made by Punjab police on its website under the Punjab police name. Additionally, Transparent Hands will raise the remaining required amount for each surgery in accordance with its Standard Operating procedures (SOPs). To ensure transparency and accountability, a personalized dashboard will be provided to Punjab police to track their contributions effectively.
- V. The Punjab Police pursuant to this agreement, grants permission for the videos and images of their CI surgery patients to be shared within the hospital premises and used by both Evercare Hospital Lahore and Transparent Hands to showcase as success stories.
- VI. Evercare Hospital Lahore shall need a pre-admission authorization/approval for the patient referred by the Punjab Police for surgical treatment / surgery attested by the relevant department of the Punjab Police. Also, the Hospital shall require an advance payment (within six working days) prior to the start of the services.
- VII. Evercare Hospital Lahore will participate as a service provider from the patient's admission till discharge. The cost also covers one year of post-surgery follow-up and Speech/Language Therapy treatment for the patient, through its partners.
- 4) As discussed, acknowledging the sacrifices made by martyrs of Punjab Police and as a tribute to Shuhadas, Evercare Hospital Lahore will give a 25% flat discount (on a cash basis) on all Healthcare Services including OPD, Emergency, Lab/Diagnostic and In-Patients Services for Punjab Police Shuhada's family member. Referral letter will be provided by Punjab Police as a reference (for Shuhada Family Members) for Clinical and Surgical treatment at Evercare Hospital Lahore on a prior basis.
- 5) Referral: All employees of Punjab police availing the discounts under this MOU will have to produce referral letter of Head of the police office concerned, or computerized/machine readable Departmental ID card.
- 6) **Validity: This agreement will be valid for a period of one year and, may be renewed with the mutual consent of all parties in writing when needed with prior written notice of 30 days.**
- 7) Evercare Hospital will ensure highest standards of medical treatment, care and attention. However, all parties understand that there are considerable medical risks involved in any medical procedure. Punjab Police fully acknowledge and accept these risks and therefore indemnify and hold Evercare Hospital Lahore and its associates harmless against any claims, demands, any and all losses that may arise including any third-party losses in connection with this instant agreement.
- 8) Any issues or dispute among the parties shall be settled through mediation. If mediation is unsuccessful, the parties shall settle the dispute through arbitration under the Arbitration Act 1940. The seat of Arbitration shall be at Lahore.
- 9) Notice to parties shall be deemed received if either sent by courier or email. The addresses and designate emails are as follows;  
For Evercare Hospital Lahore: \_\_\_\_\_  
For MED-EL, Lahore: [kamran.zia@medel.com](mailto:kamran.zia@medel.com)  
For Punjab Police: \_\_\_\_\_



This agreement shall come into effect on the date of signature by the parties and shall remain effective till the closure of the services/cases as detailed in the substance of the previous sentence.

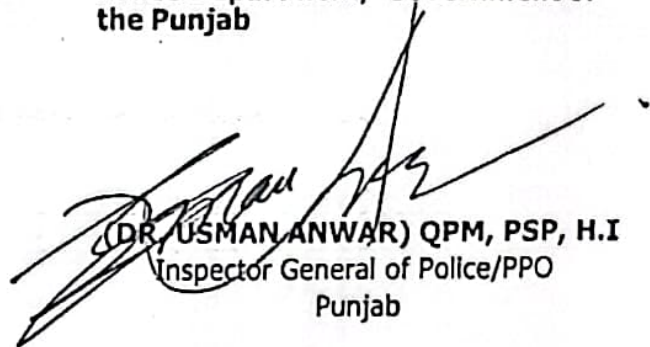
IN WITNESS WHEREOF, the above-said parties have set forth, their respective hands, the day and year first hereinabove written.

For and on-behalf of:  
Evercare Hospital, Lahore.

For 

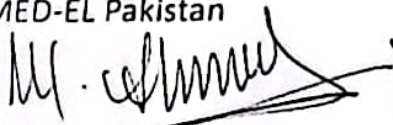
**MR. IRFAN KHAN**  
Chief Executive Officer,  
Evercare Hospital, Lahore.

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

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

For and on-behalf of:  
MED-EL Pakistan:

Kamran Zia  
Head of Business Development,  
MED-EL Pakistan



**Kamran Zia**  
Head of Marketing & Sales  
**MED-EL**

For and on-behalf of:  
Transparent Hands Foundation:

  
Mr. Raheel Abbas  
Director Operations,  
Transparent Hands Foundation