

FICCI Healthcare Excellence Awards 2016

Terms and Conditions

Definitions

Awards	FICCI Healthcare Excellence Awards 2016
Awards Management	Federation of Indian Chambers of Commerce (FICCI)
Ernst & Young LLP (EY)	Official tabulators for the Awards
Jury	A group of persons appointed by Awards Management to determine the nominees and winners
Participant	Any eligible individual / organization that participates by submitting an application form for the Awards
Terms and conditions ("T&C" or "Terms")	These terms governing the Awards, as may be amended from time to time
Website	www.ficci-heal.com

- These Terms, Conditions and Guidelines are applicable to and govern the "FICCI Healthcare Excellence Awards 2016" organized and conducted by FICCI
- By participating in the Awards, Participant agrees to abide by and be bound by these Terms.
- These Terms may be modified without any prior notification. Participant is advised to regularly review these Terms. If there is any disagreement with any of the Terms and any amendments thereto, Participant must not participate or withdraw application from the Awards.

Awards Objective

To facilitate organizations that have shown operational excellence, innovated for the betterment of the industry and increased efficiency and improved performance of healthcare delivery at large

Award categories

- Award categories as defined by the Terms are as follows:
Following categories will be open for call for entry process, and participants have to submit valid application form to participate.

Categories	Definition	Who Can Apply	No. of winners
Nomination Based			
Customer Service Improvement	Recognition for initiatives that show measurable results of having improved the service in such areas as reduction in medication errors, reduced waiting times, prevention of service defects, or faster results with little or no capital outlay. The initiative should be scalable and should be implementable with minimum staff requirement.	Private & Public Sector Hospitals	2

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Categories	Definition	Who Can Apply	No. of winners
Patient Safety	Recognition for initiatives taken by the organisation to prevent harm to patients with emphasis on prevention of errors and promoting a culture of safety that involves healthcare professionals, organisations and patients. Participant should be able to demonstrate above with project / initiative details and measurable impact on relevant parameters.	Open to all hospitals	1
PHC / CHC	Recognition for key initiatives and outcomes with focus on healthcare delivery in rural and state run healthcare facilities in India. Participant should be able to demonstrate through examples and measurable metrics how they have improved operational effectiveness and improved quality of healthcare deliverables.	Open to Public sector & NGO's	1
Skill Development	Recognition for initiatives for development of skills in healthcare professionals with respect to specific skills/ techniques or with equipment which have created a pool of much required clinical resources for healthcare industry	Open to all organizations in healthcare	1
Social initiative	Recognition for initiatives which have resulted in the spread or betterment of health care services in India. The impact should be on the underserved remote areas or population which have financial limitations to afford quality medical care and treatment.	Open to all organizations in healthcare	1
Preventive care	Recognize initiatives for promoting and creating awareness about importance of preventive healthcare. Participants should be able to demonstrate through measurable parameters routine health care that includes check-ups, patient counselling and screenings to prevent illness, disease, patient education, contact programs, web based learning and other health-related problems. They should be able to illustrate how they have been able to devise phase wise plan for ensuring prevention and early diagnosis and how technology has been used innovatively has been used to achieve the objectives of preventive healthcare	Open to all hospitals, diagnostic labs, diagnostic chains, medical technology companies, healthcare service provider*	1
Innovation in medical technology	Any innovation in equipment or techniques which has resulted in better healthcare in India. The technology must have been developed in India	Medical Tech companies	1

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Categories	Definition	Who Can Apply	No. of winners
Health insurance products	Any innovation in creating a health insurance product for India. Innovation means to deliver the product through efficient supply chain and use of technology to deliver the product. Impact should be on identifying customer need which is not addressed and enhance customer service.	Insurance companies	1
Disruptive Innovator of the year award	Any innovation by an organization, which has created positive impact in the healthcare industry, by providing simple, more convenient and less costly products and solutions. Organizations could illustrate how less expensive professionals have been enabled to perform more complex and sophisticated tasks and procedures in less expensive settings. The innovation can be a product, a technology, a procedure, a service, a business model or a program which enables better health outcomes. The level of impact should be demonstrated and 3quantifiable in terms of health outcomes over the past 24 months.	Open to companies who have shown innovation excellence in health sector and are between 2-5 years old	1

Following categories will be nomination based. Nominations will be done by the elite jury members and the winners will be decided by the panel.

Special Jury Awards			
Healthcare Personality of the Year	A person who has significant achievements during the past year in terms of business growth, mergers and acquisitions, positive regulatory change, betterment of academia, research, global expansion, etc.	Jury to nominate and decide the winner	1
Lifetime achievement	A person who has made a significant impact on the Indian healthcare industry over his career	Jury to nominate and decide the winner	1

- The Award categories may be changed / modified / split / merged / increased or cancelled by the Jury based on the number and quality of entries received in each category
- In the event that no Participant in a category is found to be worthy of inclusion by the Jury, the Award category may be cancelled by the Jury. The Jury may decide to add nominees in the category to maintain high standards of participation. The decision of the Jury in this regard will be final and non-contestable. The Awards management will not entertain any queries in this regard

Eligibility Criteria for participation in the Awards

- Any organization participating in the Awards must have at least 2 years of registered presence and operations in India as March 31, 2016

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- The Initiative should be completely executed in the Indian operations of the participant
- The Awards shall be given to the initiatives in the healthcare sector for the period April 1, 2015 to March 31, 2016
- Participating organizations must be engaged primarily in providing health care services.
- Nursing homes, dispensaries, dental facilities and non-allopathic facilities cannot apply.
- Participation is restricted to organizations subscribing to the allopathic system of medicine only
- Employees and immediate family members of the award management, sponsors and partners of the awards are not allowed to participate in the Awards
- The initiative nominated/ applied must be developed within the participating Organization. An Organization cannot participate on behalf of its sister units; parent organization or other organizations under the parent organization
- The Applicant should not be a winner of the Award in any of the previous years for the same initiative/ innovation
- The final eligibility of the Participant will be subject to the discretion and approval of the Jury
- The final eligibility of the Participant will be subject to the discretion and approval of the Awards Management and Jury
- Participation in the awards is subject to defined rules and regulations available on website www.ficci-heal.com

NOTE –

- a. The Jury may modify the eligibility criteria from time to time with retrospective effect
- b. The Jury holds the right to disqualify any application which does not meet the eligibility criteria without assigning any reason whatsoever

Timelines

- Efforts will be made to adhere to the defined timelines. However, the defined timelines are subject to change based on circumstances.
- Awards Management and its sub-contractors shall not be held accountable / liable for any disruptions / stoppages / interruptions or cancellation of the Awards or its ceremony or any part of its processes or public voting on account of any factors beyond its control.

Call for Entries & Participation

- 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
- If, multiple partners apply for the same initiative/product/service, then they should agree amongst themselves who would be the rightful owner of the initiative/product/service. The Award's management or any of its partners will not be involved in deciding the same.
- A participant can apply for the Awards by logging on to the website www.ficci-heal.com and filling the completed application form along with the supporting documents directly on the website
- Entries will be accepted in English language only
- A participating organization can send entries in more than one award category or apply multiple times in the same category provided it is for a separate innovation /project / initiative. A separate form should be used for each application entry. One form or same information cannot be used for multiple projects / initiatives. However, if multiple forms are filled for the same initiative are filled

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then only the one form will be considered for the evaluation of the Awards and this will be at the discretion of the Jury and/or Awards Management.

- In case if Participant fails to submit the proof of registration in the country, they may be disqualified from participation.
- The Jury has the right to reclassify application forms from one category to another or reject and application form, at its discretion. This is not contestable in any manner.

Receipt of Entries

- Participation in the Awards in any manner will be construed as an acceptance to the rules and regulations stated herein
- Last date for receiving completed application forms online submission is 1800 hrs on 25/06/16
- Receipt of application forms after last date of receipt specified may be permitted only at the discretion of the Awards Management
- Awards Management will not be responsible for application forms that are damaged / lost due to lack or lapse in any communication on account of internet failure
- Participation in the Awards in any manner will be construed as an acceptance to the Terms and conditions stated herein

Completeness of Entries/ Disqualification

- All mandatory fields of the application form needs to be complete in all respects; else it may be disqualified from participation.
- Entries will be accepted in English language only
- Up to 5 supporting material such as photos, articles, awards and accolades and other material can be submitted for each entry on a non-returnable basis
- Disqualification of entries is at the sole discretion of the Jury, on a case by case basis

Additional Information

- Participants may be contacted for any additional information or / and conduct field visit to verify the information provided. Such information sourced from the Participants will become part of the original application.
- Awards Management has the right to ask for documentary proof of information. If such a request is made and the Participant does not comply within 5 working days from the date the request is made, the Participant may be disqualified from participation in the Awards
- Information provided by the Participant will be confidential and will be used only for the limited purpose of evaluating the Participant's entry to these Awards.
- Awards Management or team appointed by Awards Management will try to contact the Participant on best effort basis by any means deemed appropriate.
- 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
- 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 FICCI and FICCI shall be entitled to use the same in its communications including marketing promotions and advertisements along with/without FICCI's 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.

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Validity and Correctness of Information

- If at any time, including after the conclusion of any of the Award ceremonies, any information provided by any Participant(s), is found to be incorrect in any manner, then the Participant will be liable to be disqualified and / or return the Award and the monetary emoluments provided to the Participant under this Award, if any. Awards Management may also take penal action against the Participant for providing false information to participate in the Awards
- Determination of whether information provided as fair and accurate rests with the Jury and Awards Management.

Short-listing nominees for each award category from applications received

- Application Forms received would be collated under each award category for evaluation by Awards Management
- Determination of the Award category to which an application belongs is at the discretion of the Jury.
- Awards Management reserves the right to make the final judgement in case of any ambiguity in Rules and Regulations / disputes over suitability
- The Initial Jury will select 3 to 5 Nominees per Award category based on pre-defined evaluation parameters who will qualify for the final round
- Short-listed participants will be contacted by FICCI to inform them of their shortlisting. Post shortlisting, the shortlisted entries will be provided with the date, venue and presentation format in which they would be required to present their application and case study to the final Jury.
- The decision of the above short-listing is binding and final on all participants

Determination of the Winners

- The final jury will score / rank the Nominees on predefined evaluation parameters, based on the application form / presentation submitted by them and a presentation made by the Nominee in person
- Only CEO/Hospital heads of short-listed participants would be required to make the presentation in front of final Jury comprising eminent persons from healthcare and related fields, for determination of winners. The cost of travel incurred by participants, if any, would need to be borne by the participant.
- There could be one or more winners in each award category, at the discretion of the Jury
- The determination of who should receive an award for any award category rests with the Jury
- The Jury's decision is final and binding on all nominees

General

- Participant agrees that the Participant is legally capable of entering and, if selected, participating in the Awards and agree to the Terms. Participant is competent (i.e. Participant are of legal age and mental capacity) and eligible to enter into this legally binding agreement on Participant.
- 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
- 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 organizational rights (including, without limitation, intellectual property rights). Participant shall be completely responsible for handling any infringement or alleged infringement and shall indemnify the FICCI, and the Awards

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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.

- 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.
- Participants for the purpose of entering the Awards, automatically grants FICCI 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 FICCI website in any display format selected by FICCI during the Awards or use by FICCI as it deems fit.
- The Awards Management reserves the right to, at its discretion, withdraw or amend or add to the T&C of the Awards at any time, with prospective or retrospective effect, and does not take responsibility for any loss or damage that any individual or organization may suffer as a result of participating or attempting to participate in the Awards, the Awards being withdrawn or its Terms amended.
- Should a Participant wish to withdraw from the Awards, kindly inform Awards management in writing at any time up to one week prior to the final awards ceremony
- 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 Mumbai, India
- The Participants indemnify FICCI, 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 FICCI for any loss, costs, expense, or damage to which said indemnity applies. FICCI 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.
- Decision of Awards Management on all matters is final and binding on all Participants and no correspondence will be entertained on the same.
- In the event these Terms 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.
- The Participant agrees to give full consent unconditionally for FICCI 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 FICCCI
- The decision of FICCI in relation to the interpretation of any of these Terms shall be final and binding on the participants.
- If Participants are unclear as to the Terms or any element of the Awards or have any queries/concerns pertaining to the Awards, they can write in with their questions, concerns or queries to the following address:

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Anirudh Sen
Deputy Director
FICCI, Federation House,
1 Tansen Marg, New Delhi-110001
Ph.: 011- 23487445
anirudh.sen@ficci.com

FICCI shall endeavor to the best of its ability to respond thereto.

Website

- The website is only an informational website (www.ficci-heal.com) (the “Website”) for the Awards. FICCI or its subsidiaries or holding entities 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. FICCI 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 the FICCI relating to the selection process or the running of the Awards
- FICCI shall not be responsible for:
 - i. any delivery, failures relating to the registration or uploading videos/presentations;
 - ii. any SPAM generated messages as result of Participant accessing the Website;
 - iii. Awards Management not receiving or rejecting any data;
 - iv. 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
 - v. Other conditions/situations or failures beyond its control.

Disclaimers

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.