

MEMORANDUM OF UNDERSTANDING

This AGREEMENT is executed at New Delhi on 01st date, of July month of the year 2023

BETWEEN

ArcoFemi Healthcare Ltd, a company incorporated under the relevant provisions of the Indian Companies Act, 1956 and having its Corporate Office at F-701 Lado Sarai, New Delhi -110030 hereinafter referred to as 'MediWheel' and which expression shall unless it be repugnant to the context or meaning thereof shall deem to mean and include its successors and assigns of the ONE PART.

AND

NEO HOSPITAL (A UNIT OF MUSKAN MEDICAL CENTRE PVT. Ltd.)
Having its Registered Office / Principal Place of Business
at D-170A, Sector-50 Noida, Gautam Buddha Nagar U.P. 201301
hereinafter referred to as the "SERVICE PROVIDER" of the OTHER PART.

WHEREAS, MediWheel is a Wellness and Healthcare company providing Healthcare related services to its beneficiaries and clients and corporates.

Now this agreement witnessed that:

WHEREAS:

- i. MEDIWHEEL intends to offer and / or provide various services, either directly by itself and / or through certain other businesses.
- ii. MEDIWHEEL is in the process of identifying suitable Professionals / Businesses to be available to MEDIWHEEL and / or its Members / Customers/ Clients/ Prospective customers, on a regular basis, and to provide their respective services to MEDIWHEEL and / or its Members / Customers.
- iii. MEDIWHEEL is a Healthcare administrative service provider organization providing a range of Healthcare related services.
- iv. MEDIWHEEL has approached the Service Provider to avail of the Service Provider's services for itself and / or for the benefit of its Members / Customers.
- v. The Service Provider has agreed to provide its services to MEDIWHEEL and / or its Members / Customers on a regular basis.
- vi. Second Party is engaged in the business of Providing Diagnostic Services and Consultation.
- vii. The Second Party has approached "AHCL" and has represented that they have the requisite experience, infrastructure and resources to provide "AHCL" the services in accordance with the terms of this Agreement.
- viii. AHCL has thus, based on the representations of the Second Party, and agreed to appoint the Second Party for the provision of the services on a non-exclusive basis during the term of this Agreement.
- ix. Parties are now desirous of entering into this Agreement to record their mutual agreement and understanding regarding the offering of services in accordance to this Agreement. MEDIWHEEL and the Service Provider have agreed on certain terms and conditions to govern their relationship as set out herein below

1. QUALITY OF SERVICES:

- 1.1. The Service Provider shall provide services of good quality and professional nature in accordance with best practices.
- 1.2. Service provider shall provide detailed information about its services / facilities including outsourced services.
- 1.3. The Service Provider may be called upon to enter into a separate Service Level Agreement with MEDIWHEEL, or



MEDIWHEEL may develop an appropriate Operations Manual, wherein certain quality standards and service-specific terms and conditions, in respect of the Service Provider's services, will be identified. The Service Provider shall endeavour to adhere to the standards of quality and additional terms and conditions, identified in such Service Level Agreement and / or Operations Manual. The said Service Level Agreement and / or the Operations Manual shall be deemed to be a part and parcel of this Agreement.

- 1.4. MEDIWHEEL shall have the right to monitor the quality of services provided by the Service Provider to MEDIWHEEL and / or its Members / Customers.
- 1.5. In the event that MEDIWHEEL is not satisfied with the quality of services provided by the Service Provider to MEDIWHEEL and / or its Members / Customers, MEDIWHEEL shall have the right to terminate this Agreement in accordance with the provisions of Clause 9 below.

2. Scope

- 1.6. AHCL shall send a qualified and valid Lead to Second Party for the supply of Services to the Lead.
- 1.7 Second party shall take reasonable steps to ensure that the Leads generated are fulfilled through the Service Providers.

3. It must be noted that AHCL is a mere facilitator for the fulfillment of the order and shall not be liable for any deficiency or defect the Services supplied by the Second Party.

4. PAYMENTS:

- 4.1 MEDIWHEEL and the Service Provider have already agreed upon certain rates on the basis of which the Service Provider shall charge for its services. These charges shall be mentioned in Annexure 1.
- 4.2 The Service provider shall not be entitled to change the said rates without prior consultation with MEDIWHEEL
- 4.3 The service provider can be penalized up to 10 percent of the bill amount for exceeding the TAT for sending the reports to MEDIWHEEL which is 72 hrs
- 4.4 MEDIWHEEL may, in its discretion, inform its Members / Customers of the total amount of charges in respect of the Service Provider's services, without, separately, indicating the amount of the add-on Service Fee included therein.
- 4.5 The Service Provider shall raise its bills on MEDIWHEEL on a daily basis. MEDIWHEEL agrees to pay on advance basis to the Service Provider.
- 4.6 The Service Provider shall submit the monthly bills to the local "MEDIWHEEL" office.
- 4.7 All payments by MEDIWHEEL to the Service Provider shall be subject to the applicable laws in India, such as those relating to tax deduction at source, etc.

5. CERTAIN SPECIFIC OBLIGATIONS ON THE PART OF THE SERVICE PROVIDER:

- 5.1 The Service Provider shall at all times treat "MEDIWHEEL" Members / Customers in a courteous manner and follow good business practices.
- 5.2 The Service Provider shall be responsible for protection of all information, contents, software, etc., being utilized by it for the purposes of implementing the terms and conditions of this Agreement and for the purpose of providing its services to MEDIWHEEL and /or its Members / Customers.
- 5.3 The Service Provider shall utilize its hardware, software, access codes to MEDIWHEEL's website, such as User ID and Password, etc., with utmost discretion and solely for the purpose of implementing the terms and conditions of this Agreement and for the purpose of providing its services to MEDIWHEEL and /or its Members / Customers. The Service Provider shall not provide access or part with its User ID and /or Password to MEDIWHEEL's website, to any unauthorized person.



- 5.4 The Service Provider shall be responsible for ensuring due compliance with any Laws, Guidelines, Regulations, Codes of Conduct, etc., Specifically, Governing the Service Provider's Profession and its Activities.
- 5.5 For the purpose of implementing the terms and conditions of this Agreement and for the purpose of providing its services to MEDIWHEEL and/or its Members/Customers, the Service Provider shall not assign its rights and / or obligations under this Agreement. Further, without the specific prior written consent of MEDIWHEEL, the Service Provider shall not, in any manner, utilize the services of any third party for the purpose of implementing the terms and conditions of this Agreement and for the purpose of providing its services to MEDIWHEEL and / or its Members / Customers.
- 5.6 The Service Provider agrees to have medical audit on periodical basis as and when necessary with "MEDIWHEEL" audit team and allow access to the representatives of 'MEDIWHEEL'.
- 5.7 MEDIWHEEL does not assume any responsibility for any loss, harm, injury etc. that may be caused to or suffered by the Service Provider due to a breach of any of the obligations of the Services mentioned herein. The Service Provider hereby indemnifies MEDIWHEEL and assures to keep MEDIWHEEL indemnified from all loss, harm, injury, etc., that may be caused to and/or suffered by MEDIWHEEL due to any breach, by the Service Provider, of the obligations mentioned herein and vice versa.

6. RELATIONSHIP AMONGST THE SERVICE PROVIDER, MEDIWHEEL AND ITS SUBSCRIBERS:

- 6.1 The relationship between the Service Provider and MEDIWHEEL shall be on a principal-to-principal basis.
- 6.2 In its relationship between the Service Provider and MEDIWHEEL, MEDIWHEEL shall represent the interests of its Members/Customer /Prospective clients and shall, at all times, act in such manner as to protect the interests and ensure maximum benefit to its Members / Customers.
- 6.3 The relationship between the Service Provider and the Members/Customers/Prospective customers of MEDIWHEEL shall be as between a Service Provider and a client.

7. NON-EXCLUSIVITY:

- 7.1 The arrangement between MEDIWHEEL and the Service Provider shall be on a non-exclusive basis.
- 7.2 MEDIWHEEL shall have the right to identify, seek and avail of the services of other Services, Businesses, Professionals, etc., providing the same or similar services, as are being provided by the Service Provider.
- 7.3 However, the Service Provider may provide its services through the internet or any other website, or any other mode similar to that being, presently, adopted by MEDIWHEEL, only after obtaining specific written consent from MEDIWHEEL, which consent shall not be unreasonably withheld.

8 INDEMNITY:

- 8.1 The Service Provider shall be solely and directly responsible and liable for any losses and / or damages caused to or suffered by MEDIWHEEL and / or its Subscribers as a result of any defect in the Service Provider's goods and / or deficiency in the Service Provider's services.
- 8.2 The Service Provider, hereby, indemnifies MEDIWHEEL and assures to keep MEDIWHEEL indemnified from any loss, harm, injury, damages, etc., that may be caused to and / or suffered by MEDIWHEEL, as a result of any defect in the Service Provider's goods and / or deficiency in the Service Provider's services availed of by the MEDIWHEEL Members / Customers.
- 8.3 MEDIWHEEL, in its complete discretion, shall have the right to disclose to its Members / Customers any and all information about the Service Provider, as may be available with MEDIWHEEL.

9 TERM OF THIS AGREEMENT:

- 9.1 This Agreement shall be in effect for a Period of 01/07/23 to 30/06/2024. date of its execution. We will extend the MOU until cancelled.
- 9.2 This Agreement may be extended for such further periods and on such terms as may be agreed upon, in writing,



between the parties.b

10 TERMINATION and Confidential Information:

- 10.1 In the event that this Agreement is not extended as mentioned in Clause 7.2 above, the same shall be terminated on the expiry of the period mentioned in Clause 7.1 above.
- 10.2 Prior to the expiry of this Agreement by efflux of time, as mentioned in Clause 9.1 below, either party may terminate this Agreement by issuing One Month's Notice, in writing to the other party.
- 10.3 Although the Agreement may stand terminated, either by efflux of time and / or by violation of parties, the Service Provider shall remain responsible for all assignments being attended to by the Service Provider at the time of termination of the Agreement.
- 10.4 However, MEDIWHEEL has the right to call upon the Service Provider to, forthwith, cease to attend to any of its Subscribers and to identify any other Service Provider to provide the services required by its Members / Customers.
- 10.5 "Confidential Information" shall mean any business, marketing, technical, scientific, IP or other information disclosed which, at the time of disclosure, is designated as confidential (or like designation), is disclosed in circumstances of confidence, or would be understood by the Parties, exercising reasonable business judgment, to be confidential, any work done under this agreement and/ or the terms of this agreement. However, "Confidential Information" shall not include any information which:
- 10.6 was previously known by the receiving Party, as evidenced by its business records; or
- 10.7 is lawfully in the public domain, other than through a breach of this agreement;
- 10.8 was disclosed to the receiving Party by a third party without any restrictions on its use or disclosure, provided the third party is not itself in breach of any obligations of confidence with respect to such information;
- 10.9 is independently developed by the receiving Party, as evidenced by its business records;
- 10.10 is authorized by a third party with the right to do so;
- 10.11 is compelled by law, provided the disclosing Party provides the other Party with prompt notice of any efforts to compel disclosure and reasonably co-operates with other Party's lawful attempts to prevent disclosure or to obtain a protective order.
- 10.12 The Provider shall agree that they will not approach the said corporate directly till the validation of MOU and 2 years after the expiry of contract.
- 10.13 Subject to provisions of this agreement, the Parties shall maintain any and all Confidential Information in confidence, and disclose the same only to employees, officers or to any third party/ consultant/ contractor hired to complete the work in terms of this agreement for the purposes of undertaking the work during the Term. The Parties shall use the same degree of care as each of them uses to protect its own Confidential Information of a similar nature, but no less than reasonable care, to prevent the unauthorized use, dissemination or publication of Confidential Information.

11 BREACH OF CONTRACT AND CONSEQUENCES THEREOF:

- 11.1 Notwithstanding anything else contained in this Agreement to the contrary, in the event of a breach, by the Service Provider, of any of the terms of this Agreement, MEDIWHEEL shall have the right to terminate this Agreement, immediately and without any notice period.
- 11.2 In the event of termination of this Agreement in pursuance of the above clause, MEDIWHEEL shall have the right to call upon the Service Provider to, forthwith, cease to attend to any of its Members / Customers and to identify any



other Service Provider to provide the services required by its Members / Customers.
11.3 The Service Provider undertakes to comply with all directions of MEDIWHEEL in this regard.

12 GOVERNING LAW:

The law governing this Agreement and all matters related thereto shall be the laws of India only.

13 DISPUTES RESOLUTION:

13.1 All disputes, differences, claims, and / or any other matters related to the provisions of this Agreement, shall be referred to arbitration under the provisions of the Arbitration and Conciliation Act, 1996.

13.2 Each party shall have the right to appoint one Arbitrator each. 11.3 The arbitration shall be in English and only at New Delhi.

11.4 This Agreement shall be subject to the jurisdiction of the Courts in New Delhi only.

14 DECLARATION:

Service Provider hereby declares that

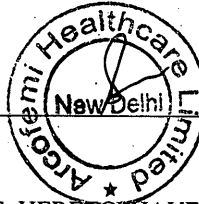
14.1 Information given to MEDIWHEEL is true and authentic to the best of its knowledge and belief.

14.2 In the event that the furnished information is either false or turns out to be false, "MEDIWHEEL" is entitled to dis-empower the Service Provider from the MEDIWHEEL Network list of Service Providers.

14.3 MEDIWHEEL has a right to comprehend that this ground i.e., act of furnishing information by Service Provider which is false or turns out to be false, is in addition to other grounds envisaged elsewhere in this agreement.

For "MEDIWHEEL"

Authorized Signatory
Arcofemi Health Ltd.



IN WITNESS WHEREOF, THE PARTIES HERETO HAVE AFFIXED THEIR RESPECTIVE STAMPS AND SIGNATURES ON THE DATE MENTIONED ABOVE.

For "Service Provider"

Authorized Signatory

Name:



SEAL:

DATE:

Important Instructions:

1. Please ensure that each and every page & each side of this document have the Service Provider Seal and Authorized Signatory's signature.
2. MOU to be submitted along with other information requested



Annexure Health Packages

MediWheel Full Body Health Checkup

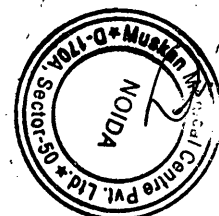
Male Below 40

	Test Name
Description	For the most Comprehensive Check of all Pathology for complete understanding of your body.
General Health	CBC with ESR, Urine analysis, Stool Analysis, Blood Group
Diabetes	Blood Sugar & Urine Sugar Fasting, Blood Sugar - Post Prandial, Urine Sugar PP, Hba1c
Thyriod	TSH, T3, T4
Lipid	Triglycerides, Cholesterol Total, HDL, LDL, VLDL, LDL/HDL Ratio, Cholesterol Total / HDL Ratio
Kidney	Uric Acid, BUN, Creatinine, BUN/Creatinine Ratio, Total Protein
Liver	Bilirubin Total & Direct and Indirect, Alkaline Phosphatase, , Albumin, Globulin, A:G Ratio, Serum Protein, GGT, AST/ALT Ratio
Heart	ECG, (2D or TMT)
Lung	X Ray Chest
General Organ	Ultrasound
Consultation	General, Eye, Dental
Lab	Yes
Result	48 Hours
Center Price	2150
MediWheel Code	3
Number of Tests	

MediWheel Full Body Health Checkup

Female Below 40

	Test Name
Description	For the most Comprehensive Check of all Pathology for complete understanding of your body.
General Health	CBC with ESR, Urine analysis, Stool Analysis, Blood Group
Diabetes	Blood Sugar & Urine Sugar Fasting, Blood Sugar - Post Prandial, Urine Sugar PP, Hba1c
Thyriod	TSH, T3, T4
Lipid	Triglycerides, Cholesterol Total, HDL, LDL, VLDL, LDL/HDL Ratio, Cholesterol Total / HDL Ratio
Kidney	Uric Acid, BUN, Creatinine, BUN/Creatinine Ratio, Total Protein
Liver	Bilirubin Total & Direct and Indirect, Alkaline Phosphatase, , Albumin, Globulin, A:G Ratio, Serum Protein, GGT, AST/ALT Ratio
Heart	ECG, (2D or TMT)
Lung	X Ray Chest
General Organ	Ultrasound
Cancer	Pap Smear
Consultation	General, Eye, Dental, Gynac
Lab	Yes
Result	48 Hours
Center Price	2400
MediWheel Code	
Number of Tests	

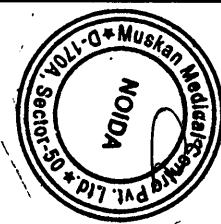


MediWheel Full Body Health Checkup Male Above 40

	Test Name
Description	For the most Comprehensive Check of all Pathology for complete understanding of your body.
General Health	CBC with ESR, Urine analysis, Stool Analysis, Blood Group
Diabetes	Blood Sugar & Urine Sugar Fasting, Blood Sugar - Post Prandial, Urine Sugar PP, Hba1c
Thyroid	TSH, T3, T4
Lipid	Triglycerides, Cholesterol Total, HDL, LDL, VLDL, LDL/HDL Ratio, Cholesterol Total / HDL Ratio
Kidney	Uric Acid, BUN, Creatinine, BUN/Creatinine Ratio, Total Protein
Liver	Bilirubin Total & Direct and Indirect, Alkaline Phosphatase, , Albumin, Globulin, A:G Ratio, Serum Protein, GGT, AST/ALT Ratio
Heart	ECG, (2D or TMT)
Lung	X Ray Chest
General Organ	Ultrasound
Cancer	PSA Male
Consultation	General, Eye, Dental
Lab Result	Yes 48 Hours
Center Price	2350
MediWheel Code	
Number of Tests	

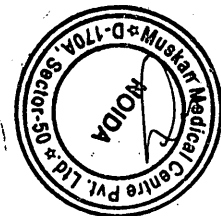
MediWheel Full Body Health Checkup Female Above 40

	Test Name
Description	For the most Comprehensive Check of all Pathology for complete understanding of your body.
General Health	CBC with ESR, Urine analysis, Stool Analysis, Blood Group
Diabetes	Blood Sugar & Urine Sugar Fasting, Blood Sugar - Post Prandial, Urine Sugar PP, Hba1c
Thyroid	TSH, T3, T4
Lipid	Triglycerides, Cholesterol Total, HDL, LDL, VLDL, LDL/HDL Ratio, Cholesterol Total / HDL Ratio
Kidney	Uric Acid, BUN, Creatinine, BUN/Creatinine Ratio, Total Protein
Liver	Bilirubin Total & Direct and Indirect, Alkaline Phosphatase, , Albumin, Globulin, A:G Ratio, Serum Protein, GGT, AST/ALT Ratio
Heart	ECG, (2D or TMT)
Lung	X Ray Chest
General Organ	Ultrasound
Woman Health	Mammography
Consultation	General, Eye, Dental, Gynac
Lab Result	Yes 48 Hours
Center Price	2500
MediWheel Code	
Number of Tests	



Mediwheel Pre- Employment Health Checkup

Pre-Employment Health Checkup - Standard	Pre-Employment Health Checkup - Male Above 45 (PSA)	Pre-Employment Health Checkup - Female Above 45 (Mammography)	Pre-Employment Health Checkup - (Audiometry)
Blood group	Blood group	Blood group	Blood group
CBC	CBC	CBC	CBC
ESR	ESR	ESR	ESR
RBS	RBS	RBS	RBS
SGPT	SGPT	SGPT	SGPT
S. Creatinine	S. Creatinine	S. Creatinine	S. Creatinine
Urine RM	Urine RM	Urine RM	Urine RM
Chest X Ray (PA)	Chest X Ray (PA)	Chest X Ray (PA)	Chest X Ray (PA)
ECG	ECG	ECG	ECG
Eye Examination	Eye Examination	Eye Examination	Eye Examination
	Health checkup form – As per Factory act/rules	Health checkup form – As per Factory act/rules	Health checkup form – As per Factory act/rules
General health checkup form & fitness certificate from Physician doctor	General health checkup form & fitness certificate from Physician doctor	General health checkup form & fitness certificate from Physician doctor	General health checkup form & fitness certificate from Physician doctor
	PSA	Mammography	Audiometry
Price 1000	Price 1200	Price 1600	Price 1100



Mediwheel Pre- Employment Health Checkup

Pre-Employment Health Checkup - A
Complete Blood count (automated)
Blood Group ABO & Rh
Random Blood Sugar
HIV test
Chest X-ray
ECG- Adult
Eyes Checkup with Color Blindness
Basic ENT Check up & Audiometry Test
Total Cholesterol
Medical Examination General Physician report with status (Fit / Unfit)
Price 1000

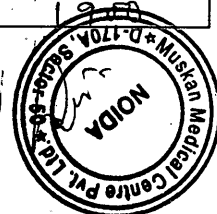
Pre-Employment Health Checkup - B
Height, Weight, BMI
Chest X-ray
Complete Blood count (automated)
ECG- Adult
Creatinine serum
Urine routine and microscopy
Glucose fasting
Total Cholesterol
SGPT
SGOT
HC physician Consultation
HC Opthal Consultation
Medical report with status (Fit / Unfit)
Price 1050



Mediwheel Full Body Health Checkup

Male	Female
Heamogram	Heamogram
Lipid Profile	Lipid Profile
LFT	LFT
Kidney Profile	Kidney Profile
Blood and Urine Sugar Fasting	Blood and Urine Sugar Fasting
Blood and Urine Sugar PP	Blood and Urine Sugar PP
Stool Routine	Stool Routine
VDRL	VDRL
ECG	ECG
PFT	PFT
USG Normal	USG Normal
TMT ECHO	TMT ECHO
X Ray Chest	X Ray Chest
Eye Check-up	Eye Check-up
Physician Consultation	Physician Consultation
Rectal examination	Pap Smear,
Surgical examination	Routine urine analysis
	Gynaec Consultation with Breast Examination
Price - 15007 - 1800	Price - 1600 - 1950

SPOC Person and Billing details



Company Name	Arcofemi Healthcare Limited
Address	F 701 A, Lado Sarai New Delhi-110030
SPOC Name	Lav Kishor
Contact Number	8800465156
Email ID	wellness@mediwheel.in

