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Policies and Directives for Muaawin-e-Sehat's Inquiry Team:

1. Applicant must share complete personal details about patient and his/her attendant or guardian e.g., name, CNIC, occupation, age, contact number and monthly income. CNIC of at least one family member of patient is mandatory.
2. . It is mandatory to share hospital name and its details, doctor's details are optional.
3. It is mandatory for applicant to share all prescriptions, medical reports and labs reports at the time of application.
4. It is mandatory to share the medical receipts of all bills after the treatment.
5. . It is mandatory for each case to have a guarantor, who should share his/her CNIC and contact number. It is mandatory for attendant to submit the affidavit, but if case is critical affidavit must be submitted after the treatment.
6. If the patient or attendant fails to provide receipt after treatment then guarantor is responsible to submit a Medical Receipts after treatment.
7. It is optional for applicant to submit the scanned copy of CNIC of patient, pay slip of patient or of his/her father, utility bills and signatures of guarantor and applicant.
8. It is mandatory to fill the application form, in-case if applicant can't fill the form, he/she must share all details for application through Whatsapp.
9. Special preference will be given to any case from transgender community and relaxation will be given in Google form.
10. In case of any difficulty in filling the form, the patient can contact head Inquiry. He may handle it by himself or he can involve other team members.
11. Every case must go through the advisory panel to ensure the case authenticity.
12. Inquiry should be held as strict as possible leaving no doubts behind.
13. Every case must have a contact number and CNIC of a blood relation of the patient.
14. Muaawin may verify the case by visiting the patient physically wherever possible. The amount to be send to the patient should also be done by a volunteer physically if a case comes from an area where Muaawin has its volunteers.
15. Health related dues i.e. hospital bills and medicines will be covered under the approved amount. However, loans of any nature will not be covered under the approved amount.
16. No commitment will be made by any Inquiry Team member towards any applicant/patient during the inquiry process.

17. Any member of the Inquiry Team who has any connection with the patient who is about to be inquired will be excluded from the Inquiry process.
18. The Inquiry Team would have exclusive authority in accepting or rejecting the case.
19. The Inquiry process has to be completely impartial in any way whatsoever. For this reason, the Inquiry team has exclusive authority to decide the merit of every inquiry without any pressure from any superior executive.
20. All Medical cases are accepted but Muaawin-e-sehat will not take the case of any patient whose life expectancy is less.
21. If Applicant's required amount is high and then Muaawin will contribute some amount which is decided by the executive.
22. Cancer cases are not acceptable.
23. It is preferable to refer a case to a government hospital or on Sehat Card. However, cases related to private hospitals can be handled by the Inquiry Team only in critical situation.
24. The response forms should be thoroughly checked and more critical cases will be dealt on emergency basis, in case we are having more than 2 responses at a time.
25. Emergency cases are those that need immediate treatment, admitted in hospital, accident and critically immediate surgery requiring. They should be dealt on prior basis.
26. Same case of monthly medications are not to be taken consecutively, if permanent donor is found then the case can be taken as a permanent case or on monthly basis.
27. Only 4 cases are to be dealt in a month, this limit can exceed only in case of emergency cases.
28. Applicants will be responded about form submission on as soon as possible by a coordinator.
29. Inquiry Reports are to be uploaded on drive at the end of every month.
30. Reports are to be forwarded to Director and Assistant Director MES for final approval.

COMPILED BY: ABEERA GUL (HEAD INQUIRY TEAM)



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