



SCOPE OF SERVICE

(SANKALP ELDERCARE PRIVATE LIMITED)

www.sankalpeldercare.com

24 X 7 : Emergency Help Line : +91 81003 11142

1. Emergency Response Care (ERC) – Single / Couple

Emergency Support

- If the Member uses the **Smart GPS Enabled Wearable Device**, they get:
 - Real-time location tracking
 - One-touch emergency calling to CSU
- Member may also call CSU from mobile or landline.

24/7 Emergency Care - Supported by dedicated Ex-Army Personnel.

Immediate Medical Action

- On receiving an alarm, CSU (Customer Support Unit) will:
 - Contact enlisted ambulance providers
 - Arrange transportation to the **pre-selected hospital**
 - Send a **FSA (Field Support Associate – Ex-Army Individual)** to assist with admission & hospitalization
- CSU will inform the **Sponsor / Nominee / Local Contact** immediately.
- During hospitalization (if Member agrees), the Escort may visit during allowed hours to share health & billing updates.

Unlimited Emergency Usage

- No limit on number of emergency alarms or service hours.



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🕒 Service Tenure Options

- **3 months / 6 months / 12 months**
- Monthly subscription increases by **5% every 24 months.**
- **Smart GPS Device (Optional):**

The device may be purchased separately at a cost of **Rs. 3,500/- plus 18% GST.** This amount will be treated as a **refundable security deposit.**

- **SIM Renewal:** To be done by the member at their own cost.
- **Repair Charges:** Any repair charges due to normal wear and tear shall be borne by the member.

💰 Third-Party Charges

All third-party expenses are **paid by Member at actuals:**
Ambulance, taxi, porter, hospital charges, nurse, ayah, etc.

📞 Daily Morning / Evening Call (Complimentary)

- Optional service
 - Well-being check, device check, and weekly visit reminder (24 hrs prior).
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Step Care Assistance – SCA (Complimentary: 12 hrs/month)

Includes assistance with:

- Doctor / diagnostic visits
- Post office, bank
- Salon / spa visits
- Utility bill payments
- Personal errands
- Arranging household repairs
- Emotional support & companionship
- General health check-up (BP, SpO₂) – twice a month

Service Delivery:

- 1 scheduled visit every **week** (max 180 mins per visit)
- Total **12 hours/month** (max 720 mins per month)
- Extra Hours: Beyond 12 hours in a month, additional charges of Rs. 300 + GST (18%) per hour will apply.
- Member may cancel/reschedule based on availability.

PS (During Hospital Admission)

- **One SCA visit on alternate days** will be provided **free**, with a maximum duration of **60 minutes per visit**.
- **Extra Time:** Beyond 60 minutes on any day, charges will apply at **Rs. 300 + 18% GST per hour**.
- **Regular SCA Visits:** Any standard SCA visit (outside the hospitalization allowance) will be **chargeable as per the applicable SCA rate/card**.



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2. Emergency Response Care (ERC) – Lite Single / Couple

Emergency Support

- If the Member uses the **Smart GPS Enabled Wearable Device**, they get:
 - Real-time location tracking
 - One-touch emergency calling to CSU
- Member may also call CSU from mobile or landline.

24/7 Emergency Care - Supported by dedicated Ex-Army Personnel.

Immediate Medical Action

- On receiving an alarm, CSU (Customer Support Unit) will:
 - Contact enlisted ambulance providers
 - Arrange transportation to the **pre-selected hospital**
 - Send a **FSA (Field Support Associate – Ex-Army Individual)** to assist with admission & hospitalization
- CSU will inform the **Sponsor / Nominee / Local Contact** immediately.
- During hospitalization (if Member agrees), the Escort may visit during allowed hours to share health & billing updates.

Unlimited Emergency Usage

- No limit on number of emergency alarms or service hours.



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🕒 Service Tenure Options

- **3 months / 6 months / 12 months**
- Monthly subscription increases by **5% every 24 months.**
- **Smart GPS Device (Optional):**

The device may be purchased separately at a cost of **Rs. 3,500/- plus 18% GST.** This amount will be treated as a **refundable security deposit.**

- **SIM Renewal:** To be done by the member at their own cost.
- **Repair Charges:** Any repair charges due to normal wear and tear shall be borne by the member.

💰 Third-Party Charges

All third-party expenses are **paid by Member at actuals:**
Ambulance, taxi, porter, hospital charges, nurse, ayah, etc.

📞 Daily Morning / Evening Call (Complimentary)

- Optional service
 - Well-being check, device check, and weekly visit reminder (24 hrs prior).
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Step Care Assistance – SCA (Complimentary: 6 hrs/month)

Includes assistance with:

- Doctor / diagnostic visits
- Post office, bank
- Salon / spa visits
- Utility bill payments
- Personal errands
- Arranging household repairs
- Emotional support & companionship
- General health check-up (BP, SpO₂) – Once a month

Service Delivery:

- 1 scheduled visit fourth nightly (max 180 mins per visit)
- Total **6 hours/month** (max 360 mins per month)
- Extra Hours: Beyond 6 hours in a month, additional charges of Rs. 300 + GST (18%) per hour will apply.
- Member may cancel/reschedule based on availability.

PS (During Hospital Admission)

- **One SCA visit on alternate days** will be provided **free**, with a maximum duration of **60 minutes per visit**.
- **Extra Time:** Beyond 60 minutes on any day, charges will apply at **Rs. 300 + 18% GST per hour**.
- **Regular SCA Visits:** Any standard SCA visit (outside the hospitalization allowance) will be **chargeable as per the applicable SCA rate/card**.



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3. Emergency Response Care (ERC) Pure Lite – Single / Couple

Emergency Support

- If the Member uses the **Smart GPS Enabled Wearable Device**, they get:
 - Real-time location tracking
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- Member may also call CSU from mobile or landline.

Immediate Medical Action

- On receiving an alarm, CSU (Customer Support Unit) will:
 - Contact enlisted ambulance providers
 - Arrange transportation to the **pre-selected hospital**
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💰 Third-Party Charges

All third-party expenses are **paid by Member at actuals:**
Ambulance, taxi, porter, hospital charges, nurse, ayah, etc.

📞 Daily Morning / Evening Call (Complimentary)

- Optional service
 - Well-being check, device check.
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🕒 Step Care Assistance – SCA : Not Applicable For This Service

📄 PS (During Hospital Admission)

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- **Extra Time:** Beyond 60 minutes on any day, charges will apply at **Rs. 300 + 18% GST per hour**.
- **Regular SCA Visits:** Any standard SCA visit (outside the hospitalization allowance) will be **chargeable as per the applicable SCA rate/card**.