

No. 25(02)/2018/WE/D(Res-1)  
Government of India  
Ministry of Defence  
Department of Ex-Servicemen Welfare  
D(WE)

\*\*\*

Sena Bhawan, New Delhi

Dated: **21** July 2025

To

The Managing Director  
Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Lines, Delhi Cantt - 110010

**Subject: Disciplinary Action Against Empanelled Hospitals -  
Standardisation of Process for Stop Referral and MoA Renewal  
Decisions**

Sir,

Please refer to MoD Letter No 25(02)/2018/WE/D(Res) dated 10 Oct 2019 regarding initiating disciplinary action against empanelled hospitals, including issuance of Stop Referral orders and non-renewal of MoA.

2. It has come to the notice of this Department that in certain cases, empanelled hospitals have raised grievances regarding perceived high-handedness, procedural lapses, and unilateral action during inspections and disciplinary processes, particularly at the level of Regional Centres. Complaints have specifically alleged instances of harassment by certain Directors of RCs, lack of due opportunity to respond, and decisions being made without adequate transparency or higher-level scrutiny.

3. Considering the sensitivity of such disciplinary actions and the reputational and functional impact on the healthcare institutions serving ECHS beneficiaries, it has been decided that **all the following type of cases involving punitive actions shall require approval of DESW.**

**a) Vigilance Inspections by Station ECHS Vigilance Team (SEVT) or Regional Teams:** The proposal must indicate reasons for inspection, nature of allegations (if any), and proposed team composition.

**b) Issuance of Stop Referral Orders :** The proposal for Stop Referral shall include the following

- i) The Articles of Charge including the nature and severity of the deficiencies/lapses reported.
- ii) The hospital's written or verbal representation, if submitted within the stipulated time.
- iii) The findings of any Preliminary or Follow-up Inquiry, including site verification.

**c) Non-Renewal of MoA :** The proposal shall include the following:

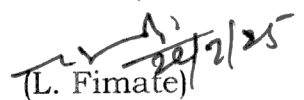
- i) List of deficiencies noted during the tenure of empanelment.
- ii) Correspondence and response(s) from the hospital.
- iii) Specific reasons for proposing non-renewal.

4. **Need for Due Process and Fair Hearing:** The empanelled hospitals form a critical part of ECHS service delivery, and any action that disrupts this chain must be backed by rigorous, objective, and fair process. Ensuring accountability of Health Care Organisations (HCOs) must go hand-in-hand with institutional safeguards to prevent misuse of authority or inconsistent application of disciplinary measures.

5. **Compliance and Reporting:** All ongoing and future disciplinary proposals involving Stop Referral or MoA Non-Renewal are to be routed through the DESW. CO ECHS is requested to ensure that no such action is initiated or finalised without DESW approval.

6. This issues with the approval of the Competent Authority.

Yours faithfully,

  
(L. Fimate)

Under Secretary (WE)  
Ph: 23014946

**Copy to:**

PPS to Secretary (ESW)

PPS to JS(ESW)

PPS to JS/OSD(WE/I&C)