

## SOP FOR DISCIPLINARY ACTION AGAINST ECHS MEMBERS

### Introduction

1. Various policies and procedures have been laid down for smooth and efficient functioning of ECHS. In the recent past, cases of misuse of ECHS facilities by members or false declaration of facts have been reported. The environment has also been reporting increase in misconduct on the part of the members. To ensure the efficient functioning of ECHS as per rules, there is need to lay down instructions to deal with cases of misuse and misconduct.

### Aim

2. The aim of this Standard Operating Procedure is to lay down the actions to be taken at various levels on detection of misuse of ECHS facilities and misconduct by its members.

### Areas of Misuse

3. Some of the areas of misuse are given below:-

- (a) Seeking membership for ineligible dependents.
- (b) Not intimating change of status of dependents due to marriage/employment/improved financial status.
- (c) Seeking membership on fraudulent or tampered documents which subsequently get detected.
- (d) Availing the treatment facility either in the Polyclinics or in empanelled hospitals for unauthorized individual in the name of dependent members.
- (e) Making false or frivolous complaints repeatedly which in subsequent investigation are proved wrong.
- (f) Availing facilities from two schemes i.e. ECHS and CGHS/Rly/State Govt/PSU/banks simultaneously.
- (g) Misconduct including abusing/criminally assaulting/threatening the Polyclinic staff.
- (h) Preferring bogus or inflated claims for re-imburement with intention to defraud.
- (j) Signing bills of treatment in empanelled hospital not actually utilized/availed.
- (k) Any other type of misuse/misconduct.

## Reporting and Investigation of Cases

4. Cases of misuse/misconduct will be reported immediately to the concerned Stn HQ by the Polyclinic and any other authority who has observed the misuse/misconduct. Actions to be taken at various levels are given in succeeding paras.
5. **Action by OIC Polyclinic.** Cases of misuse/misconduct will be reported immediately on occurrence by OIC Polyclinics to the concerned Stn HQ.
6. **Action at Stn HQ.**
  - (a) On receipt of such report about misuse/misconduct an inquiry to be ordered into the same by the Stn Cdr by appointing an officer and such other person as he deems fit for an impartial inquiry.
  - (b) An inquiry report shall be prepared after due investigation into the allegation and fwd to the Stn Cdr alongwith recommendations.
  - (c) After due consideration of the Inquiry proceedings, if the Stn Cdr finds that any person is blameworthy for the alleged misconduct as mentioned in para 3 above, then he shall issue to such person a show cause notice specifically mentioning such lapses and provide him 30 days to submit his reply thereto.
  - (d) The accused shall also be provided with all documents and evidence addressed during the Inquiry.
  - (e) After considering the reply or after expiry of the time mentioned in the show cause notice, if the Stn Cdr concludes that the misconduct/misdemeanor of minor nature is established, he shall have powers to order suspension of membership of the blameworthy for a maximum period of six months. Copy of orders of the Stn Cdr will also be given to the accused.
  - (f) In case of major misconduct/misdemeanor, Stn Cdr shall recommend termination of his/her membership.
  - (g) Where recommendation for termination of membership has been made, the same will be forwarded to Central Org ECHS through the channel of command.
  - (h) On the recommendation of Stn Cdr and channel of Command, Adjutant General will terminate the membership of ECHS.
7. **Appeal.** A member accused will be given 30 days clear time to appeal against the decision of the Stn Cdr after receipt of the decision by the individual. On receipt of the appeal, the MG IC Adm of HQ Command will carry out necessary review of the appeal and endorse his remarks and fwd to Central Org ECHS for necessary action.

