

Tele : 011-20892332
Email : dircomplaints-mod@nic.in

Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)
Near Gopinath Circle
Delhi Cantt-10

B/49717-C/AG/ECHS 17 Oct 2025

IHQ of MoD (Navy)/PD ECHS (N)
Air HQ (DAV), Subroto Park
HQ Southern Command (A/ECHS)
HQ Eastern Command (A/ECHS)
HQ Western Command (A/ECHS)
HQ Central Command (A/ECHS)
HQ Northern Command (A/ECHS)
HQ South Western Command (A/ECHS)
All Area / Sub Area HQs
All Regional Centres

ADVISORY: CHANNEL OF INQUIRY AGAINST EMPANELLED HOSPITAL

1. Ref following letters:-
 - 1.1. MoD(DoESW) letter No 25(02)/2018/WE/D(Res-1) dt 22 Jul 2025.
 - 1.2. MoD(DoESW) letter No 25(02)/2018/WE/D(Res) dt 27 Aug 2025.
 - 1.3. MoD(DoESW) letter No 22B(11)/2025-D(WE/Res-I) dt 08 Oct 2025.
2. This advisory is being issued to streamline the channel of initiating an inquiry against emp hosp. It has been observed that post promulgation of letter ref at 1.1 and 1.2 above there exist ambiguity among various stakeholders in reporting/ initiating an inquiry against emp hosp based on complaints or deviation from MoA/ good orders.
3. **Handling of Complaints Against Emp Hosp.**
 - 3.1. Complaint may originate from beneficiaries, (including online portals of grievances redressal), individuals, PCs, surprise check, audit teams, RCs, any Govt auth or inspections as per Para 26 of MoA. While dealing with complaints instructions of Central Vigilance Commission (CVC) on action on complaints shall be kept in mind. All such complaints with available evidences/ documentary support will be fwd to Regional Centre under which the alleged hosp is emp.
 - 3.2. Dir RC will analyse the complaint and may seek comments of hospital (If required) to arrive at his decision. Dir RC will have discretion of taking fwg actions.

3.2.1. **Dispose off.** Dir RC can dispose off the complaint (with info to all concerned) if it lacks merit for further investigation. However, in doing so he should rule out all possible and justifiable reason which may hint to mishandling of complaint.

3.2.2. **Process For Further Investigation.** Case may be processed to CO ECHS (C&L Sec) in form of short brief of case with available documentary evidences along with recommendations of Dir, RC for further inquiry if the case merits Preliminary Inquiry.

3.3. **Action at Central Org ECHS.**

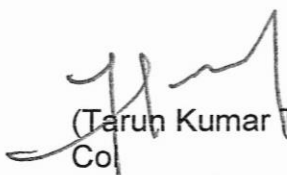
3.3.1. **Action at C&L Sec.** Dir (C&L) will further analyse the case and may seek inputs of Dir Med/ Dir Vig/ Dir S&A. If the case merits further investigation then Dir C&L will seek sanction of MD, ECHS for conducting preliminary inquiry against the hosp.

3.3.2. Having obtained sanction of MD ECHS for preliminary inquiry, the conduct thereof will be as per Para 6 of letter mentioned at Para 1.2 in a time bound manner as promulgated in SoP.

3.3.3. The workflow of the channel of Inquiry is attached along with this letter.

4. **Unilateral Disciplinary Actions.** There shall be no unilateral inquiry/discp action against emp hosp by any Fmn/RC without written directions from Central Org ECHS. Guidelines as mentioned in ref letter at Para 1.2 will be strictly adhered.

5. **Deviation/ Obsn at the time of Renewal of MoA.** Any obsn against emp hosp/ deviation from laid down procedure observed during time of renewal of MoA/ run up to renewal process will be dealt by JD Emp at CO ECHS. All decisions/directions to be obtained by Emp Sec only. Once the hosp is emp and during the period of its MoA resp of providing direction/decision will be of C&L Sec.


(Tarun Kumar Tiwary)
Col
Dir (C & L)
for MD ECHS

Appx- 'A'

(Ref Para 3.3.3 of letter No
B/49717-C/AG/ECHS
dt 17 Oct 25)

WORKFLOW FOR CHANNEL OF INQUIRY AGAINST EMP HOSP