

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 23 Sep 2025

All Regional Centre ECHS

**ADVISORY ON SEAMLESS IMPLEMENTATION
OF DISCIPLINARY ACTION AS INCLUDED IN SPEAKING ORDER**

1. **General.** In order to bring uniformity, conformity, consistency and unquestionable implementation of Speaking Order for disciplinary action against HCO once it is issued from MoD/ CO ECHS a coordinated, transparent and well defined procedures are paramount. This advisory is being issued to ensure foolproof and seamless implementation of disciplinary actions as included in Speaking Order following an inquiry.
2. **Aim.** To streamline the procedure and define role of appointment in implementation of disciplinary action as included in Speaking Orders issued by MoD (DoESW)/ CO ECHS.
3. **Role/ Task.**
 - 3.1. **Actions by Dir (C&L).**
 - 3.1.1. Receive file containing Speaking Order.
 - 3.1.2. Inform on telephone to Director, Regional Centre and subsequently process the dak copy of Speaking Order.
 - 3.1.3. Issue copy of Speaking Order to S&A, Med (Emp) & (Claims), Vig Section in CO ECHS.
 - 3.1.4. Obtain confirmation from RC for implementation of Speaking Order.
 - 3.1.5. Recovery Order/Revoking of disciplinary action. Same procedural checks will be ensured for implementation of Revoking Order.

3.2. Actions by Dir, RC.

3.2.1. Offline Actions.

3.2.1.1. Director is the exec authority for decision making and timely implementation of the directions received from CO ECHS.

3.2.1.2. Receive Speaking Order and acknowledge the receipt.

3.2.1.3. Issue formal note/order to intimate concerned HCOs, PCs & BPA through Hosp Sec. Also confirm wrt online implementation of Speaking Order to CO ECHS through Hosp Sec.

3.2.1.4. Pass formal instruction to JD (HS), JD (A & AM) to monitor the implementation of orders on portal and to JD (Est) for periodic update of records wrt implementation of all such orders.

3.2.2. Online Actions (On BPA Portal).

3.2.2.1. Exec simultaneous essential actions on BPA portal (self/through authorised person) as per direction given in the Speaking Order.

3.2.2.2. Routine Part I Order of authorized person be done regularly. It is important to note that authorized person is just assisting the Director, however, the responsibility remains of Director and authorized person will not be quoted for any lapses.

3.3. Actions by JD (HS). JD (HS) will be responsible to Director for all actions of Hosp Sec.

3.3.1. Offline Actions.

3.3.1.1. Ensure intimation to all concerned to include HCOs, PCs, BPA, JD (A & AM) & JD (Est) and seek acknowledge of the receipt of intimation from all concerned.

3.3.1.2. Pass instruction formally to MOs for monitoring and update wrt uploading of online bills by the concerned HCO for the effected period.

3.3.1.3. Ensure all necessary action wrt forfeiture of PBG and receipt of fresh PBG from the HCO and give confirmation to Director, Regional Centre & Dir (C&L), CO ECHS.

3.3.1.4. Intimate formally to all PCs to monitor and report any emergency admission & referral from the said hosp for the effected period.

3.3.2. Online Actions (On BPA Portal). Carryout online monitoring in coord with BPA wrt **"No admission/ No Uploading of Bills"** by the concerned HCO for effected period on the same.

3.4. Actions to be taken by JD (A & AM).

3.4.1. Offline Actions.

3.4.1.1. Stop Referral – Intimate & seek confirmation from BPA for "Non Inclusion of Claim for Settlement" in r/o concerned HCO for the effected period.

3.4.1.2. Forfeiture of PBG – Seek acknowledge from CDA wrt receipt of MRO into CDA Govt Treasury Account.

3.4.1.3. Recovery – Intimate Speaking Order recovery amount to HCO for their consent for intended online recovery as per CO ECHS Policy and subsequently intimate Dir C&L), CO ECHS for disciplinary action if deemed fit as per violation of MoA for non concurrence.

3.4.1.4. Settlement Memo. Post recovery vide Para 3.5.1.3 above seek settlement Memo from concerned CDA in r/o HCO under disciplinary actions as per Speaking Order.

3.4.1.5. Ack from BPA. Coord with BPA for successful upadation of BPA recovery Portal vide Settlement Memo receipt
3.4.1.4.

3.4.2. Online Actions (On BPA Portal).

3.4.2.1. Recovery. Initiate recovery on consent receipt vide Para 3.4.1.3 above against the HCO via Online Recovery module as per Speaking Order.

3.4.2.2. Monitor "No Payment" to the concerned HCOs for effected period in coord with BPA and give periodic update to the Director.

3.4.2.3. Initiate Stop Payment (if applicable) as per direction received from CO ECHS.

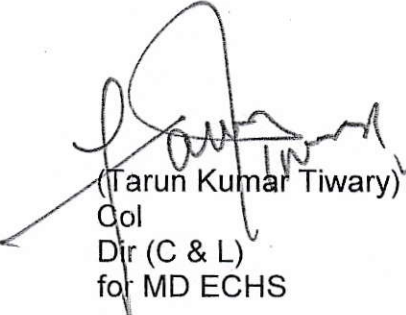
3.5. Actions to be taken by JD (Est).

3.5.1. Offline Actions. Circulate Speaking Orders to concerned stakeholders and ensure follow up action keep the Director Regional Centre informed as per Vig protocol.

3.5.2. Online Actions (On BPA Portal). Seek confirmation from JD (HS), JD (A &AM) and MOs wrt compliance to the implementation of directions as per Speaking Order and update Director accordingly on regular basis.

3.6. Actions by OIC PC. Display on Notice Board list of all hospitals which are put on Stop Referral.

4. This advisory shall come into force with immediate effect upon issue and shall remain valid until superseded or amended.
5. This is for strict compliance please.



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