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Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Lines  
Delhi Cantt- 110 010

B/49779-Outsourcing/AG/ECHS

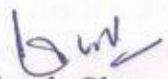
03 Aug 2018

**M/s UTI-ITSL**

UTI Bhawan, Plot No.3, Sector 11  
CBD Belapur, Navi Mumbai  
Maharashtra - 400 614

**CHANGE IN SYSTEM OF REFERRAL - NO REFERRAL TO BE IN THE NAME OF ANY PRIVATE EMPANELLED MEDICAL FACILITY**

1. Refer GOI, DoESW letter No. 18(54)/2018/WE/D(Res-1) dated 02 Aug 2018 (copy enclosed).
2. As per above referred letter the name of Empanelled Medical Facility is not to be mentioned in the referrals issued from ECHS Polyclinics. The directions of DoESW is to be implemented forthwith and necessary changes to be carried out in the referral issue software. UTI-ITSL to carryout changes in the claim ID system with immediate effect to implement these guidelines. A confirmation of the implementation is to be provided to all RCs and CO ECHS with detailed instructions by UTI-ITSL & SDCPL.
3. All ECHS Regional Centres to ensure that this letter is circulated to all ECHS Polyclinics for immediate implementation. No repeat No referral to be generated from SITL software since modification required to be implemented cannot be carried out in that Software. All referrals to be generated from UTI-ITSL software / the new bridge under development with UTI-ITSL and M/s Source Dot Com Pvt Ltd. Further, content of Para 5 of the Govt letter is also to be circulated to all Empanelled Medical Facilities for strict compliance.

  
(Rakesh Sharma)  
Col  
Jt Dir (Stats & Automation)  
for MD ECHS

**Encls:** Two

**Copy to:**

All ECHS Regional Centres

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- You are requested to provide written confirmation after implementation to this HQ at the earliest.

**M/s Source DOT Com Pvt Ltd**

K7/35, DLF Phase II  
Gurgaon, Haryana-122002

- You are requested to modify the referral application bridge in line with these orders in consultation with UTI-ITSL.

**Internal**

All Sections

- For information.



F. No. 18(54)/2018/WE/D(Res-1)  
Government of India  
Department of Ex Servicemen Welfare  
D(WE)

New Delhi, dated 02 August, 2018

To,

Managing Director  
Ex Servicemen Contributory Health Scheme  
Maude Line,  
Delhi Cantt.

**Subject: Change in System of Referral-No referral to be in the Name of any Private Empanelled Medical Facility.**

Sir,

The undersigned is direct to state that as per the Ministry of Health & Family Welfare OM No. Z15025/105/2017/DIR/CGHS/EHS dated 09.11.2017 the CGHS doctor / Government Specialist shall not refer the beneficiary to any particular empanelled hospital by name but shall specify the treatment procedure and mention "referred to any CGHS empanelled centre"

2. ECHS has to follow the CGHS Norms. However, it is seen that doctors at ECHS Polyclinics are issuing referrals by name to specific Pvt. Empanelled Medical Facilities.

3. In view of the above, it has been decided by the competent authority that henceforth no ECHS doctor will issue referrals by name to any Pvt. Empanelled Medical Facility. The ECHS doctors shall mention on the prescription the treatment procedure / tests required by the ECHS beneficiary and then write as follows:

**"Referred to any ECHS Empanelled Medical Facility located within the Area of Responsibility of Regional Centre, (Name of City)."**

4. CO, ECHS and RC, ECHS will ensure that the list of Pvt. Empanelled Medical Facilities along with the medical treatment procedures / tests for which they have been empanelled is prominently displayed on the website of ECHS, Regional Centre wise. OIC, of every Polyclinic will be responsible for ensuring that hard copies of this list downloaded from ECHS website is kept in the Polyclinic in sufficient numbers and given to the ECHS beneficiary whenever demanded. If any change takes place in this list, it shall be the responsibility of Director RC, ECHS concerned to ensure display of the corrected/amended list on the website of ECHS without any delay.

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5. Whenever an ECHS beneficiary approaches a Pvt. Empanelled Medical Facility with such a referral from ECHS Polyclinic and the Pvt. Empanelled Medical Facility is not empanelled by Ministry of Defence (MoD) for the required treatment procedure / tests, it shall be the responsibility of the Pvt. Empanelled Medical Facility to inform the beneficiary that it is not empanelled for the required treatment procedure / tests. If any Pvt. Empanelled Medical Facility is found providing treatment procedure / conducting tests to such an ECHS beneficiary for which it is not empanelled, then apart from not reimbursing the expenses incurred by the Medical Facility on such treatment, action will be taken against the said ECHS Empanelled Pvt. Medical Facility under the rules / as per the provisions of Memorandum of Agreement (MoA).

6. No ECHS Polyclinic Officer/Official/Doctor should indulge in any action for canvassing for/against any ECHS empanelled Pvt. Medical Facility.

7. The above orders shall come into force with immediate effect.

  
(A.K. Karn)

Under Secretary to the Government of India  
Tele fax: 23014946

Copy to:

1. PS to RM
2. PS to RRM
3. SO to Chief of Army Staff
4. SO to Chief of Naval Staff
5. SO to Chief of Air Staff
6. PPS to Secretary (ESW)
7. PS to JS (ESW)
8. UTI-ITSL
9. MoD(Fin/Pension)