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Central Organisation ECHS  
Adjutant General's Branch  
Integrated Headquarters MoD(Army)  
Thimayya Marg,  
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Delhi Cantt-110010

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B/49770/AG/ECHS/Treat/Policy/2022

21 Jul 2023

( )  
All Regional Centres

**TREATMENT OF ECHS BENEFICIARIES ON CASHLESS BASIS**

1. It is observed with concern that many Emp hospitals are not providing cashless treatment to genuine ECHS beneficiaries on the pretext of flimsy reasons. Some of them are resorting to advance payments as well. This is viewed seriously by higher authorities and against the spirit of cashless provisions under MOA.
2. It is intimated that there is no provision of advance payment as per MOA and hence all Emp hospitals are required to adhere to laid down guidelines and not cause unnecessary harassment to ECHS beneficiary.
3. It is requested that any complaints against Empanelled services be viewed very seriously by PCs & RCs and suitable actions taken to discourage repetition of such issues.
4. All Regional Centres are requested to disseminate the same to all Polyclinics and Empanelled Hospitals under their AOR for strict compliance.

  
(Sri Kant Kumar)  
Lt Col  
Jt Dir (Med)  
for MD ECHS

**Internal**

- Claim Sec - for info and necessary action please.
- Stats & Automation Sec - for uploading the letter on ECHS website.