

मुख्यालय
कर्मचारी राज्य बीमा निगम
पंचदीप भवन, सी.आई.जी.मार्ग
नई दिल्ली-110002



Headquarters Office
Employees' State Insurance Corporation
Panchdeep Bhawan: C.I.G. Road
New Delhi -110002.

एफ: U-16/30/584/2020-SST/Misc.

दिनांक: 05.08.2020

सेवा में,

- निदेशक(चि.)/दिल्ली/निदेशक(चि.)नोएडा,
- चिकित्सा अधीक्षक – सभी क.रा.बी.निगम अस्पताल,
- क्षेत्रीय निदेशक/रा.चि.अ.(एसएमओ) – सभी राज्य
- डीन – सभी क.रा.बी. – पीजीआईएमएसआर चिकित्सा महाविद्यालय,
- निदेशक, बीमा चिकित्सा सेवाएं – सभी राज्य

Sub: Referring to empaneled hospital other than that chosen by Insured Person-reg

महोदय/महोदया,

With reference to the subject cited above, I am to convey that Hqrs. Office has received various complaints from Insured Persons wherein the referral was deliberately made to a different empaneled hospital by referral committee other than the hospital chosen by them. The matter has been viewed seriously by Director General and it is instructed that:

1. There should be an unbiased, transparent and rational approach while referring the patients to empaneled hospitals.
2. In case of change in the referral against the IP's preference of an empaneled hospital, the Competent Authority to ensure that the specific reasons for the change are invariably recorded under the remark's column of the UTI portal at the time of modification of referral.

This is for strict compliance. Failure to comply may invite disciplinary action.

This is issued with the approval of Competent Authority.

Yours faithfully


अनिता सेठी
(Dr. ANITA SETHI)
Deputy Medical Commissioner (SST)

Copy to:

1. UTI-ITSL as email to Mr. Pradeep Shenoy and Mr. Paritosh Sharma with a request to make the entry of reasons of modification on UTI portal a mandatory field.
2. WCM with a request to upload on website.


अनिता सेठी
Deputy Medical Commissioner (SST)