ECHS

(EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME)

NEWS LETTER, NEW DELHI, APR 2017

MESSAGE FROM ADJUTANT GENERAL

1. ECHS has been constantly striving to address the need for quality medical care of our veterans and dependents. The unique modeling of the Scheme with involvement of our formations has been instrumental in ensuring that we achieve the intended goals of the Scheme.

2. By adoption of technology and timely policy infusions, we have been able to ensure an efficient delivery mechanism. Our focus has been to introduce transparency and integrity in our working and integration of all functions to ensure a veteran friendly mechanism.

3. I appeal to all stakeholders to imbibe and ensure an empathic approach by displaying compassion and understanding towards our esteemed veterans. Ours is a continuous process of progress and with the persistent efforts of all stakeholders and our commitment, we will ensure growth and delivery of quality healthcare to all our veterans and their dependents.

4. Wishing all veterans and their families good health and happiness.

Jai Hind

(Harish Thukral)
Lieutenant General
Officiating Adjutant General

INTERACTION OF COAS WITH PATIENTS

www.echs.gov.in
011-25684945

www.echs.gov.in **Helpline No**. Call **1800 114 115**

EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME (ECHS)

1. **General**. The 421 operational Polyclinics, approx 52 lakhs beneficiaries and 2247 empanelled hospitals is a true depiction of reach and delivery of benefits under the Scheme. A constant effort is being made to ensure accessibility and transparency through expansion and adoption of technology.

2. **Important Govt Orders/ Policy Letters/ Advisories**. The following Govt orders have been issued since last publication:-

(a) Govt has sanctioned for empanelment of 36 Prosthesis Centres of Endolite and 17 Prosthesis Centres of Ottobock vide letter No 22B(01)/2016-WE/D (Res) Part-II dated 03 Nov 2016.

(b) Remuneration of Medical Officers and Para Medical staff issued vide MoD ID No 22D(50)/ 2007/US(WE)/D(Res) dated 27 Nov 2015 and 22D(50)/2007/US(WE)/ D(Res) Vol-II dated 03 May 2016 respectively.

(c) Revision of terms and conditions of leave entitlement of contractual employees at ECHS Polyclinics vide GoI MoD letter No 24(6)/03/US (WE)/D(Res) dated 01 Jul 2016.

(d) Sanction has been accorded by the Ministry of Defence to follow-up treatment from Govt hospitals and Regional Cancer Centre vide letter No 22D(09)/2013/US (WE)/D(Res) dated 26 Jul 2016. Expenditure incurred on account of the treatment of ECHS beneficiaries at these hospitals is reimbursable as per rates of respective hospital according to the ward entitlement.

(e) AFMSD is now delinked from supply of medicines. SEMO has been envisaged with powers of procurement and will solely be responsible for procurement and supply of medicines. Instruction were issued vide O/o DGAFMS/2C letter No 19199/DGAFMS/DG-2C/ECHS dated 10 Oct 2016.

(f) Clarification with regard to ECHS membership, i.e. the ESM should be drawing Service/Disability/Family Pension from Controller of Defence Accounts issued vide IHQ of MoD ID No 22D(03)/2015/WE/D(Res) dated 17 Nov 2016.

(g) Income criteria from all sources for dependency has been revised from Rs 3500/- pm to Rs 9000/- pm plus DA.

(h) The Scheme has been extended to eligible APS pensioners vide Central Org ECHS letter No B/49714-APS/AG /ECHS dated 16 Feb 2017.

(j) Revised comd & control matrix in respect of 37 ECHS Polyclinics has been promulgated vide Central Org ECHS letter No B/49705-C&C/AG/ECHS /2017 dated 30 Mar 2017.

3. **Grievance Redressal Mechanism**. Beneficiaries have following options available for seeking redress to their grievances:-

(a) **Online**.

(i) **CPGRAMS**. **C**entralized **P**ublic **G**rievance **R**edress & **M**onitoring **S**ystem run by Deptt of Administrative Reforms & Public Grievances, Govt of India can be accessed on web site **http://pgportal.gov. in/**. Grievance related to ECHS are automatically routed to DoESW/Central Org ECHS.

(ii) **Army Veterans Grievance Handling Portal**. This portal is launched by Army Veteran Cell for redressing grievances of our esteem veterans. The web ID of this portal is **indianarmyveterans.gov.in**.

(b) **E-Mail**. E-Mail to the Director (Complaint & Litigation) on his e-mail ID **dircomplaints-mod@nic.in**.

(c) **Normal Post**. Forward grievances at following address :-

Director (Complaint & Litigation)
Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)
Maude Lines, Near Blood Bank,
Sadar Bazar,
Delhi Cantt - 10
Email - dircomplaints-mod@nic.in.

(d) **Helpline**. Helpline No **1800-114-115** is operationalised from 0900hr to 1700hr (Monday to Friday).

(e) Telephone numbers and e-mail IDs of important functionaries are at **Appendix**.

(f) **Self Attestation**. ECHS self attested proforma for dependent Son / Daughter above 18 years of age has been circulated to all Command Headquarters and all Regional Centres vide Central Org ECHS letter No B/49711-SC/AG/ECHS dated 10 Feb 2017, as additional check for authentication of rightful dependent beneficiary.

Note : Beneficiaries are requested to:-

(i) First approach concerned OIC Polyclinic/Stn HQs/Regional Centre for grievances if any and for resolving the issues expeditiously.

(ii) Lodge their grievances on-line as per Para 3 (a) for resolving them on fast track basis as also monitoring progress on their grievances.

4. **Important Websites**. There are a No of websites dealing with issues concerning our veterans, which can be used for guidance. List of few important website addresses is as given below:-

http://desw.gov.in
http://www.dgrindia.com/jobs_exservicemen.html
http://www.dgrindia.com/directorate/kendriya.html
http://ex-servicemenwelfare.blogspot.in
http://echspress.utiitsl.com
http://www.iesm.org/index.htm
http://indianexserviceman.blogspot.in/2012/11/message-from-chairman-iesm.html
http://www.gconnect.in
http://iafpensioners.gov.in/index.php/en
http://echs.gov.in/images/pdf/OBP.pdf
http://indianarmy.nic.in/writereaddata/docoments/welfarescheme.pdf
http://indianmilitary.info/2012/11/welcome-step-by-army-official-website.html
http://www.vsf-desa.com
http://sainiksamachar.nic.in
http://www.facebook.com/Exservicemen
http://www.indianarmyveterans.gov.in
http://www.armyveteranscell@gmail.com
http://apajobs01@yahoo.co.in
http://jobs@awpo.org
http://info@awpo.org

5. **Treatment in Non-Empanelled Hospitals in Emergency**. Specialized treatment for serious cases (beyond the facilities available at the Polyclinics) is provided at Military and empanelled private hospitals. Rates for treatment at private empanelled hospitals are as per CGHS rates. In case of emergency, report to nearest military medical facility / empanelled hospital. In case these are not accessible then members are permitted to avail medical treatment at non- empanelled hospital on payment. Their medical treatment bills are reimbursed at approved (CGHS) rates. The conditions of Emergency are as under:-

(a) Acute Cardiac conditions/ syndromes.

(b) Vascular catastrophies.

(c) Cerebro-Vascular accidents.

(d) Acute respiratory emergencies.

(e) Life threatening injuries.

(f) Acute poisonings and snake bite.

(g) Acute endocrine emergencies.

(j) Heat stroke and cold injuries of life threatening nature.

(k) Acute renal failure.

(l) Severe infections leading to life threatening situations.

(m) Any other condition in which delay could result in loss of life or limb.

6. **Advantages of Becoming ECHS Member**.

(a) No age or medical condition bar for becoming a member.

(b) Present one time contribution ranges from ₹ 15,000/- to ₹ 60,000/- (depending upon Grade Pay at the time of retiring).

(c) No monetary ceiling on treatment.

(d) Indoor/outdoor treatment, tests and medicines.

(e) Country wide network of ECHS Polyclinics.

(f) Familiar environment and sense of belongingness.

(g) Covers spouse and all eligible dependents.

7. **Achievements of ECHS**. The following targets have been achieved by ECHS during recent times:-

(a) 421 Polyclinics made functional across the Country. The remaining five ECHS Polyclinics are proposed to be made functional at the earliest.

(b) Polyclinic buildings have been constructed at 155 locations and construction is in progress at 14 locations.

(c) 06 x light vehicles (Maruti Gypsy) has been allotted to remaining Type A and B Non Military Polyclinic {PC East Delhi, PC Bageshwar, PC Gurgaon (Sohana Road), PC Shakurbasti, PC Greater Noida and PC Allepey}.

(d) Laptops have been issued to all Competent Financial Authorities (CFAs).

(e) **Smart Card Project**. The RFP for Smart Cards project was approved by Hon'ble Raksha Mantri on 19 May 2016. The tender was floated on 17 Jun 2016. The proposal is being processed further with the competent authority.

(f) **Storage Facility**. Storage facility by deploying Storage Area Network (SAN) System at Central Organisation ECHS and Regional Centre, Pune has been established. This facility should enable taking over of legacy data of online bills.

(g) **On Line Audit Module**. Pilot project for online post audit of bills by CDA was started at Regional Centre ECHS Hyderabad and CGDA has since instructed for its extension to pan India wef 11 Apr 16.

(h) **Empanelment of Medical Facilities**. 9th Screening Committee Meeting was held on 08 Aug 2016, wherein a total of 217 civil medical facilities have been sanctioned for empanelment with ECHS. 10th Screening Committee Meeting held on 10 Mar 2017, wherein a total of 189 civil medical facilities have been recommended for empanelment with the Scheme and is under consideration with Ministry of Defence. A total of 2247 facilities are empanelled for provisioning cashless treatment pan India.

8. **Cases under Process with MoD.** The under mentioned cases have been taken up with MoD:-

(a) Procurement of 105 Tata Winger Ambulances.

(b) Procurement of 17+3 (Nepal Polyclinics Ambulance Vehicles for further modification to work as MMU (Mobile Medical Unit).

(c) Procurement of Vehicles and Generators for ECHS Nepal.

(d) Revision of Scale of Furniture and Non-Medical Equipment for Type A, B, C & D Polyclinics.

(e) Fixed Medical Allowance (FMA) at par with CGHS.

(f) Enhancement of Delegation of Financial Powers for ECHS Functionaries.

(g) Exemption of ECHS Contribution under Section 80 D of IT Act 1961.

(h) Modification of Procedure on Procurement of Drugs and other Consumables under ECHS {Authorised Local Chemist (ALC)}.

(j) Procedure for Empanelment of Hospital under ECHS.

(k) RFP for Establishing of Data Centre and ECHS Management System (EMS) for ECHS.

(l) Revision of BPA Fees on Revised CGHS Rates.

(m) Revision of Authorized Land and Plinth Area.

(n) Upgradation of ECHS Polyclinics.

(o) Expansion of ECHS Network (Phase-III) vide which 84 new Polyclinics have been proposed.

(p) Regional Centres, ECHS at Delhi II (Delhi) and Bhubaneswar (Odisha).

(q) Requirement of Contractual Manpower at ECHS Polyclinic.

(r) ECHS Contribution and Entitled Category of Ward in Empanelled Medical Facilities.

(s) ECHS Facility to Short Service Commissioned Officers (SSCOs)/ Emergency Commissioned Officers (ECOs) / Non Pensioner War Veterans of (1962, 1965, 1971 & Kargil War) and World War – II Veterans as under:-

(i) ECHS membership for World War-II Veterans.

(ii) ECHS facilities to ECOs, Veterans of 62, 65 & 71 Wars.

(iii) Short Service Commissioned Officers (SSCOs).

(t) Establishment of Veteran's Wing In Base Hospital.

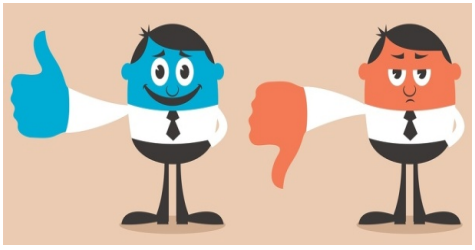
(u) Establishment of 200 Bedded Veteran's Hospital at various locations.

9. **Important DO's & Don'ts**.

(a) **DO's**.

(i) Report to the nearest ECHS Polyclinic in case of any ailment.

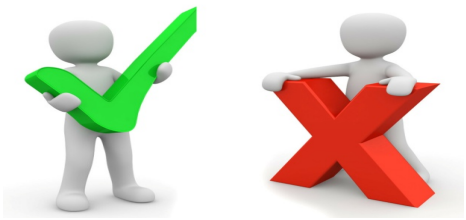
(ii) Obtain a referral before availing treatment in any empanelled hospital/ facility.



(iii) Ask treating physician to prescribe only generic medicines.

(iv) Inform the nearest ECHS Polyclinic within 48 hours, if an ECHS beneficiary gets admitted to a non-empanelled/ empanelled facility in an emergency.

(b) **Don'ts**. Do not get treated in a non-empanelled facility or unless it is an emergency without obtaining prior sanction, as grant of 'Ex Post Facto' sanction is not permissible. Planned treatment in a non-empanelled hospital is not permitted.



10. **Conclusion**. The ECHS is striving hard to ensure that our veterans and their dependents are provided with quality healthcare and all necessary measures are being instituted to ensure the same. It is our endeavour to dedicate ourselves and optimize all available resources to achieve the established goals.

Appendix
(Ref para 3 (e) of News Letter)

IMPORTANT TELEPHONE NUMBERS & E-MAIL IDs

CENTRAL ORGANISATION ECHS

Appointments	**Telephone No**	**E-Mail**
MD ECHS	011-25684846	mdechs-mod@nic.in
Dy MD ECHS	011-25683719	dymdechs-mod@nic.in
Dir (Medical)	011-25683476	dirmedechs-mod@nic.in
Dir (Ops & Coord)	011-25684847	diropsechs-mod@nic.in
Dir (Complaint & Litigation)	011-25690327	dircomplaints-mod@nic.in
Dir (Finance)	011-25683475	dirpfcechs-mod@nic.in
Dir (Stats & Automation)	011-25684645	diritechs-mod@nic.in
Jt Dir (Med)	011-25683476	jdmed@echs.gov.in
Jt Dir (Med) (Empanelment)	011-25682870	jdmed@echs.gov.in
Jt Dir (Med) (Navy)	011-25682870	jdmed.navy@echs.gov.in
Jt Dir (Med) Air Foce)	011-25682870	jdmedaf@echs.gov.in
Jt Dir (Ops)	011-25690325	jdops@echs.gov.in
Jt Dir (Pers)	011-25684946	jdpers@echs.gov.in
Jt Dir (Est)	011-25690325	jdest@echs.gov.in
Jt Dir (C&L)	011-25690327	jdclechs-mod@nic.in
Jt Dir (Procurement)	011-25683475	dirproc@echs.gov.in
Reception	011-25684945 011-25695245	-
Department of Ex-Servicemen Welfare		
Secy ESW	011-23792913	secyesw@nic.in
Jt Secy ESW	011-23011804	jsesw@nic.in
US (WE)	011-23014946	us-ic@desw.gov.in

Appendix continued

REGIONAL CENTRES ECHS

Appointments	Telephone No	E Mail
Ahmedabad	07923-241310	dirrcahmedabad@echs.gov.in
Allahabad	0532-2420699	dirrcallahabad@echs.gov.in
Ambala	0171-2600103	dirrcambala@echs.gov.in
Bangalore	080-28392178	dirrcbnga@echs.gov.in
Bareilly	0581-2511157	dirrcbareilly@echs.gov.in
Chandimandir	0172-2589400	dirrcchandim@echs.gov.in
Chennai	044-25673092	dirrcchenai@echs.gov.in
Coimbatore	0422-2684331, 2684330	dirrccoimbatore@echs.gov.in
Dehradun	0135-2751676, 2755906	dirrcdehradun@echs.gov.in
Delhi (I)	011-25682657	dirrcdelhi@echs.gov.in
Delhi (II)	011-25672153, 25672154	dirrcdelhi2@echs.gov.in
Guwahati	0361-2642727	dirrcguwahati@echs.gov.in
Hissar	01662-223769, 223768	dirrchisar@echs.gov.in
Hyderabad	040-27797932, 27797836	dirrchyderabad@echs.gov.in
Jabalpur	0761-2608177	dirrcjabalpur@echs.gov.in
Jalandhar	0181-2661920	dirrcjalandhar@echs.gov.in
Jaipur	0141-2249159, 2249498	dirrcjaipur@echs.gov.in
Jammu	0191-2433139, 2432681	dirrcjammu@echs.gov.in
Kochi	0484-2667285, 2669678	dirrckochi@echs.gov.in
Kolkata	033-22130009	dirrckolkata@echs.gov.in
Lucknow	0522-2481895	dirrclucknow@echs.gov.in
Mumbai	022-27238701, 27232438	dirrcmumbai@echs.gov.in
Nagpur	0712-2510135, 2510175	dirrcnagpur@echs.gov.in
Patna	06115-222276, 225955	dirrcpatna@echs.gov.in
Pune	020-26344457	dirrcpune@echs.gov.in
Ranchi	0651-2360330	dirrcranchi@echs.gov.in
Trivandrum	0471-2352355, 2350118	dirrctvm@echs.gov.in
Vishakapatnam	0891-2813131, 2813132	dirrcvizag@echs.gov.in

PHOTOGRAPHS

VIS OF ANGOLA DELEGATION TO RC-I, DELHI CANTT

TREATMENT AT EMPANELLED HOSP

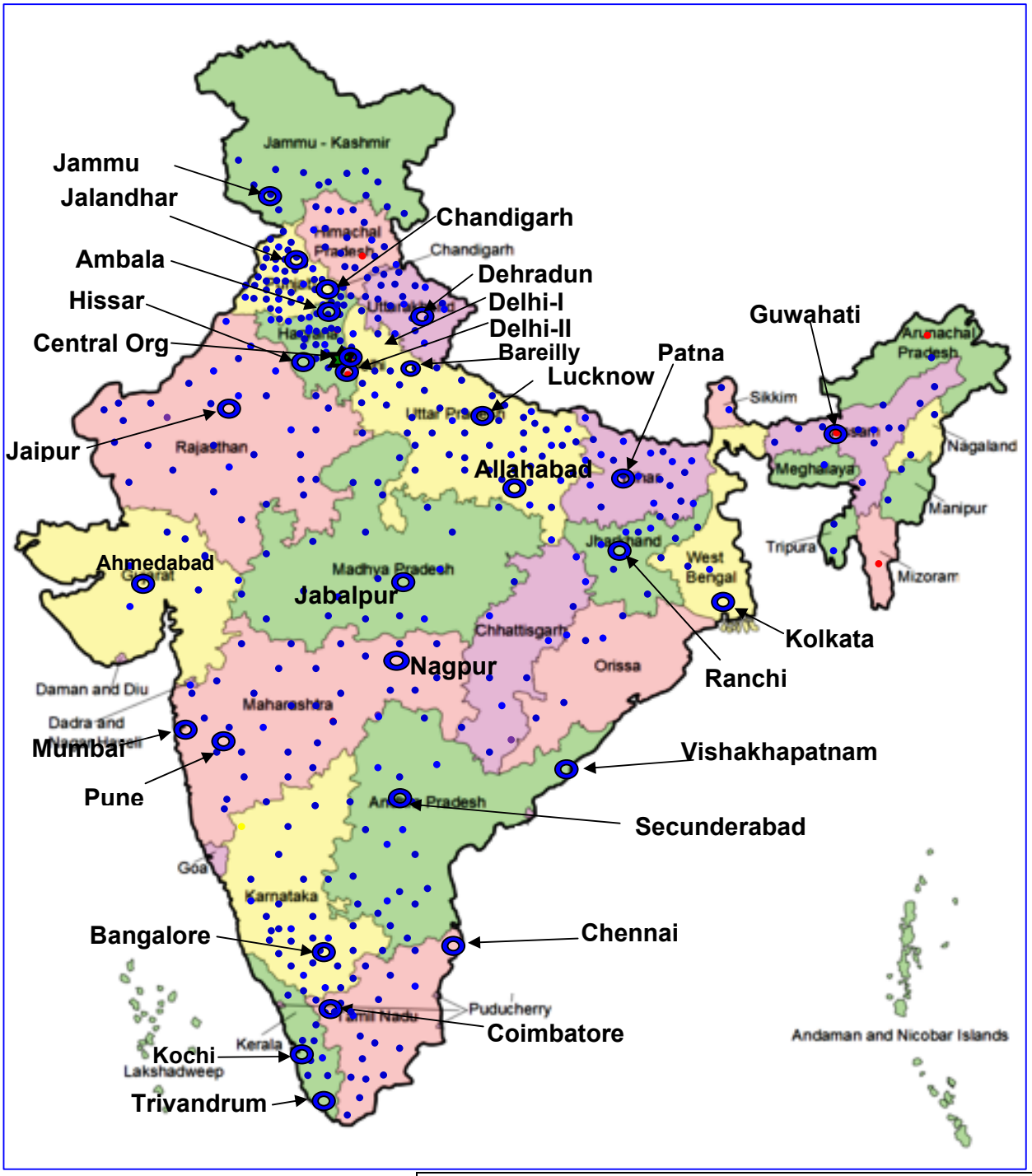
SWACHH BHARAT MISSION

LECTURE TO ESM BY DOCTOR AT POLYCLINIC

COMPLETION OF ECHS POLYCLINIC, LATUR

PLEDGE BY ECHS STAFF

ECHS NETWORK



LEGEND	
✸	Central Organisation, ECHS
○	Functional Regional Centres
•	Functional Polyclinics
•	Polyclinics Awaiting Operationalisation