



NEWS LETTER

REGIONAL CENTRE ECHS, PUNE

ISSUE 05/2015

JUL 2015

MAY YOU ALL BE BLESSED WITH GOOD HEALTH

IF YOU ARE NOT A MEMBER YET JOIN ECHS

Points Reiterated

1. **Revised Eligibility Criteria.** Govt sanction has been accorded for bringing ECHS beneficiaries at par with that of CGHS. Details are as under:-

<u>Ser No</u>	<u>Relationship</u>	<u>Criteria</u>
(a)	Parents	Normally residing with the ESM pensioner & their combined income from all sources is less than Rs 3,500/- pm plus DA
(b)	Son	Till he starts earning or attains the age of 25 years or gets married, whichever is earlier
(c)	Daughter	Till she starts earning or gets married, irrespective of the age limit, whichever is earlier
(d)	Son or Daughter suffering from any permanent disability of any kind (physical or mental)	Irrespective of age limit, provided other conditions of dependency are fulfilled.
(e)	Dependents divorced / abandoned or separated from their husband / widowed daughters and dependents unmarried / divorced/ abandoned or separated from their husband / widowed sisters	Irrespective of age limit. Not applicable if earning and provided other conditions of dependency are fulfilled.
(f)	Minor brothers (s) who are dependents on the veteran	Upto the age of becoming a major
(g)	Minor children of widowed/separated daughters	Upper age limit will be 18 years, ie the age of their becoming major and they should be normally residing with the pensioner.
(h)	Disabled Siblings	No age limit, provided other conditions of dependency are fulfilled.

2. **Advantages of ECHS Membership**

- (a) No age or medical condition bar for becoming a member.
- (b) Life time contribution ranges from Rs 15000/- to Rs 60000/- (depending upon grade pay **at the time of retirement**).
- (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.

3. Regional Centre ECHS will accept only those application in which bank has endorsed stoppage of FMA (Fixed Medical Allowance) except for persons retired on or after 01 Apr 2003.

4. **All retirees prior to 01 Jan 1996 and war disabled / battle casualty / disabled veterans have been exempted from ECHS contribution. They need not pay one time contribution.**

5. **For refund of contributions pre-1996.** It was stated in Govt reply that judgment does not imply refund to those who have already paid contribution for becoming member of ECHS.

6. **ECHS Smart Card.** Application for Fresh/Upgrade/Dependent Smart Cards are to be submitted to the nearest Station HQ. The documents required are given below :-

Ser No	Fresh Card	Upgradation Card	Adding Dependent	Change of Primary Member	White Card
(a)	Color photograph 02 copy each	Color photograph 02 copy each	Color photograph 02 copy each	Color photograph 02 copy each	Color photograph 02 copy each
(b)	Xerox copy of Discharge Book	Xerox copy of old smart card	Xerox copy of Pt-II order published by Record Office	Death Certificate of the earlier primary member	Disability Certificate from competent authority of MH/CH and or certificate by a Surgeon of Govt Hospital
(c)	Affidavit on Rs 10 Non Judicial Stamp by Notary	Nil	Nil	Nil	Nil
(d)	FMA Stoppage Certificate from concerned Bank	Nil	Nil	Nil	Nil
(e)	Xerox copy of PPO	Nil	Nil	Nil	Nil
(f)	Blood Group Report of each member	Nil	Nil	Nil	Nil

NEWS UPDATE APPLICATIONS AND CARDS

7. **Expiry of Contract with M/S SITL.** Consequent to expiry of contract with M/S SITL, Smart Cards for the beneficiaries of the scheme are no longer being made till an alternate agency to manufacture the cards is contracted. In view of the foregoing the following will be implemented :-

- (a) Temporary slip (Receipt for Documents cum Temporary Card) will be given to ESM, each temp slip to have a unique ID/Registration No.
- (b) No Demand Draft for ECHS card shall be forwarded. The charges for preparation of smart cards shall be intimated after execution of new contract with card making agency.
- (c) Temp slip to be given with a validity of one year.
- (d) Photographs of all beneficiaries to be on the slip which should be authorized by OICECHSStn HQs.
- (e) Temp slip in addition to the existing details will also have Mobile No, Aadhar Card No (Aadhar Card reference is a not mandatory but extremely desirable) and Date of Birth.

8. Fresh application form (Revised 2015) for ECHS Card is implemented wef 01 May 2015.

Authority : Central OrganisationECHS letter No B/49711/AG/ECHSdt 18 Feb 2015.

9. **Condition of Dependency.** Any authorized dependent will be deemed to be dependent if he/she is normally residing with him and his/her monthly income from all sources including pension and pension equivalent of DCRG benefit/family pension does not exceed Rs 3500/- (Rupees three thousand five hundred only) plus amount of dearness relief.

Authority :Central OrganisationECHS letter No B/49708-E/AG/ECHS/2015 dt07 Jan 15.

10. Cadets who are boarded out on medical grounds are not granted the status of Ex-Servicemen.

Authority :Central OrganisationECHS letter No B/49708-E/AG/ECHSdt 10 Oct 2014.

11. **Renal Failure.** As per Min of Health & Family Welfare Office Memorandum No 4-24/96-C&P/CGHS(P) dt 02 Aug 2010, Renal Failure does not fall in the category of disability.

Authority :Central OrganisationECHS letter No B/49708-E/AG/ECHSdt 31 May 2015.

12. Only ten disabilities, as mentioned below, for which white card can be prepared in respect of dependents of AFVs, if the disability is of permanent nature and percentage of disability is 40% and more :-

- (a) Blindness.
- (b) Low Vision.
- (c) Leprosy cured.

- (d) Hearing impairment.
- (e) Locomotor disability.
- (f) Mental retardation.
- (g) Mental illness.
- (h) Autism.
- (j) Cerebral Palsy.
- (k) Multiple disabilities.
- (l) Locomotor Disability.

13. **JeevanPraman Scheme.** A sustained drive is being undertaken to operationalise the JeevanPraman Scheme. To operationalise the above scheme and extensive drive is being undertaken to register the Aadhar Card number and mobile phone number of an ESM with a view to facilitating the pension holders to give his/her life certificate in Oct/Nov 2015 through JeevanPraman with the following timelines :-

- (a) **15 Apr 2015.** All three services and Coast Guard should become registration authority for Aadhar Card.
- (b) **30 Apr 2015.** All Pension Offices may indicate these Aadhar numbers vis, the pension holder, his/her spouse and the dependent person who may get pension in the event of both husband wife expired.

14. Non CTS (Cheque Transaction System) demand drafts are not being accepted by bank authorities. Only CTS facility demand draft should be sent for preparation of ECHS Amount Card, whenever asked for.

15. **Major Observations in processing ECHS Application.**

- (a) Service Number is not being filled alongwith the suffix letter.
- (b) Rank is not being filled in abbreviated form as per general instructions.
- (c) Dates of Birth/death/enrolment/discharge/marriage should be filled in application with prior consultation with concerned Record Offices, to avoid overwriting/erasing/cutting on the application forms.
- (d) Residential address should be in short, adjusted as per space provided. However City and Pin Code should not be omitted.
- (e) Signatures of applicant are not being obtained in black ink.
- (f) Category of ward is not correctly ticked in part V of the Application.
- (g) Affidavit is not prepared as per sample affidavit sent by Central OrganisationECHS.
- (h) Inadequately prepared affidavit being submitted by AFVs on loss of Smart Card and circumstances of loss of Smart Card are not mentioned.
- (j) Good quality, professionally printed photographs of self and dependents should be affixed on the application form.
- (k) Names of AFVs and their spouses should be correctly filled confirming to the records of the individuals.

- (l) Photocopy of old Smart Card is to be enclosed alongwithupgradation application form.
- (m) Correct details as per old Smart Card must be filled on ECHS Smart Card application for upgradation.
- (n) Reason for upgradation of old card should be endorsed in the application form.

15(A) **Change of Parent Polyclinic.**

- (a) An intimation regarding outstation member joining the Polyclinic as permanent members (Opting for parent polyclinic) will be sent to previous parent Polyclinic and Regional Centre ECHS as per format.
- (b) On receipt of intimation the previous parent Polyclinic will send details of non-expendable medical equipment issued to the beneficiary to new parent Polyclinic by post as per format suggested vide Central OrganisationECHS letter No B/49711/AG/ECHSdt 25 Mar 2011.
- (c) The change of parent Polyclinic is permitted only once in six months.

NEWS UPDATE MEDICAL TREATMENT

16. **Important DO's&DON'Ts.**

DO's

- (a) Do visit your ECHS Polyclinic whenever you need medical aid.
- (b) Do carry your ECHS registration slip and identification documents/smart card when visiting ECHS clinic.
- (c) Do avail all diagnostic and therapeutic facilities in the Polyclinic.
- (d) Do exercise your option to being referred to empanelled facilities in the station of your choice but only when referral is advised by the Polyclinic.
- (e) Do carry your referral form and smart card / ECHS registration slip to the empanelled facility.
- (f) Do try to choose a service/empanelled hospital in an emergency. You won't have to pay.
- (g) Do inform your Polyclinic within 48 hours when admitted directly to empanelled or non-empanelled hospital in an emergency.
- (h) Do allow some time to the Polyclinic to procure super-specialty drugs prescribed for you, if not readily available.
- (j) Do activate your ECHS card immediately on receipt through your parent Polyclinic.
- (k) Ask empanelled facilities to prescribe genuine medicines.
- (l) Carryout periodic review of medicines prescription and draw only those medicines which are needed.
- (m) Do signature your medical bill in empanelled facility and give your contact number.

DON'Ts

- (a) Do not go to Empanelled Hospital without referral form of ECHS Polyclinic except in Emergency.
- (b) Do not pay bills in Empanelled Hospitals for listed facilities as there is no provision for re-imburement. ECHS will clear hospitals bills.
- (c) Do not insist for referral for facilities available in the Polyclinic, it is not authorized.
- (d) Do not insist on particular brand name of drug from Polyclinic. Doctor may issue you different brand but with same pharmacological composition.
- (e) Do not ask for drugs prescribed by private doctors without referral from Polyclinic.
- (f) Do not purchase drugs yourself and ask for re-imburement as it is not authorized.
- (g) Do not accept sub-standard treatment at Empanelled Hospital. Report to your ECHS Polyclinic for any ill-treatment/sub standard medical treatment.
- (h) Do not get treated in non-empanelled facility without obtaining prior sanction, as grant of 'Ex Post Facto' sanction is not permissible.

17. **Arbitration of Hospital Bills processed online.** All arbitration cases pertaining to medical bills will be dealt by Stats & Automation Section of Central OrganisationECHS.

Authority :Central OrganisationECHS letter No B/49717-C/AG/ECHSdt 09 Jan 2015.

18. **Revision of Ceiling Rates.** Revised ceiling rates of drugs eluting stents is Rs 23,625.00 (incl of all taxes).

Authority :Central OrganisationECHS letter No B/49773/AG/ECHS/Rates/Policy dt06 May 2014.

19. The revised rates of Whole Blood/Blood Components are mentioned as under :-

<u>S No</u>	<u>Blood Components</u>	<u>Rates in Rs.</u>
(a)	Whole Blood	1450/- Per Unit
(b)	Packed Red Cell	1450/- Per Unit
(c)	Fresh Frozen Plasma	400/- Per Unit
(d)	Platelet Concentrate(RDP)	400/- Per Unit
(e)	Cryoprecipitate	200/- Per Unit
(f)	Platelet Concentrate-Apheresis	Should not exceed 11000/- Per Unit

Authority :Central OrganisationECHS letter No B/49773/AG/ECHS/Rates/Policy dt15 Dec 2014.

20. New ECHS Empanelled Hospital for Medical Facility.

<u>S No</u>	<u>Name of Hospital & Address</u>	<u>Contact No</u>	<u>Medical Facility</u>	<u>Date of signing MoA</u>
(a)	Dr Girish Gadre Eye Care Centre Atharva Plaza, Near Post Office, Kudal, Distt-Sindhudurg, PIN-420516 Maharashtra)	09822467144	<u>General Services</u> Ophthalmology (Refraction, Cataract Surgeries with IOL Implantation) <u>Specialised Services</u> Cataract, Retinal Medical, Vitro-Retinal Surgery	19/05/2015
(b)	Grant Medical Foundation, Ruby Hall Clinic, 59/6, Azad Nagar, Wanowarie, Pune-411040	020-66494949 8600021169	<u>General Services</u> General Medicine, General Surgery, Obstetrics and Gynaecology, Paediatrics, Orthopaedics, ICU and Critical Care Units, ENT and Ophthalmology <u>Laboratory Services</u> Clinical Pathology, Haematology, Histopathology, Cytopathology, Biochemistry, Microbiology and Serology & Onco Pathology <u>Imaging Services</u> X-Ray, Mammography, USG, USG Doppler, CT Scan, MRI, Interventional and Vascular Radiology <u>Specialised Services</u> Cardiology (Consultation and Disgnostics), Gynaecological Oncology, Interventional Cardiology, Urology including Dialysis, Orthopaedic Surgery including arthroscopic and Joint Replacement Surgery, Neuro Surgery, Nuro Medicine, Gastro Intestinal Surgery, Gastroenterology, Plastic and Reconstructive Surgery, Endocrinology, Vascular Surgery, Rheumatology, Paediatric Surgery, Medical Oncology, Surgical Oncology, Respiratory Diseases, Traumatology, Critical Care Medicine, Clinical Haematology and Nephrology.	27/04/2015
(c)	The Apollo Clinic 50, Jaivishwabharati Colony, Opp Sapna Super Market, Aurangabad-431005	0240-2354304 0240-2354305 0240-2354306 9765550401 9765550413	<u>Pathology Services</u> Clinical Haematology, Biochemistry and Microbiology <u>Imaging Services</u> X-Ray, USG and USG Doppler	24/04/2015
(d)	Vasan Eye Care Hospital, 517/A/1 E Ward Plot No 4, Shivaji Park Station Road, Kawala Naka, Kolhapur-416001 NON NABH	0231-3989000 9762166569	<u>General Services</u> Ophthalmology (Retraction, Cataract Surgeries with IOL implantations). <u>Specialised Services</u> Cataract/Glaucoma, Retinal-Medical-Vitro-Retinal Surgery, Strabismus.	28/07/2015

<u>S No</u>	<u>Name of Hospital & Address</u>	<u>Contact No</u>	<u>Medical Facility</u>	<u>Date of signing MoA</u>
(e)	Kohakade Hospital Pune Nagar Highway, Near Rupee Bank Bank & Near Chandan Nagar Bus Stop, Chandannagar, Pune-411014	020-27019022 020-27019103	General Medicine & Surgery, Endoscopic / Laparoscopic Procedures, Gynaecology & Obstetrics, Paediatrics and Paediatric Surgery, Trauma Care, Orthopaedic Surgery, Neurology, Gastroenterology and GI Surgery, Eye & Ent, Cancer treatment (Surgery, Chemotherapy) and Diagnostic and other available facilities.	06/10/15
(f)	Joshi Hospital Opp Varad Ganesh Mandir, Samarth Nagar, Aurangabad- 431001	0240-2346397 2346557 8378988234 8378999234	<u>General Services.</u> General Medicine, Obstetrics & Gynaecology, Paediatrics, Orthopaedics, ICU and Critical Care Units. <u>Laboratory Services.</u> Clinical Pathology, Biochemistry and Microbiology. <u>Imaging Services.</u> X-Ray, USG Doppler and CT Scan. <u>Specialised Services.</u> Genito Urinary Surgery, Urology including Lithotripsy, Orthopaedics Surgery including arthroscopy and Joint Replacement Surgery, Neuro Medicine, Gastro Intestinal Surgery, Gastroenterology (OPD only), Plastic and Reconstructive Surgery, Respiratory Diseases, Traumatology, Critical Care Medicine and Prosthetic Surgery.	11/10/15
(g)	Santkrupa Multispecial ity & Accident Hospital Opp Bhatiya College, Lamroad, Deolali Camp – 422101	9822079794	<u>General Services.</u> General Medicine, General Surgery, Orthopaedics, ICU & Critical Care Units. <u>Laboratory Services.</u> Haematology, Biochemistry, Microbiology. <u>Imaging Facilities.</u> X-Ray.	13/10/15

<u>S No</u>	<u>Name of Hospital & Address</u>	<u>Contact No</u>	<u>Medical Facility</u>	<u>Date of signing MoA</u>
(h)	Anuradha Eye Hospital & Polyclinic Plot No 18, 100 Ft Road, Vishrambag Sangli-416415 (NABH)	0233-2301939 2301058 2305354	<u>Ophthalmology.</u> Advanced Refraction Unit, ICL Procedure <u>Cataract / Glaucoma.</u> Advanced Glaucoma Laser & Micro Surgery, Phaco Emulsification. <u>Strabismus.</u> Squint Surgery. <u>Retinal - Medical.</u> Diode-Laser / Argon Laser / YAG Laser Units. <u>Vitreous & Retina Surgery Oculoplasty & Adnexa & Other Specialised treatment.</u> ENDCR, Lid Surgery & Oculoplasty, Corneal Transplantation, Paediatric Ophthalmology. <u>Investigation.</u> Digital Fluoroscein, Angiography, Optical Coherence Tomography, A/B Scan, Ultra Sonography Automatic Field Charting, C3-R (Corneal Topography / Aberrometry / Pachymetry unit, Pathology. <u>Others.</u> Operation Theatre, Pharmacy, Specular Microscope.	27/10/15
(j)	Manipal Hospital (A Unit of Manipal Health) Dr E, Borges Road, Dona Paula, Goa-403004	8323002500 8600142524 8323002555	<u>General Services.</u> General Medicine, Obstetrics and Gynaecology, Paediatrics, Orthopaedics, ENT and Ophthalmology. <u>Laboratory Services.</u> Haematology, Histopathology, Biochemistry, Microbiology. <u>Imaging Services.</u> X-Ray, Mammography, USG, CT Scan, MRI, Interventional and Vascular Radiology, Nuclear Medicine (PET, CT, SPECT). <u>Specialised Services.</u> Cardio Thoracic Surgery, Cardio (Consultation and Diagnostics), Gynaecological Oncology, Interventional Cardiology, Infertility and Assisted Reproduction, Genito Urinary Surgery, Urology including Dialysis & Lithotripsy, Orthopaedic Surgery including arthroscopy and Joint Replacement Surgery, Endoscopic Surgery, Neuro Surgery, Neuro Medicine, Gastro Intestinal Surgery, Gastroenterology, Plastic and Reconstive Surgery, Vascular Surgery, Paediatric Surgery, Medical Oncology, Surgical Oncology, Respiratory Diseases, Critical Care Medicine, Neonatology, Paediatric Cardiology and Radiology.	10/11/15

<u>S No</u>	<u>Name of Hospital & Address</u>	<u>Contact No</u>	<u>Medical Facility</u>	<u>Date of signing MoA</u>
(k)	Medall Spark Diagnostic Nashik Pvt Ltd Saikrupa, Behind Divya Marathi Office, Off, Chandak Circle, Tidke Colony, Nashik-422002	833300893 0253-2229777	<u>Pathology.</u> (Clinical Pathology, Haematology, Biochemistry and Microbiology). <u>Radiology and Other Imaging Services.</u> X-Ray, BMD, Mammography, USG, USG Colour Doppler, MRI and CT.	30/10/15
(l)	Aditya Birla Memorial Hospital MargChinchwad, Pune – 411033 (appd as NABH)	0203-0717501 9881123050	<u>Clinical Services.</u> Anaesthesia, Cardiac Anaesthesia, Cardiology, Cardiothoracic Surgery, Clinical Haematology, Dentistry, Dermatology and Venereology, Endocrinology & Diabetology, General Medicine, General Surgery, Gynaecological Oncology, HepatoPancreato, Biliary Surgery, Medical Gastroenterology, Medical Oncology, Neonatology, Nephrology (Renal Transplant), Neuro Radiology, Neurology, Neurosurgery, Obstetrics & Gynaecology, Ophthalmology, Orthopaedic Surgery (Traumatology & Joint Replacement). Otorhinolaryngology, Paediatric Cardio Thoracic Vascular Surgery, Paediatrics, Plastic and Reconstructive Surgery, Psychiatry, Radiology, Respiratory Medicine, Rheumatology & Immunology, Surgical Gastroenterology, Surgical Oncology, Urology, Vascular Surgery. <u>Diagnostic Services.</u> 2D Echo, Audiometry, Bone Densitometry, Bronchoscopy, Cath Lab, CT Scanning, DSA Lab, EEG, EMG/EP, Endoscopy, Holter Monitoring, Mammography, MRI Spirometry, Tread Mill Testing, Ultrasound, Urodynamic Studies, X-Ray. Physiotherapy, Speech and Language Therapy. <u>Laboratory Services & Transfusion Services.</u> Blood Bank, Blood Transfusion Services, Clinical Bio Chemistry, Clinical Microbiology & Serology, Clinical Pathology, Cytopathology, Haematology & Immunohaematology, Histopathology, Toxicology. <u>Profession Allied to Medicine.</u> Dietetics, Occupational Therapy,	20/10/15

21. **Travelling Allowances for Medical Treatment.**

(a) **Air Travel.** Re-imbusement for air travel in emergency cases will be considered on the merits of individual case by the Minsitry in consultation with MoD (Finance) provided the Medical Officer of Polyclinic or the Specialist at Service Hospital certificates in writing that the air travel was absolutely essential and that travel by other means ie. By rail or road etc would have definitely endangered the life of the patient or involved the risk of serious aggravation of the condition of the patient.

(b) **Kidney Donor.** Re-imbusement of travelling allowances to the kidney donor in connection with the journeys undertaken for donation of kidney is admissible at the following rates :-

(i) If the donor is a non-ECHS beneficiary - Will be admissible at the rates applicable to the recipient ECHS beneficiary.

(ii) If the Donor is another ECHS beneficiary - Will be admissible at the rate applicable to the Donor.

(c) **Ambulance Charges.** Ambulance services authorized in Polyclinics/Military Hospitals may be utilized for patients when being referred to Service/Empanelled Hospitals in the same city. However, if Ambulance is not provided and Medical Authority (Medical Officer of Polyclinic or the Specialist at Service Hospital) certifies in writing that conveyance of the patient by any other mode would definitely endanger the life of the patient or involve the risk of serious aggravation of his/her condition, expenditure incurred on engagement of ambulance used to convey the patient will be re-imbursed provided that the journey is undertaken within the same city.

(d) **Collection of Medicines.** Collection of medicine is different from prescribing a medicine. While physical presence of a patient before a doctor is mandatory for examining and prescribing appropriate medicine, physical presence of a patient for taking repeat medicine is required unless review at specified interval by the doctor/specialist (as the case maybe) is considered not essential or has been endorsed by the treating doctor.

22. **Issue of Medical Fitness Certificate by ECHS Polyclinics.** Medical Officers at ECHS Polyclinics are authorized to issued Medical Certificates to ECHS beneficiaries for following purposes :-

- (a) Advising bed rest due to any illness.
- (b) Fitness Certificate to resume duties after undergoing treatment.
- (c) Fitness Certificate for joining any school/college/private job.
- (d) Fitness Certificate for membership of swimming pool/Gym.

Authority : Central OrganisationECHS letter No B/49773/AG/ECHS/Rates/Policy dt 07 Jul 2015.

23. **Treatment in Govt Hospitals.** Diet charges are payable by ECHS beneficiaries. Reimbursement of the same is admissible as per actual, subject to entitlement as per basic pension, scale laid down vide Govt of India, Min of Def letter No 22(08)/06/US(WE)/D(Res) dt 05 Dec 2006. In all such cases, where diet charges are admissible, reimbursement will be from Code Head 365/00 (Medical Treatment related expenditure).

24. Treatment of ECHS beneficiaries at Institute of Liver & Biliary Sciences at CGHS Rates.

(a) Institute of Liver & Biliary Sciences has been set up by Govt of Delhi at VasantKunj, New Delhi to provide a comprehensive set up for diagnosis and treatment of Liver & Biliary diseases. The institute has informed that ECHS beneficiaries holding a valid ECHS Card can avail treatment/investigation facilities on cash basis as per entitlement of the beneficiary as per CGHS rates of AIIMS rates or actual whichever is less. The reimbursement, however in respect of items for which ceiling has been prescribed will be limited to the ceiling rates or actual whichever is less.

(b) ECHS beneficiaries desirous to take treatment at ILBS can do so by taking a referral for reimbursement claim from any ECHS Polyclinic in Delhi. The entitlement of the ECHS beneficiaries for indoor treatment (General/Semi Private/Private Ward) would be mentioned on the referral letter. A recommendation of Service Specialist required before undergoing any unlisted procedure/test.

Misc Updates.

25. It is advised that contact numbers are preferred to be mobile numbers to receive SMS services.

26. **ECHS Website.** All information regarding ECHS, including list of empanelled facilities, forms for membership and latest policies etc are available on www.echs.gov.in.

27. **Grievance Redressal Mechanism.** All grievances received from veterans are being replied to, including information sought under RTI. Grievances are being addressed through e-mail via internet and through website pgportal.gov.in of DoESW. In addition to the above, an Arbitration Committee has also been formed at Central Organisation ECHS to address concerns of empanelled hospitals. Grievances, if any, may be addressed to the under mentioned functionaries:-

- (a) Office-in-charge
ECHS Polyclinic concerned
- (b) Staff Officer, ECHS Cell
Station Headquarters concerned
- (c) Director
Regional Centre ECHS Pune
c/o HQ Pune Sub Area
Pune-411001
Tele - 020-23664457 (24 hours)
- 020-26334257
E-mail ID - dirrcpune@echs.gov.in
- (d) Director (Complaints & Legal)
Central Organisation, ECHS
Maude Lines
Delhi Cantt, PIN – 110010
Tele – 011 – 25684946
E-mail ID – dircomplaints-mod@nic.in
and jdclechs-mod@nic.in

- (e) Managing Director
Central Organisation, ECHS
Maude Lines
Delhi Cantt, PIN – 110010
Tele – 011 – 25684846
E-Mail ID – mdechs-mod@nic.in

28. **Help Line Number At Regional Centre ECHS, Pune.** A help line number for ESMis functional at Regional Centre ECHS, Pune, which is manned for 24 hours. **HELP LINE NUMBER IS 020 – 26334457 & 1800-114-115.**