

POLICY FOR REDRESSAL OF GRIEVANCES

1. Central Organisation ECHS is receiving various suggestions/queries/complaints directly from Armed Forces Veterans/ Ex-Servicemen Leagues/ Associations etc. The complaints are eventually being investigated by the concerned Station HQs/Regional Centres and Command HQs. This at times results in time consuming and non obligatory involvement of higher HQ whereas the same could be addressed/resolved at Stn HQ itself. It also results in delay in resolving the issues.
2. To obviate the avoidable delay and speedy clearance of the issues, it is suggested that a wide publicity be given to the Armed Forces Veteran and various Ex-Services Leagues/ Association that all suggestions/queries/complaints be directly addressed to concerned Station HQ/Regional Centre for resolving the issues. Matters pertaining to policies could be referred to Central Organisation ECHS directly.
3. This may please be given wide publicity.

Dir (Ops & Coord)
for MD ECHS

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