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STANDING OPERATING PROCEDURE ON FUNCTIONING OF REGIONAL CENTRES EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME (ECHS)

Introduction

1. Ex-servicemen Contributory Health Scheme (ECHS) was launched with effect from 01 April 2003. ECHS aims to provide quality medicare to Ex-servicemen and their dependents for all known diseases.
2. The Central Organisation manages Polyclinics spread across the Country through a network of Regional Centres. A total of 28 Regional Centres have been sanctioned by the Govt. Each Regional Centre on an average has 18 to 20 Polyclinics under it.

Aim

3. The aim of this Standing Operating Procedure is to lay down guidelines and procedures for functioning of Regional Centres.

Responsibility of Regional Centre. Regional Centres ECHS will be responsible for the undermentioned aspects:-

- (a) Maintain close liaison with Central Organisation ECHS on all matters related to policy, finance and aspects related to implementation of the Scheme.
- (b) Advise and assist Commanders at various levels on matters related to the Scheme.
- (c) Oversee establishment of ECHS Polyclinics within their areas of jurisdiction and ensure empanelment of Hospitals, Diagnostic Centres and Nursing Homes as required.
- (d) Supervise placement of demands by OsIC Polyclinic for medical equipment with SEMOs concerned and keep Central Organisation informed of the same.
- (e) Nominate one officer as a nodal agency to resolve all cases of arbitration, grievances, discipline of contractual staff at Polyclinics, and functioning of empanelled hospitals.
- (f) Ensure timely receipt of reports and returns from polyclinics, compile the same and forward analysed statistical data to Central Org/HQs Command/ GOC Area/ Sub Area for their further necessary action.

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(g) **Fund Management.** Director, Regional Centres will be responsible for financial management of the Regional Centre and Polyclinics under its AOR and project the requirement of funds accurately under relevant Code Heads.

(h) Director, Regional Centres will ensure that Cash Assignment is received in time from concerned CDA, the Cash Book is maintained on a daily basis and Public Fund Accounts are upto date at all times. Monthly Cash accounts are to be dispatched to the concerned CsDA by 7th of the following month.

(j) Ensure that all budgetary reports and returns are submitted to Central Organisation in time viz. Monthly Expenditure Report (7th of the following month), Station-wise compilation of allotment & expenditure (15th of the following month), Preliminary Revised Estimates & Forecast Estimates (05th Jul), Revised Estimates & Budget Estimates (5th Sep) and Modified Appropriation (15th Feb).

(k) Ensure Reconciliation return for outstanding Medical bills (manual) is submitted to Central Organisation ECHS on a quarterly basis by 15th of the next month of the Quarter ending i.e. 15 Apr, 15 Jul, 15 Oct and 15 Jan as per format laid down.

(l) Provide regular feedbacks to Central Organisation for updating ECHS website.

(m) **Vigilance and Grievances Management.** Investigate complaints related to ECHS polyclinics under their respective Area of Responsibility.

(n) Maintain vigilance on empanelled Hospitals/Nursing Homes/Diagnostic Centres to ensure that services provided are as per the MoA/laid down norms. Also, report cases of misdemeanor as and when they occur within their respective AORs.

(o) Act as a 'Help Centre' on matters related to ECHS.

(p) **Medical Aspect.** Monitor progress related to the undermentioned issues and take remedial action where required:-

(i) Clearance of bills pertaining to empanelled hospitals under their respective AOR.

(ii) Renewal of AMC of eqpts in Polyclinics under their AOR and the Regional Centre.

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- (iii) Monitor Contracts of Polyclinic Staff and ensure their timely renewals when required.
- (iv) Take necessary action to get suitable hospitals empanelled for each of the Polyclinics under their AOR.
- (v) Oversee timely employment of contractual staff at Polyclinics under their respective AOR.

- (q) Process applications received from Station HQs/Record Offices for registration of ECHS members.
- (r) Maintain records of issue of ECHS membership cards and account for their distribution.
- (s) Have all public accounts of Regional Centre audited by the LAO.
- (t) Yearly book inspection of all Polyclinic under there AOR and submit report to Central Org ECHS.
- (u) **Acquisition of Land/Construction of Polyclinic Buildings.**
Monitor progress of acquisition of land for construction of polyclinic buildings.
- (v) Ensure speedy completion of boards for construction of polyclinic buildings.
- (w) Yearly assessment report of OIC Polyclinic and Medical Officer, so as to ensure efficient person is only employed.
- (x) **Duration of Office Hours.** Since Central Organisation, ECHS is functioning five days per week from 0900hrs to 1700hrs, therefore, all Regional Centres will function accordingly as system being followed by the Central Organisation ECHS. Daily 1300-1400hrs on each working days will be assumed as lunch hrs.

Col
Dir (Ops & Coord)

Auth :- B/49760/AG/ECHS dated Feb 2013