

Appx

(C & L Sec ION No B/49717-C/AG/ECHS
dated ___ Oct 2017)

FREQUENTLY ASKED QUESTIONS

COMPLAINT & LITIGATION SEC

Q1. How can I register a complaint?

Ans. (a) Online.

(i) **CPGRAMS.** Public Grievances, Govt of India can be accessed on web site [http:// pgportal.gov.in](http://pgportal.gov.in).

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

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

**Director (Complaint & Litigation)
Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)
Maude Line
Delhi Cantt -10**

(c) **Helpline No.** Call helpline No. **1800114115.**

(d) **Tele Call.** Tele / Mob Nos of all appointments of Central Organisation ECHS, Regional Centres and Polyclinics are available on ECHS website.

Note :-

(i) Beneficiaries are requested to first approach concerned OIC Polyclinics / Station Headquarters / Regional Centre for complaining and resolving the issues expeditiously.

(ii) Beneficiaries should include ECHS Regn No / Claim ID, Mob No, Polyclinic and personal Details in their complaints.

Q2. Whom should I approach if I have a complaint of deficiency of service in Polyclinic?

Ans. Approach OIC Polyclinic / Station Headquarters (SO, ECHS).

Q3. Whom should I approach for complaint regarding reimbursement?

Ans. Approach Regional Centre concerned, Jt Director (HS) or Director Regional Centre. E-mail / tele address of Regional Centres are available on www.echs.govt.in.

Q4. What should I do if I get no response from Station Headquarters / Regional Centre on my complaint?

Ans. You may approach Central Organisation ECHS, Joint Director / Director complaints. Details available on www.echs.gov.in.

Q5. In what time frame should I expect a reply to my complaint?

Ans Within 30 days from Polyclinic / Regional Centre / Station Headquarters and 60 days from Central Organisation ECHS.

Q6. What is CPGRAMS?

Ans It is an online web enabled application for redressal of grievances. Grievances related to ECHS are automatically routed to Deptt of Ex-Servicemen Welfare and then to Central Organisation / Regional Centre / Polyclinic in ECHS.

Q7. How do I send a Right to Information (RTI) application with respect to ECHS?

Ans. (a) RTI on ECHS matters to be addressed to the CPIO at the under mentioned address:-

(i) ADG AE, RTI Cell, IHQ of MoD (Army) New Delhi - 110001.

(ii) RTI on ECHS matters specific to Regional Centre / ECHS Polyclinic to be addressed to CPIO at respectively Station Headquarters.

(iii) It may be noted that Central Organisation ECHS has no PIO / CPIO nominated as it functions under IHQ of MoD (Army).

Q8. In whose name is Right to Information (RTI) fees Postal Order to be made for complaints with respect to ECHS?

Ans RTI Cell, IHQ of MoD Army or PIO/CPIO at Station Headquarters if addressed to them.

Q9. I want to cancel my ECHS membership and would like to continue Fixed Medical Allowance. Whom should I approach?

Ans There is no provision for cancellation of ECHS Membership, once an individual has become a member. A case to grant Fixed Medical Allowance to ECHS beneficiaries residing at places where ECHS facilities are not available has been taken up with MoD. Outcome of the same will be intimated as and when it is sanctioned by MoD.

Q10. I want to avail ECHS membership. What are the Pre-requisite conditions and where to approach?

Ans As per policy in vogue, the following twin conditions are mandatory to avail medical benefits from ECHS:-

(a) Individual should have an Ex-Servicemen (ESM) status AND.

(b) Individual should be in receipt of Pension/Family Pension/Disability Pension drawn from Controller Controller of Defence Accounts.

In case you meet the above twin conditions, you may approach the nearest ECHS Polyclinic with completed application form, which can be downloaded through our website www.echs.gov.in for making your ECHS card.

Authority: GOI, MoD 22D/03/2015/WE/D(Res) dated 11 Jan 2017.

Q11. Can I avail treatment from Centre / State Govt hospitals?

Ans All Government hospitals (Central/State) are deemed to be empanelled hospitals. All ECHS beneficiaries can take medical treatment in these hospitals and claim the cost of treatment through their dependent ECHS Polyclinic.

Authority: GOI, MoD 22D(09)/2013/US(WE)/D(Res) dated 26 Jul 2016.