

FREQUENTLY ASKED QUESTIONS WITH ANSWERS ABOUT ECHS

(FAQs on ECHS are intended to provide general information and guidance needed for the ECHS beneficiaries to avail ECHS facilities. The contents must be read in conjunction with extant policies updated on the website from time to time. The contents are not intended to be applicable to specific/exceptional cases and no such claims may be made under it. Whenever any difference in interpretation of meaning and/or content of the facts stated here vis-à-vis the original policy arises, the policy letter will be treated as final and binding).

Complaints & Redressal Related

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>.

(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.gov.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).

Q7. 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.

Q8. 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.

Q9. 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. 3 (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.

Q10. 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.

Q11. What is the mechanism for grievance redressal in ECHS?

(a) **Complaint and Litigation Reduction Scheme (CLRS)**. ECHS launched 'Complaint and Litigation Reduction Scheme (CLRS)', wherein all stake holders including Veterans and their dependents, ECHS employees at all echelons and hospitals / other service providers are invited for direct communication with Central Org ECHS to reduce the complaints and litigation. This will assist us in our increased focus on formulation of caring policy and implementation initiatives preserving the time and resources of our veterans who have served the nation in a selfless manner. Details of appointment and contact numbers wrt grievances redressal mechanism in ECHS are as under:-

Sl No	Name of Offr	Appointment	Civil No.	Tele	Mobile No
For Queries Related to ECHS Smart Card					
(a)	Maj PK Parekh	Jt Dir (S&A) (C) (Online ECHS Card)	-		
(b)	Col Rakesh Kakar (Retd)	Jt Dir (S&A) (B) (Online ECHS Card)	-		8979800177
(c)	Col Jai Parkash Chahal	Dir (S&A)	25684645		7004600623
For Other Grievances					
(a)	Lt Col Vijay Singh Tanwar	Jt Dir (C&L)	20892332		9648786013
(b)	Col Rajat Pandey	Dir (C&L)	20892332		8218670793
(c)	Maj Gen JV Prasad	MD ECHS	25684846		9971129165

* Unsettled issues can also be e-mailed on dircomplaint-mod@nic.in.

(b) **WhatsApp.** ECHS has launched WhatsApp No (9868857972) for its beneficiaries to positively shape the scheme in the month of January 2018. The system is known as 'Shape your Scheme' & Save your Scheme' for enhancement of effectiveness & reporting of issues by beneficiaries, be it their difficulties / medical needs or unfair practices by anyone including empanelled hospitals and ECHS staff at all levels. Grievances / suggestions / messages received from the veterans are being promptly responded / replied.

Q12. Whom should I approach if I have a complaint of deficiency of service in Polyclinic?

Ans. (a) Approach OIC Polyclinic/Station Headquarters (SO, ECHS)/Station Commander for immediate response.

(b) You may also write to above address to raise the level.

Q13. 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.gov.in.

Q14. What should I do if I get no response from Station Headquarters / Regional Centre on my complaint?

Ans. You may approach Central Organisation ECHS. Contact details are given above and also available in open domain on ECHS website www.echs.gov.in.

Q15. 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.

Q16. 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.