

VETERAN PATIENT CARE & ASSISTANCE (VPCA) TEAM

No of ESMs are colluding with Empanelled Hosps to take treatment on 'impersonation basis' besides being party to their wrong doings. Raising of wrong & inflated bills are not unusual. These need to be arrested. We have limited funds and the same must be utilized for the betterment of entitled category of persons. VPCA teams have been approved and promulgated vide DG (DC & W) letter No B/49717-C(Vig)/AG/ECHS/2017 dated 08 Sep 2017, wherein such teams will carry out checks under Stn Cdr to arrest corrupt practices as well as addressing the difficulties of our veterans. The will initially operate in Delhi, Jalandhar & Trivandrum and based on success of this Pilot Project (Six months time), these will be launched Pan India.

COMPLAINT AND LITIGATION REDUCTION SCHEME (CLRS)

ECHS launches '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. Please speak to officer handling non medical complaints on Tele No 9968263812, while issues related to medical aspects be discussed on Tele No 9910244611. In case of non resolution, please call on 9971129165. In case of not getting connected, send SMS with Complaint/Litigation reference for us to call back. Your unsettled issues can also be emailed on dircomplaint-mod@nic.in.

MEDICINE MANAGEMENT

ECHS issues. Comprehensive SOP on Medicine Management includes procurement, accounting and their utilisation in transparent manner. ECHS permits three months medicine issue to our veteran & their dependents with chronic illness, bed ridden patients and those proceeding to foreign countries. OIC Polyclinic have been asked to project correct demand ensuring no wastages. The change will be felt once medicines supply improves through SEMOs and through authorised chemist shops. SOP has been uploaded on ECHS website for reference. ECHS shall ensure due service to the veterans & their dependents.