

Tele: 25683476  
Mil: 36833

Central Organisation, ECHS  
Adjutant General's Branch  
Integrated Headquarters  
Ministry of Defence (Army)  
Maude Lines  
Delhi Cantt-110010



B/49770/AG/ECHS/Policy \*

23 Jun 2017

IHQ of MoD(Navy/Dir ECHS(N))  
Air HQ (VB)/DPS  
HQ Southern Command (A/ECHS)  
HQ Eastern Command (A/ECHS)  
HQ Western Command (A/ECHS)  
HQ Central Command (A/ECHS)  
HQ Northern Command (A/ECHS)  
HQ South Western Command (A/ECHS)  
HQ Andaman & Nicobar Command (A/ECHS)  
All Regional Centre ECHS



**CARE AND PRIORITY TO WAR WOUNDED/BATTLE CASUALTY VETERANS**

1. War wounded and battle casualties form a very distinguished class of veterans. Appropriate modalities have been promulgated by the office of DGAFMS vide their letter No 16307/14(d)/DGAFMS/DG-3A dt 09 May 2013 (copy encl), however, matching implementation on ground needs to be re-inforced.
2. Our Health Care Establishments including all ECHS Polyclinics must adopt the following modalities:-
  - (a) Special earmarked counters/outlets/queues for War wounded/Battle casualty veterans in OPDs, Dispensaries etc.
  - (b) In case special counters/outlets/queues are not possible due to functional/procedural/technical constraints, appropriate norms be followed to attend war wounded/battle casualty veterans out of turn.
3. Appropriate signage be placed at all places to this effect.

(IVS Bahlot)  
Col  
Dir (Med)  
for MD ECHS

Encl: One.

Copy to:-

O/o DGDCW

DGAFMS-DG-3A  
DGMS (Army)/DGMS-5(B)  
DGMS (Navy)/Med-II  
DGMS (Air Force)/Med-5

- for info alongwith a copy of above mentioned letter.
- 1. Request pass instructions through med channels as well.
- 2. This assumes more significance in view of year 2018 having been declared as 'Year of the War Disabled'.

Internal

Ons & Coord. P & FC. Claim Sec - for info.

Med Policy

(118)

Tele : 011-25684847  
ASCGN : 36832  
Fax : 011-25684946  
Email : do@psecbs.mod@nic.in

Central Organisation ECHS  
Adjutant General's Branch  
HQ of MoD (Army)  
Maude Lines  
Delhi Cantt - 110 010

B/49701-PR/AG/ECHS (i)

17 Oct 2014

HQ of MoD (Navy)/PD ECHS (N)  
Air HQ (Subroto Park)/DAV  
HQ Southern Command (A/ECHS)  
HQ Eastern Command (A/ECHS)  
HQ Western Command (A/ECHS)  
HQ Central Command (A/ECHS)  
HQ Northern Command (A/ECHS)  
HQ South Western Command (A/ECHS)  
All Regional Centre ECHS

**ISSUE OF WHITE ECHS SMART CARDS TO THE SPOUSES OF  
WAR DISABLED/BATTLE CASUALTY/DISABLED VETERANS**

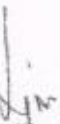
1. Further to this office letter No B/29701 PR/AG/ECHS dt 04 Jan 2010, B/49711/AG/ECHS dt 29 Mar 2011 and B/40701 PR/AG/ECHS dt 12 Dec 2013.

2. Many of war disabled/battle casualty/disabled veterans are unable to visit the ECHS Polyclinics and their spouses are required to attend in their place to procure the requisite medicines and seek doctor's advice. Some of them are required to wait long hours. Many of these spouses cannot afford to leave their husbands unattended and invariably take the unavoidable step of ignoring the necessary continued treatment.

3. Even when both the injured war disabled/battle casualty/disabled veteran and his spouse visit ECHS Polyclinic together needing to be seen by the doctor separately, the fact of immediate medical treatment is defeated when the veteran is required to wait long hours for his spouse.

4. This becomes more important for other ranks where many spouses are illiterate and unable to tend for themselves.

5. In view of above, it is directed that white ECHS Smart Card facility will be extended to the spouses of war disabled/battle casualty/disabled veterans. All Polyclinics will give priority to these veterans for registration, consultation, referrals and issue of medicines.

  
(Sanjeev Saroch)  
Cbl  
Dir (Ops & Coord)  
for MD ECHS

**Copy to :**

Disabled War Veterans (India)  
B 6/6, DLF City,  
Phase 1, Gurgaon - 122002

**Internal**

25684847  
ASCON : 36832

Central Organisation  
Ex-Servicemen Contributory  
Health Scheme (ECHS)  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Line, Delhi Cantt - 10

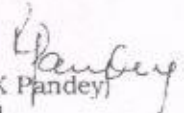
B/49701-PR/AG/ECHS

12 Dec 2013

(All Regional Centres, ECHS)

**PRIORITY TREATMENT TO WAR DISABLED/ BATTLE CASUALTY/ PHYSICAL  
DISABLED AND SENIOR CITIZENS**

1. Further to this office letter No B/49701-PR/AG/ECHS dt 04 Jun 2010 and B/49711/AG/ECHS dt 29 Mar 2011.
2. Instrs have been passed vide a/m letter to give due priority to war disabled/ battle casualty veterans and senior citizens in the Polyclinics, keeping in mind their old age and physical condition. However, Central Org ECHS is continuously in receipt of complaints/representations by the senior citizens and disabled veterans on not being accorded any priority.
3. All Regional Centres are directed to issue necessary instrs to the OslC Polyclinics to accord priority to such veterans and senior citizens along with their spouses during consultations, check ups and issuing medicines. It is also advised that each Regional Centre should op a 24x7 Helpline, widely publicised through various means, to redress the grievances of our veterans thereby incr the satisfaction level of our veterans/ sr citizens.
4. Copy/contents of this letter must be promulgated to all the Polyclinics functioning under respective Regional Centres ECHS.

  
(RK Pandey)  
Col  
Dir (Ops & Coord)  
for MD ECHS

Copy to :-

IHQ of MoD (Navy)/Dir ECHS (N)  
Air HQ (VB)/DPS  
HQ Southern Command (A/ECHS)  
HQ Eastern Command (A/ECHS)  
HQ Western Command (A/ECHS)  
HQ Central Command (A/ECHS)  
HQ Northern Command (A/ECHS)  
HQ South Western Command (A/ECHS)

Disabled War Veterans (India) - for info with reference to your letter No  
B 6/6, DLF City, DIWAVE/WEL/ECHS/2013/469 dt 03 Oct  
Phase-I, Gurgaon-122002 2013.

(F)

Ref: 20064946  
S/O: 26852

Central Organisation ECHS (19)  
Adjutant General's Branch  
HQ of MoD (Army)  
Maude Lines  
Delhi Cantt 110010

849 17/AG/ECHS

29 Mar 2011

HQ of MoD (Navy)/Dir ECHS (N)  
HQ (V) ECHS  
HQ Southern Command (A/ECHS)  
HQ Eastern Command (A/ECHS)  
HQ Western Command (A/ECHS)  
HQ Central Command (A/ECHS)  
HQ Northern Command (A/ECHS)  
HQ South Western Command (A/ECHS)  
HQ Andaman & Nicobar Command (A/ECHS)

**ISSUE OF WHITE ECHS SMART CARD TO WAR  
DISABLED/BATTLE CASUALTY VETERANS**

1. In the year 2010, it was decided that white ECHS Smart Card superscribed PRIORITY will be issued to war disabled/battle casualty/disabled veterans. The new forms for fresh applications and upgradation have already been circulated for change of cards for war disabled/battle casualty/physically disabled veterans.
2. As per categories i.e war disabled/battle casualty/physically disabled veterans cannot stand in queue due to their disabilities. Therefore all concerned are requested to give priority to these veterans for registration, consultation, referrals and issue of medicines.
3. The interse priority between senior citizens and veterans with disability will be decided at polyclinic based on the existing medical conditions.

Gurshan

(Gulshan Chahal)  
Lt Col  
Jt Dir (Pers)  
for MD ECHS

Copy to

All Regional Centres

All State Command

MOA

Indian Ex Servicemen League

8, Naya Marg, Chanakyapuri

New Delhi - 110022

Disabled War Veterans (India) Association Regd

125

General...  
Ex-Servicemen's...  
Health...  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Lane, Delhi Cantt - 11

21 Jan 2010

B-43701-PR AG ECHS

- HQ of MoD (Nav) / Dir ECHS (N)
- Air HQ (V/B)/DPS
- HQ Southern Command (A/ECHS)
- HQ Eastern Command (A/ECHS)
- HQ Western Command (A/ECHS)
- HQ Central Command (A/ECHS)
- HQ Northern Command (A/ECHS)
- HQ South Western Command (A/ECHS)
- HQ Andaman & Nicobar Command (A/ECHS)

**PRIORITY TREATMENT OF WAR DISABLED AT ECHS POLYCLINICS**

Though limited in numbers, war-disabled Veterans forms an esteemed part of the ECHS fraternity. Having lost limbs in battle, it is not possible to queue-up for long durations. It has therefore been decided to accord them due priority in registration/consultation and issue of medicines.

The need is more to be met at ECHS polyclinics. In order to ensure to accord the war disabled priority in consultation/registration/consultation/medicine issue, it is requested that war disabled Veterans be accorded priority in registration/consultation/medicine issue.

You are requested to pass suitable instructions to all concerned.

SKR  
Col  
Dir Ops & Coord  
for MI ECHS

Copy to -

PS to Secy ESW

PS to JS ESW

Indian Ex-Servicemen League

Indian Ex-Servicemen Movement

Regional Office for info and action as required

Internal:-