

Tele : 011-25684946
ASCON : 36832
Fax : 011-25684946
Email : diropsechs-mod@nic.in

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

B/49701-PR/AG/ECHS/2017

26 Dec 2017

Air HQ PD (DAV)
PD (Navy)
All Comd HQ's (A/ECHS)
All Regional Centre's, ECHS

SOP 04/17 : ECHS TRG DIRECTIVE
(REGIONAL CENTRES & POLYCLINICS)

1. Ref this office letter No B/49701-PR/AG/ECHS/2017 dated 28 Jul 2017.
2. A copy of ECHS Trg Directive - Regional Centre & Polyclinics is fwd herewith in soft copy for your further necessary action pl.
3. RCs will ensure that a copy of the docu is available with each PC and trg is ensured for all as contemplated.
4. Hard copy be printed at the recipient end. All RCs to confirm action wrt dissemination of subject info till PC level.



(Niranjana Kumar)
Brig
Dy MD ECHS
for MD ECHS

Encls :- SOP (95 pp) (Soft copy only)

Internal

All Secs (less S&A Sec)

S&A Sec

- Please upload on ECHS website under policy besides in flash segment

ECHS TRAINING DIRECTIVE : REGIONAL CENTRES & POLYCLINICS
“Success is never final, failure is never fatal. It's courage that counts”

- References** :- (a) Appendix E and F of MoD letter No 22(1)/01/US(WE)/D(Res) dated 30 Dec 2002 on authorisation of manpower for ECHS.
- (b) Annexure I to G of I MOD letter No 24(6)/03/US(WE)/D(Res) dated 22 Sep 03 on procedure for contractual emp of staff for ECHS Polyclinics.
- (c) Central Org letter No B/49701-PR/AG/ECHS/2015 dt 15 Jan 2015 on Orientation Trg for OIC, ECHS Polyclinics.

Appendix : Duration of Trg Capsule for each appointment.

INTRODUCTION

1. Retired Armed Forces personnel till 2002 could avail medical facilities only for specific high cost surgery/treatment for a limited number of diseases covered under the Army Group Insurance(Medical Branch Scheme) (AGI(MBS)) and Armed Forces Group Insurance Scheme(Management Information System) (AFGIS (MIS)) schemes. These medicare schemes could provide some relief to the ESM, but it was not a comprehensive scheme as compared to and available for other Central Government Employees. Therefore, the requirement was felt of establishing a medicare system which could provide quality medicare to the retirees of the Armed Forces. Based on this noble aim, Ex-servicemen Contributory Health Scheme (ECHS) was launched on 01 Apr 2003. The scheme has been constantly striving to address the need for quality medical care of our veterans and dependents. It has made phenomenal progress and large expansion over the last 14 yrs, by adoption of technology and timely policy infusion. It has now become an efficient delivery mechanism. The 28 Regional Centres and 426 Polyclinics across the country are the pillars of the organisation, which will keep growing in days to come. However, majority of service personnel when posted to Regional Centres are unaware about the scheme. Also, with the expansion of the scheme, management of polyclinics (PC) has become a challenging task and needs highly trained contractual employees. Hence, it is pertinent to train the staff at Regional Centres and Polyclinics in order to understand the scheme and their role before they get into the assignment.

AIM

2. The aim of this Trg Directive is to lay down the schedule of trg capsule for newly appointed staff at ECHS Regional Centres and Polyclinics to ensure smooth and efficient functioning of the scheme.

TRG OBJECTIVES

3. The trg capsule will be conducted for three/four days for all the appointments at all Regional Centres and Polyclinics. The duration of trg capsule for each appointment is given at **Appx A** att.

4. The **Objectives** to be achieved during the trg are as under :-

- (a) Acquaint with the concept and understand the organisation of ECHS.
- (b) To understand the role and functioning of Central Org, Regional Centres and ECHS Polyclinics.

- (c) To understand the role and the charter of duties of each appointment including interaction with all stake holders.
- (d) Criteria for ECHS membership and entitlements of a beneficiary.
- (e) To acquaint with all policies issued by MoD and Central Org on ECHS matters.
- (f) Procedure for empanelment/disempanelment/stop referral of a hospital with ECHS and signing of MoA.
- (g) On line billing, audit and document management.
- (h) Adm of an ECHS polyclinic including terms of engagement & contractual wages.
- (j) Acquisition of land for constr of ECHS polyclinic and maint of buildings.
- (k) Disposal of UNSV med/IT eqpt and placing demand for new.
- (l) Handling the complaints and petitions.
- (m) Handling of Funds.
- (n) All activities related to efficient delivery of ECHS services.

PREVIEW

5. The trg directive has been divided into two parts :-

- (a) Part I - Trg Directive for Regional Centre.
- (b) Part II - Trg Directive for Polyclinics.

PART- I**DUTIES OF DIRECTOR, REGIONAL CENTRE (RC)**

6. Director Regional Centre is the most important appointment in delivery of ECHS services. There are ECHS appointments at Command HQs, Area HQs, Sub Area HQs and Stn HQs. All appointments have to function in complementary manner. Duties of all such appointments have been promulgated vide our letter No B/49760/AG/ECHS (R)/2017 dt 04 Dec 2017 with approval of AG. Same are enclosed as **Appx B**.

7. Important duties of Director, Regional Centre will be as under :-

(a) **Advise GOC Area/Sub Area/Comd HQ and Equivalent.**

- (i) On all ECHS matters.
- (ii) On functioning and utilization of resources of ECHS.
- (iii) To recommend changes/improvement in budgeting, accounting procedure and assets management.
- (iv) For all publicity matters of ECHS in the area.

(b) **Assist HQ Comd/GOC Area/Sub Area/Stn Cdr.**

- (i) In ensuring that all policy matters on ECHS received from ECHS Central Organisation are implemented in their area of jurisdiction.
- (ii) Advise and assist in settling disputes/complaints related to ECHS.
- (iii) To analyse bills for any anomalies / variance from rated contracts, non-adherence to procedures and provide monthly update on expenditure in the Region.
- (iv) To progress est and supervise tech functioning of polyclinics. Keep a watch on progress of construction - the direct responsibility is, however, that of the Station Commander.
- (v) Monitor the supply of medicines and eqpt as per requirement/authorisation of the polyclinics.
- (vi) To maintain a close watch on functional efficiency of polyclinics in the Region and ensure that the qualitative professionalism is maint.

(c) **Ensure Following:-**

- (i) Online processing of med treatment bills and exercising CFA power.
- (ii) Early settlement of audit objection of all kinds.
- (iii) Max clientele satisfaction by periodic survey and carry out checks at regular interval.

- (iv) Timely receipt of reports/returns from all Polyclinics and its submission to all concerned.
- (v) Periodic visit/inspection of Polyclinics, including surprise visits on direction from Central Organization/Comd HQ/Area/Sub Area HQ.
- (vi) Proper functioning, administration and discipline of Regional Centre.
- (vii) Report any cases of unethical conduct, fraud, misuse immediately to Central Organization and HQs Comd/GOC Area/Sub Area/Stn Cdr. If reqd investigate into any matter within the purview of Regional Centre.
- (viii) Maintain liaison with local formations on matters of "Local Adm" and any problems faced by the Regional Centre.
- (ix) Ensure a suitable mechanism in order to monitor the modus operandi of empanelled Hospitals.
- (x) A vibrant eco system in meeting all legitimate aspirations of veterans & their dependents.
- (xi) To carry fwd all initiatives of Central Org ECHS and ensure effective monitoring of policy implementation.
- (xii) To ensure that no nexus develops and org interests are always kept supreme.

TRG SCHEDULE OF DIRECTOR, REGIONAL CENTRE

8. The Trg Schedule of Director, Regional Centre will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 1</u>			
(a)	0900h -0930h	Interaction	Interaction with Dir and all other offrs and staff of Regional Centre.
(b)	0930h-1100h	Director	(i) Concept and org of ECHS incl Regional Centres and Polyclinics. (ii) Role of Regional Centre.
(c)	1100h-1500h	Bfg by Dir (All Jt Dirs to be in attendance)	(i) Auth of manpower at Regional Centre. (ii) Duties of all appts of Regional Centre. (iii) Auth of Wpn, Cont Store, Veh and eqpt. (iv) Polyclinics under Comd of Regional Centre. (v) Types of Polyclinics. (vi) Detls of contractual staff at Polyclinics. (vii) All issues pertaining to Polyclinics. (viii) Land Issues and KLP constr. (ix) Procedure for empanelment of hosp. (x) Procedure for online payment. (xi) Procedure for redressal of complaints.
(d)	1500h-1600h	Visit	Vis to all branches/offices of Regional Centre
<u>Day-2</u>			
(e)	0900h-1100h	Bfg by OIC Stn Cell SO ECHS at Stn HQ	<u>Vis to Stn Cell.</u> (i) Auth of manpower & charter of duties. (ii) Auth of funds and utilization. (iii) Hiring of contractual manpower. (iv) Complaints and Litigations. (v) Acquisition of land and constr of KLP. (vi) Disposal of UNSV med & IT Eqpt. (vii) Veh state.

S No	Time (in hr)	Event/Resp	Topics
(f)	1100h-1300h	Interaction with Staff of Stn HQ/Sub Area	Interaction with :- (i) GOC. (ii) Stn Cdr. (iii) Col A. (iv) Col Q. (v) Adm Comdt.
(g)	1330h-1600h	ECHS Compendium, SOPs & Policy letters	(i) To study the ECHS Compendium, SOPs and go through all Govt of India, Min of Def policy letters some of which are as under :- (aa) 22(I)/01/US(WE)/D/Res dt 30 Dec 02. (ab) 22 (I)/01/US(WE)/D/Res dt 08 Mar 04. (ac) 24(6)/03/US(WE)/D/Res dt 22 Sep 03. (ad) 12/1/2005/D(Res) dt 01 Feb 16. (ae) 24/04/03)US(WE)D/Res dt 01 Aug 03. (af) 24(3)/03/US(WE)D/Res dt 08 Sep 03. (ag) B/49762/AG/ECHS/Medicine /SOP dt 05 Sep 17. (ah) B/49778/AG/ECHS/Claims/ Policy dt 20 Oct 17. (aj) B/49760/AG/ECHS(R)/2017 dt 22 Dec 17. (ak) B/49774/AG/ECHS/Referral dt _____2017.
Day-3			
(h)	0900h-1600h	Vis Polyclinic and Empanelled Hospital. Bfg by OIC Polyclinic	(i) Auth and charter of duties of contractual staff at Polyclinics. (ii) Auth and state of medical, non-medical and IT Eqpt. (iii) Policy for disposal of BER/BLR and repair of medical, non-medical and IT eqpts. (iv) Procedure for demand, collection and procurement of medicines. (v) Procedure for disposal of near expiry medicines (vi) Procedure for referrals and prep of medical claims. (vii) Procedure and prep of documentation for ECHS smart cards. (viii) Reports and Returns. (ix) State of funds and its utilisation. (x) Prog on land issue and Constr of KLP. (xi) Any issue on discretion of OIC Polyclinic.

S No	Time (in hr)	Event/Resp	Topics
<u>Day-4</u>			
(j)	0900h - 1100h	Detailed bfg by Dir on On line billing and audit mgt	(i) Role of BPA/UTI-ITSL. (ii) MIS Software. (iii) Various options on BPA web portal. (iv) NMI Cases. (v) Time limits of bill processing. (vi) Settlement ID & Contingent bill. (vii) Audit mgt
(k)	1100h -1300h	Interaction with SEMO	(i) Procurement & Sup of medicines (ii) Issues with demand & prep of MMF
(l)	1330h – 1600h	Handing/Taking over	Handing/Taking over and any other issue as per the discretion of outgoing Director.

DUTIES OF JT DIR (EST), REGIONAL CENTRE

9. The duties of Jt Dir (Est), Regional Centre will be as under :-
- (a) He is responsible for the maint of discipline.
 - (b) Proper administration and trg of personnel posted and attached with Regional Centre. He will ensure that pers are properly looked after for health, accommodation, food, pay, adm & other allied amenities and welfare.
 - (c) Proper accounting and maint of eqpt and stores.
 - (d) He will ensure implementation of all policies and directions pertaining to ECHS.
 - (e) He will be over all in charge for running of the office and will be responsible for the following:-
 - (i) Receipt/despatch and distribution of dak.
 - (ii) Ensure proper docketing and maint of files.
 - (iii) Ensure receipt, maint and distribution of all manuals & publications.
 - (iv) Ensure proper documentation in r/o all offr and JCOs/OR.
 - (v) Ensure publication of part I and part II orders as and when reqd.
 - (vi) Ensure timely receipt of reports/returns and fwd the same to higher formations.
 - (vii) Make yearly leave plan for all ranks and maint leave register.
 - (viii) Ensure Annual Board for the destruction of obsolete records.
 - (ix) Demand & distribute stationery including other office items as per authorisation.
 - (x) Maintain list of reports/returns to be received/forwarded to various formations.
 - (xi) Maintain identity card check Register and carryout monthly check of identity card of all personnel of the Regional Centre.
 - (xii) Make duty roster of the office staff.
 - (xiii) Correct receipt, issue, accounting and stock taking of all supplies sores and eqpts.
 - (xiv) Maintain digest of service.
 - (f) Substitute for Dir RC & JD (A&A) during their absence in the task of bill processing &/or adm duties.

- (f) He will function as MTO of Regional Centre and will ensure the fwg :-
- (i) He will be responsible for all the tpt held on charge of Regional Centre.
 - (ii) He will ensure no vehicle leaves the MT without permission.
 - (iii) Care and maint of vehicles on charge/attached.
 - (iv) Maintenance of records i.e. log books, car diaries, inspection reports and all other connected documents.
 - (v) Care and maint of FOL accounts, mileage cards & MT Eqpt Ledgers.
 - (vi) He will detail vehicles as and when reqd.
 - (vii) He will carry out inspection of all the vehicles once a month.

TRG SCHEDULE OF JOINT DIRECTOR (EST), REGIONAL CENTRE

10. The trg schedule of Jt Dir (Est) will be is as under :-

S No	Time (in hr)	Events/Resp	Topics
<u>Day - 1</u>			
(a)	0900h - 1000h	Interaction	All Offrs, JCOs/OR and other staff of Regional Centre.
(b)	1000h - 1200h	Bfg by Jt Dir (Est)	(i) Org and functioning of ECHS i.e Central Org, Regional Centre and Polyclinic. (ii) Charter of duties of all appts of Regional Centre, ECHS. (iii) Charter of duties and responsibilities of Jt Dir (Est).
(c)	1200h - 1300h	Visit Stn HQ and Stn Cell	(i) Interaction with OIC, Stn Cell. (ii) Role and function of Stn Cell, ECHS. (iii) Interaction with other staff offrs at Stn HQ.
(d)	1330h - 1600h	Bfg by Jt Dir(Est)	(i) Detailed org of Regional Centre, ECHS. (ii) Role and responsibility of Regional Centre. (iii) Charter of duties of Regional Centre.
<u>Day - 2</u>			
(e)	0900h - 1300h	Bfg by Jt Dir (Est). Read Policy letters, SOPs and ECHS Compendium	(i) Auth of manpower at Regional Centre. (ii) Detl of contractual staff at Regional Centre - pay, lve and terms & conditions. (iii) Charter of duties of all appts of Regional Centre. (iv) Auth of wpn, amn, cont stores and vehs. (v) Auth and procedure for procurement, maint, and disposal of IT Eqpt at Regional Centres and polyclinics.
(f)	1330h-1600h	Visit	Visit all branches of Regional Centre and bfg by branch head.

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 3</u>			
(g)	0900h-1100h	Bfg by Jt Dir (Est)	(i) Details and type of Polyclinic under comd Regional Centre, ECHS. (ii) Role of polyclinics. (iii) Progress on land and KLP issues of polyclinics.
(h)	1100h-1600h	Visit to nearest Polyclinic. Bfg by OIC Polyclinic.	(i) Auth and charter of duties of contractual staff at ECHS Polyclinics. (ii) Auth and state of medical, non-medical and IT eqpt. (iii) Policy for disposal of BER/BLR and repair of medical, non-medical and IT eqpts. (iv) Procedure for demand, collection and procurement of medicines. (v) Procedure for disposal of near expiry of medicines. (vi) Procedure for referrals and prep of medical claims. (vii) Procedure and prep of documentation for ECHS smart cards. (viii) Reports and Returns. (ix) State of funds and its utilisation. (x) Prog on land issue and constr of KLP. (xi) Any issue on discretion of OIC,ECHS Polyclinic.
<u>Day - 4</u>			
(j)	0900h-1100h	Bfg by Jt Dir(Est) and Card Sec Clk on ECHS smart Card policy	(i) Eligibility, state and procedure for making of ECHS smart Cards. (ii) Policy on disposal of ECHS smart cards. (iii) Policy on up-gradation of smart card and deletion of beneficiary name.
(k)	1100h-1300h	Bfg by Jt Dir (Est), NCO/Clk (property) and recd policy letters	(i) Auth and state of IT eqpt and other stores of public/Regt fund of Regional Centre, ECHS. (ii) Policy/procedure on demand, supply, maint and disposal of IT and other properties held on charge of Regional Centre.

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 4 (Contd)</u>			
(I)	1330h-1600h	Bfg by Jt Dir (Est)/Supdt	(i) Details on maint and upkeep of documents incl files and register. (ii) Procedure and arng to receive and despatch of daily mail incl handling confidential letters. (iii) Security arrangements and maint of security related docus/ registers of Regional Centre ECHS. (iv) Accn, lve and discipline of JCOs and OR employed with Regional Centre, ECHS. (v) Visit to living area of JCOs & OR.

DUTIES OF JOINT DIRECTOR (HOSP SERVICES), REGIONAL CENTRE

11. The duties of Joint Director (Hosp Services) will be as under :-
- (a) Advise and assist Dir Regional Centre in all med matters pertaining to ECHS scheme.
 - (b) Advise and exercise tech control concerning med matters over all polyclinics under AOR of Regional Centre.
 - (c) Advise and assist Dir Regional Centre on matters pertaining to empanelment of hospitals / diagnostics centres.
 - (d) Ensure that ECHS / CGHS guidelines are being followed by empanelled hospitals.
 - (e) Advise Dir Regional Centre in case of any defaulting hospitals and recommend disciplinary action as necessary.
 - (f) Supervise, Prac & ensure correct procedures are being adopted for processing of on-line bills by medical officers at Regional Centre.
 - (g) All MOs will scrutinize med documents and will raise query to concerned department/ hospital for any clarification as required before further processing of bill.
 - (h) Liaise with concerned SEMO for the fwg :-
 - (i) To ensure optimal availability of medicines.
 - (ii) Apprise SEMO of any difficulties being faced by ESM at service hospital.
 - (iii) Maint/ repair/ replacement due for medical equipments to ensure its serviceability.
 - (iv) Undertake necessary guidelines from SEMO or Centre Org ECHS med Sec to resolve med matters from time to time.
 - (j) Issue necessary instructions to polyclinics on behalf of Dir to ensure quality medical care is being provided to ECHS beneficiaries.
 - (k) Provide guidance to medicals/para medicals employed at polyclinics to carry out their work efficiently.
 - (l) Provide speedy recommendations to higher auth in respect of petition/grievances related to med matters by primary investigation.
 - (m) He will provide necessary medical opinion/recommendation on nature of emergency as claimed by ECHS beneficiary before processing the bills of non-empanelled hospital.

**TRG SCHEDULE OF JOINT DIRECTOR (HOSPITAL SERVICES),
REGIONAL CENTRE**

12. Trg Schedule of Joint Director (Hosp Services) will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 1</u>			
(a)	0900h - 0930h	Interaction	Interaction with Dir, all Offrs and JCOs/OR of Regional Centre.
(b)	0930h - 1000h	Director	(i) Concept and org of ECHS. (ii) Role of Regional Centre ECHS.
(c)	1000h - 1100h	To go through policy letters and instr issued by Central Org alongwith previous incumbent for clarifications	(i) SOP on charter of duties of Regional Centre ECHS, Polyclinics and staff. (ii) Duties of Jt Dir (HS).
(d)	1100h-1300h	Bfg by Jt Dir (HS)	(i) Processing for new ID generation of Jt Dir (HS) for online bill processing. (ii) Processing for new ECHS email account/ new password generation. (iii) SOP on cyber security instr. (iv) Availing ECHS benefits for dependents. (v) Issue of medicines to beneficiaries travelling abroad. (vi) Maint of discp of medics/ paramedics so as to provide speedy medical care to ESM.
(e)	1330h-1600h	SOPs and ECHS policies	Important policy letters issued by different Br at Central Org available under heading Policies at www.echs.gov.in .

S No	Time (in hr)	Event/Resp	Topics
Day - 2			
(f)	0900h - 1100h	To go through policy letters and instrs issued by Central Org alongwith previous incumbent for clarifications	(i) SOP on Online billing process dt 08 Jul 2013. (ii) Medical policies and instr for admitting medical claims esp in r/o unicondylar TKR, paired organs, cardiac implants. (iii) Processing of manual bills. (iv) Criteria for reimbursement of cost medicines. (v) Admittance of claims from non-empanelled hospitals. (vi) Management of patients at polyclinics.
(g)	1100h-1300h	To go through policy letters and instrs issued by Central Org alongwith previous incumbent for clarifications	(i) Referral system at Mil and Non Mil Strn. (ii) Criteria of emergency adm. (iii) Extension of hospitalization stay. (iv) Inadmissible items in medical claims (v) Prior approval from SEMO for unlisted procedures/implants. (vi) Scales of Med equipment at polyclinics. (vii) Policy on maint of medical equipments. (viii) Equipment census report. (ix) Auth of med equipment to ECHS beneficiaries for domiciliary use. (x) MMF calculation and indenting procedures for medical consumables. (xi) Indenting for restricted/inadmissible items.
(h)	1330h-1600h	Procedures/policy	Management of medical stores:- (i) Storage procedures. (ii) Accounting. (iii) Dispense to patients. (iv) Disposal procedures for slow moving/near expiry/expired med consumables.

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 3</u>			
(j)	0900h-1300h	Visit	(i) <u>Liaison Vis</u> (as per availability) :- (aa) SEMO. (ab) CO, Dental Unit. (ac) Brig Med (Corps HQ) (ad) Dir ECHS Sub Area. (ae) CO,EME Bn/OC,Wksp.
(k)	1330h-1600h	Practice, SOPs and Policy letters	(i) Practical trg on the UTIBPA on-line bill processing software. (ii) Redressal to grievance/petitions by ECHS beneficiaries against empanelled hospitals, polyclinics. (iii) Empanelment/ renewal of MoA procedure.
<u>Day - 4</u>			
(l)	0900h - 1400h	Vis to nearest ECHS Polyclinic. Bfg by OIC, ECHS Polyclinic	(i) Auth and charter of duties of contractual staff at ECHS Polyclinics. (ii) Auth and state of medical, non-medical and IT eqpt. (iii) Policy for disposal of BER/BLR and repair of medical, non-medical and IT eqpts. (iv) Procedure for demand, collection and procurement of medicines. (v) Procedure for disposal of near expiry to medicines. (vi) Procedure for referrals and prep of medical claims. (vii) Procedure and prep of documentation for ECHS smart cards. (viii) Reports and returns. (ix) State of funds and its utilisation. (x) Prog on land issue and constr of KLP. (xi) Any issue on discretion of OIC, ECHS Polyclinic.
(m)	1400h - 1600h	Vis to nearest Empanelled Hosp	(i) Bfg by staff. (ii) Facilities avlb at hosp. (iii) Procedure for processing of on-line bills. (iv) Problems faced by hosp.

**DUTIES OF JT DIR (ACCTS AND ASSETS MANAGEMENT),
REGIONAL CENTRE**

13. Duties of Jt Dir (Accts and Assets Management), Regional Centre will be as under:-
- (a) Responsible for supervising Polyclinics on financial matters and asset management which includes allotment re-allocation, surrenders, withdrawals and expenditure of funds for Regional Centre.
 - (b) Advisor to Director on all matters related to finance & asset management.
 - (c) To carry out analysis of re-imburement of bill, payments of medical expenditure made to various hospitals diagnostic centres claimed against auth members of ECHS as per contract rate.
 - (d) Scrutinize the copy of all bills submitted by various Hospitals/Diagnostic Centre etc for payment.
 - (e) Get monthly and quarterly returns of expenditure on various accounts/items incurred by polyclinics and check whether same has been done as per laid down policy/parameters.
 - (f) To check that drugs and other consumables are procured as per contracted rates from nominated companies/agencies at a competitive rate.
 - (g) Ensure implementation of financial policies enunciated by Central Org ECHS from time to time.
 - (h) To function as Accts Offr and maintain all accts of the Regional Centre.
 - (j) Carryout periodic and surprise checks of accounts and asset management of Polyclinics and Station Cell (ECHS) on directions of HQs Area, Sub Area, Comd and Central Organisation.
 - (k) Recommend changes/improvements in budgeting, accounting procedure and assets management.
 - (l) Monitor referral pattern by the polyclinics with a view to detect unfair practices.
 - (m) Oversee methodology of disbursement of ECHS claims by Stn and Fmn HQ. Advise Formation Commanders if any loopholes, or procedural errors.
 - (n) Monitor expenditure on local purchase by polyclinics and Stn Cell (ECHS) for advise to Central Organisation on budgeting in advance.
 - (o) Monitoring of loss of stores.
 - (p) Get details of all assets of polyclinics under the Regional Centre.
 - (q) Maintain details of all immovable assets in a proper Register.
 - (r) Get monthly/ quarterly report /returns of the assets.

- (s) To tally yearly stock of all Polyclinics.
- (t) Audit of Regional Centre accounts by LAO / PCDA.

TRG SCHEDULE OF JOINT DIRECTOR (A & A), REGIONAL CENTRE

14. The trg schedule of Joint Director (A & A), Regional Centre will be as under :-

SNo	Time (in Hr)	Event/Resp	Topics
<u>Day - 1</u>			
(a)	0900h - 1130h	Introduction, gen bfg on Accts & Asset policies and SOPs	(i) Interaction with Director, all offrs and JCOs/OR. (ii) Concept & org of ECHS. (iii) Introduction/Interaction with Accts/billing staff.
	1130h - 1300h	Jt Dir (Est)	(i) Gen briefing on working schedule, policies / imp letters in vogue & other related procedures. Polyclinics associated with Regional Centre and imp portfolios. (ii) Bfg on Regional Centre ECHS and its functioning.
	1330h - 1600h	Jt Dir (A & A)	Introduction to ECHS compendium & Policy on TDS issued by Central Org.
<u>Day - 2</u>			
(b)	0900h - 1300h	Bfg on various financial procedures, policies and reports by Jt Dir (A & A)	(i) Bfg on financial issues and Asset Management including allotment re-allocation, surrenders, withdrawals and expenditure of funds as well procurement of medical equipment, medicine, consumables etc. (ii) Procedure to implement various Financial policies enunciated by Central Org ECHS. (iii) Procedure to employ Contractual Staff at Polyclinics and laid down policies thereof. (iv) Policies & Procedure to carry out periodic and surprise checks of accounts along with returns to be forwarded/received to & from associated Unit.
(c)	1330h - 1600h	Bfg by Jt Dir (A & A)	(i) Procedure for on line billing. (ii) Options on BPA web portal.
<u>Day-3</u>			
(c)	0900h - 1300h	Vis to PCDA	(i) Interaction with PCDA Staff dealing with Accts of Regional Centre. (ii) Discussion on issues wrt the various audit objections, ways to minimize or prevent them. (iii) Procedure for deposition of payment vouchers / medical bills files and cash assignment ledger book for verification.

S No	Time (in Hr)	Event/Resp	Topics
(d)	1330h - 1600h	Visit to nearest Regional Centre	(iv) Interaction with Regional Centre Staff. (v) Discussion on current and common issues related to the functioning of Regional Centre. (vi) Procedure for on line billing. (vii) Handling of accounts. .
<u>Day - 4</u>			
(e)	0900h - 1300h	Visit to nearest Polyclinic	(i) Bfg by OIC Polyclinic and interaction with Staff. (ii) Live demonstration on on line referrals.
(f)	1330h - 1600h	Trg on various branches in Accts section and post payment actions.	(i) Live demonstration / trg on online bill processing procedure. (ii) Bfg on post payment action query. (iii) Bfg on various quarries from hosp. (iv) Any other point on discretion of outgoing Jt Dir (A & A).

DUTIES OF SUPDT, REGIONAL CENTRE

15. The duties of Supdt, Regional Centre will be as under :-
- (a) Maint Office security of Regional Centre.
 - (b) To put up incoming mail to Jt Dirs (Est, HS and A&A) and Dir on daily basis.
 - (c) Maint and implementation of Indian Official Secret Act.
 - (d) He is responsible for discipline, efficiency and proper administration in r/o all JCOs/OR posted or att with Regional Centre, ECHS.
 - (e) He will ensure implementation of all policies and directions pertaining to ECHS.
 - (f) He will be over all in charge for running of the office and will be responsible for the following:-
 - (i) Ensure proper filing, docketing and maint of files in Regional Centre.
 - (ii) Ensure receipt, maint and distribution of all manuals & publications.
 - (g) Ensure maint of daily parade state register in r/o offrs and JCOs/OR.
 - (h) Ensure publication of Part I and Part II orders as and when reqd.
 - (j) Ensure timely receipt of extension period in respect of contractual staff, ECHS Polyclinics.
 - (k) Ensure timely receipt of reports/returns and fwd the same to higher fmn.
 - (l) Make yearly lve plan for all rks & maint lve register.
 - (m) Demand & distribute stationery including other office items as per auth.
 - (n) Maintain Identity Card check register and ensure monthly check of I Card of all pers of the Regional Centre.
 - (o) Maint duty roster of the office staff.
 - (p) To ensure that pay demand of contractual staff is done well in time as per auth.
 - (q) Preparation of ACR of offrs, JCOs/OR and processing of assessment report of ECHS Polyclinic Staff.
 - (r) Preparation of Info Brochure of Regional Centre.
 - (s) To make claims of pers while move on TD.
 - (t) He will ensure good health, proper food and other allied amenities for all JCOs/OR posted/att to Regional Centre.

TRG SCHEDULE OF SUPDT, REGIONAL CENTRE

16. The Trg Schedule of Supdt, Regional Centre will be as under :-

S No	Time (in hr)	Event/resp	Topic
<u>Day-1</u>			
(a)	0900h -0930h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dirs.
(b)	0930h-1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS (iii) Role and charter of duties of Regional Centre (iv) Functioning of Polyclinics (v) Charter of duties of Supdt (vi) Role and charter of duties of other appts at Regional Centre (vii) Intro to office procedure
(c)	1100h-1600h	Vis all branches of Regional Centre and bfg by branch head	(i) Charter of duties of respective branch head. (ii) Office procedure.
<u>Day -2</u>			
(d)	0900h- 1300h	Bfg on office procedure & duties by Supdt	(i) Procedure of incoming/ outgoing mail. (ii) Official secret Act 1923. (iii) Record of certificate regarding 'No Relationship' of Regional Centre Staff with empanelled hosp. (iv) Pub of Part I and Part II orders. (v) Monthly check of Iden card. (vi) Actions at Regional Centre during visit of Sr Offr. (vii) Action at ACRs of Officer, JCO& OR and submission to respective Fmn/Record Offices.
(e)	1330h-1600h	Reports>Returns and Security	(i) Report & returns of all branches. (ii) Daily roster of staff of Regional Centre ECHS. (iii) Yearly lve plan. (iv) Security and safe custody of documents and eqpts held on charge of Regional Centre ECHS.

S No	Time (in hr)	Event/resp	Topic
<u>Day-3</u>			
(f)	0900h-1300h	Vis Stn Cell/Sub Area	<ul style="list-style-type: none"> (i) Interaction with clerical Staff. (ii) Check list of reports and returns. (iii) Auth of manpower & charter of duties. (iv) Auth of funds and utilisation. (v) Hiring of contractual manpower. (vi) Complaints and Litigations. (vii) Acquisition of land and constr of KLP. (viii) Disposal of UNSV med & IT Eqpt. (ix) Veh state.
(g)	1330h-1600h	Office Procedure	<ul style="list-style-type: none"> (i) Prep of info brochure of Regional Centre ECHS. (ii) Submission of assessment report / memorandum of agreements of contractual staff/ ESM of Regional Centre ECHS. (iii) Record of Police verification of Civilian Staff of Regional Centre ECHS. (iv) Coord for timely tech insp of vehs/eqpt held on charge of Regional Centre ECHS. (v) Docketing and maint of files. (vi) Adm arrangements (i.e. ECHS forms & board display) during ESM Rally / Pension Adalat. (vii) Interview of pers while proceeding on lve (viii) Accounting of SOPs, policy letters and ECHS compendium.

DUTIES OF MED CLK, REGIONAL CENTRE

17. Duties of Med Clk will be as under :-

- (a) To Maintain files and registers held on charge of Med Branch.
- (b) To update Morbidity Data, Sick Report, Referral Report of diseases, med eqpt provided to patients, state of staff in polyclinics.
- (c) To ensure safe custody of documents and eqpt held on charge.
- (d) Handling and fwd of manual Med claims (above 3 Lac) duly checked/verified to Central Org ECHS.
- (e) Handling and fwd online Med claims (above 3 Lac) duly checked/verified to Central Org ECHS.
- (f) Process personal med claims in r/o patients treated at non empanelled hosp to Central Org ECHS for taking of waiver of EIR/Delay submission of bill.
- (g) Rectification of observation on online med bill.
- (h) Disposal of surplus medicine held with Polyclinics as per policy.
- (j) Generate claim ID of Empanelment/Cross Empanelment hosps.
- (k) Process of med claim for pers treated at Non Empanelled hosp (within six month).
- (l) Checking of fresh applications recd for empanelment of hosp and fwd to Central Org ECHS (Med).
- (m) Fwd of applications for Cross Empanelment of hosp.
- (n) Renewal of MOU of Empanelled/Cross Empanelled hosp.
- (o) Process MOU of new empanelled hosp.
- (p) Handle complaints & litigations against empanelled/Cross empanelled hosp.
- (q) Obtain sanction from Central Org ECHS for temp tfr of vacs from Polyclinics/Regional Centre.
- (r) Maintain record of demand and sup of medicines by ECHS Polyclinics from DGLP and AFMSD.
- (s) Fwd of MMF of all ECHS Polyclinics to concerned SEMO..
- (t) Updation of manpower data (auth & held) in ECHS Polyclinics under AOR.
- (u) Ensure timely submission of reports and returns to higher HQs pertaining to Med Br.
- (v) Approval of advt of contractual staff at DAVP rates.

(w) To generate e-mail ID of Empanelled/Cross empanelled hosp from UTI-ITSL.

(x) Waiver for submission of delay in r/o online bills for duration within six months.

(y) Waiver from Central Org for submission of on line bills delayed for more than six months.

(z) Correspondence of functional audit and audited observations.

(aa) He is responsible for handling medical complaints recd at the Regional Centre ECHS from any beneficiary or through Central Org ECHS and other higher HQs.

TRG SCHEDULE OF MED CLK, REGIONAL CENTRE

18. Trg Schedule of Med Clk will be as under :-

SNo	Time (in hr)	Event/Resp	Topics
<u>Day - 1</u>			
(a)	0900h -0930h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dirs.
(b)	0930h-1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of Med Clk. (vi) Role and charter of duties of other appts at Regional Centre. (vii) Intro to office procedure.
(c)	1100h -1300h	Handing taking over with previous incumbent	(i) Receipt and compilation of all correspondence concerning medical section. (ii) Compilation, collation and dissemination of policies.
(d)	1330h -1600h		(i) Verification and processing of Medical claim documents received from ECHS Polyclinics.
<u>Day-2</u>			
(e)	0900h -1100h	Handing taking over with previous incumbent	Correspondence with reference to queries received from concerning ECHS authorities.
(f)	1100h - 1300h		Online billing queries/ correspondence.
(g)	1330h - 1600h		(i) Processing Waiver/ sanctions within mandate of Dir Regional Centre, ECHS and forward requests for waiver/ sanctions to Central Org. (ii) Monitor progress of requests for waiver/sanctions.
<u>Day - 3</u>			
(h)	0900h - 1100h	Handing taking over with previous incumbent	Understanding concept and importance of MoU.
(j)	1100h - 1300h		Central Org Policies for empanelment/ renewal/dis-empanelment.
(k)	1330h - 1600h		Processing of MoU.

DUTIES OF CARD SECTION CLK

19. The duties of card section Clk will be as under :-

- (a) He is responsible for the maint of ECHS Smart Card application recd from respective Polyclinics.
- (b) Verification of ECHS Smart Card application from concerned Records Offices.
- (c) He will ensure that application for prep of smart cards are properly processed at respective agencies.
- (d) He is resp to check the docus of veterans i.e PPO, MRO, Aadhar Card, Mobile Number & status of dependent of ECHS membership. Primarily to detect cases offraud/miss representation.
- (e) Security and validation of ECHS application.
- (f) Acctg and storage of application forms and ECHS cards.
- (g) Acctg and destruction of ECHS membership Smart Cards for ESM and dependents who are deceased/over age/married/employed on jobs.
- (h) Updating data in the server of Regional Centre and submit the data to the agency for perp of cards.
- (j) Ensure timely receipt of reports and returns and fwd the same to higher formations.
- (k) He is responsible to check the eligibility for issuing of ECHS White Card.

TRAINING SCHEDULE OF CARD SECTION CLK

20. Trg Schedule of card section clk will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0900h -0930h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dirs.
(b)	0930h-1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of Card Sec Clk. (vi) Role and charter of duties of other appts at Regional Centre. (vii) Intro to office procedure.
(c)	1100h - 1300h	Introduction of Policy on eligibility of ECHS Smart Card	(i) Policy on preparation of ECHS Smart Card and issue of temp slip in lieu of smart card. (ii) Office procedure adopted on scrutiny of fresh ECHS application.
(d)	1330h - 1600h	Procedure on entry of pers details of ESM in Register	Making necessary entries in polyclinic registers and ensure correctness of Regn ID allotted by respective Polyclinics.
<u>Day-2</u>			
(e)	0900h - 1100h	Maint of Files	(i) Maint and updating of corres and policy files related to Card Section. (ii) Maint of Master ledger of files.
(f)	1100h - 1300h	Policy on verification of ECHS applications and disposal of Smart Card of deceased ESM and dependents	(i) Verification of fresh applns for membership to concerned Records Office. (ii) Accounting and destruction of ECHS membership Smart Card for ESM and Dependents.
(g)	1330h - 1600h	Maint of Store	Maintain Polyclinic wise application and cards ensure safe custody.

29

S No	Time (in hr)	Event/Resp	Topics
<u>Day-3</u>			
(h)	0900h - 1300h	Vis to nearest Polyclinic	(i) Bfg by data entry Opr. (ii) Procedure for submission of appln by ESM for ECHS membership. (iii) Issue of temp slip in lieu of smart card.
(j)	1330h - 1600h	Timely submission of Reports & Return and Misc points	(i) Reports and Returns pertaining to Card Section. (ii) Frequency of reposts and returns. (iii) Discussion on issues related to Card Sec. (iv) Updation of engagement Pad.

DUTIES OF ACCT CLK, REGIONAL CENTRE

21. Duties of Acct Clk will be as under :-

- (a) Maint of Accounts (Public, Regtl, Cash Assignment Fund).
- (b) Liaise with PCDA for release of funds to cash assignment acct & also with Central Org ECHS.
- (c) Make a list of items to be purchased through each code head.
- (d) To purchase the items as per the policy after obtaining sanction of CFA.
- (e) To hand over the items to property NCO after purchase for further distr.
- (f) Maint of Red, Black & Yellow Cheque books.
- (g) Maint the records of funds allocated to Polyclinics.
- (h) Obtain the reqmt of funds from Polyclinics.
- (j) Process the reqmt of fund reqd by Polyclinics with higher HQ.
- (k) To clear Audit objection.

TRG SCHEDULE OF ACCT CLK, REGIONAL CENTRE

22. Trg schedule of Acct Clk will be as under :-

SNo	Time (in hr)	Event/Resp	Topics
<u>Day - 1</u>			
(a)	0900h-1000h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dirs.
(b)	1000h-1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of Acct Clk. (vi) Role and charter of duties of other appts at Regional Centre. (vii) Intro to office procedure.
(c)	1100h - 1600h	Introduction and maint of report and returns	(i) Intro about all accts. (ii) Policy/corres regarding fund mgt. (iii) Checking of corres file and ledgers. (iv) Docu for med claims. (v) Corres for Income tax incl TDS. (vi) Maint of reports and returns.
<u>Day-2</u>			
(d)	0900h - 1300h	Making LP docu, TDS and booking of funds	(i) Making of LP documents. (ii) To make payment to vendors through NEFT. (iii) Monitoring audit of polyclinics. (iv) Procedure on online billing and payment to empanelled hosp on daily basis. (v) Policy on deduction of TDS. (vi) Booking of funds in time to PCDA.
(e)	1330h - 1600h	Make entries on columnar cash Book & fwd of LP docu to PCDA	(i) Entries in columnar cash book. (ii) Policy on purchase of items from various funds (iii) Items taken on ledger charge. (v) Monitor, contracting and renewal of AMCs. (v) Spl waivers/sanctions from higher HQ/Centre Org ECHS for procurement of assets. (vi) Procedure on procurement of items from vendor.

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 3</u>			
(f)	0900h - 1600h	Visit to PCDA	(i) Interaction with PCDA Staff dealing with Accts of Regional Centre. (ii) Discussion on issues wrt the various audit objections, ways to minimise or prevent them. (iii) Procedure for deposition of payment vouchers / medical bills files and Cash Assignment Ledger book for verification.

DUTIES OF 'AG' & 'GS' BRANCH CLK, REGIONAL CENTRE

23. Duties of 'AG' & 'GS' branch Clk will be as under :-

- (a) Compilation and prep of monthly DO.
- (b) Docu of JCOs/OR incl lve, Part II order, mov order, warrant and LRC.
- (c) Pub of part I order and maint of records of various duties.
- (d) Docketing and maint of files of `AG' & 'GS' branches.
- (e) Receipt, maint and distribution of all manuals & publications.
- (f) Maint parade state in r/o all ranks of Regional Centre.
- (g) Publication of Part II orders of Offrs, JCOs and OR.
- (h) Timely receipt and process of assessment report of ECHS Polyclinics.
- (j) Timely receipt of reports/returns and fwd the same to higher fmn.
- (k) Yearly lve plan for all rks & maint lve register.
- (l) Demand and distribution of stationery incl other office items as per auth.
- (m) Preparation of ACR of Offrs, JCOs/OR of permt staff posted with Regional Centre.
- (n) Processing of assessment report of ECHS Polyclinic staff.
- (o) Preparation of Info Brochure of Regional Centre ECHS.
- (p) Make claims of pers move on temp duty of Regional Centre.
- (q) Maintain files and registers held on charge of 'AG' & 'GS' Branch.
- (r) Ensure proper security and safe custody of documents and eqpt held on charge.
- (s) To prepare vis pgme of Dir & Jt Dirs to ECHS Polyclinics, empanelled hosp and Central Org ECHS.
- (t) Preparation of Tour Notes on vis to ECHS Polyclinics.
- (u) Monitor progress onvis points to ECHS Polyclinics.

TRG SCHEDULE OF AG & GS BRANCH CLK, REGIONAL CENTRE

24. Trg Schedule of 'AG' & 'GS' branch Clk will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 1</u>			
(a)	0900h - 0930h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dirs.
(b)	0930h - 1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of A & G Clk. (vi) Role and charter of duties of other appts at Regional Centre. (vii) Intro to office procedure and security aspects.
(c)	1100h-1300h	Handing taking over with previous incumbent	(i) Procedure for Handling Offrs Docu. (ii) Receipt and desp of mail. (iii) Publication of offrs part II order. (iv) Sanction of mov on TD. (v) Lve policy.
(d)	1330h-1600h	Actions on mov of pers	(i) Maint of records – Lve/TD. (ii) Issue of mov order/lve cert. (iii) Maint of Reports & Returns (iv) Issue of rly wts.
<u>Day-2</u>			
(e)	0900h-1130h	Maint of Reports & Returns and Tour notes	<u>Maint of Reports & Returns.</u> (i) Monthly reports (ii) Qtrly reports (iii) Yearly reports (iv) On occurrence reports
(f)	1130h-1300h	Vis/Insp/Conf	<u>Tour Notes/Vis of VIP/ Sr Offrs.</u> (i) Preparation of draft vis pgme. (ii) Prog report on tour notes. (iii) Prep of info folders. (iv) Insp report after completion of vis. (v) Conference pts at Sub Area/ Central Org.
(g)	1330h-1600h	Policies/SOPs	(i) Detls of cadres/cls of permt staff. (ii) SOP of Regional Centre. (iii) Staff duties at Regional Centre. (iv) S of C of new raising Polyclinics. (v) Destr of old files.

SNo	Time (in hr)	Event/Resp	Topics
<u>Day-3</u>			
(h)	0900h-1100h	Publication	<u>Publication of Part I.</u> (i) Pub of Duty Clk/Duty runner. (ii) Pub of passing of cadre/cl. (iii) Pub of ASTB/BOO. (iv) Change of appts. (v) Resp of duties at Regional Centre.
(j)	1100h-1300h	Confidential Reports	<u>Procedure on Initiation of CR of Offrs.</u> (i) Entitlement of CR. (ii) Physical services of ratee under IO/RO. (iii) Preparation of CR docu and reqmt of docu for initiation of CR. (iv) Policy on channel of assessment report in r/o Para med and non Para med staff and Med staff.
(k)	1330h-1600h	Lve Policy	(i) Updation of lve register of JCOs/OR. (ii) Auth of CL/ AL of JCOs/ OR. (iii) Extn of lve of JCOs/OR.

DUTIES OF EST CLK, REGIONAL CENTRE

25. Duties of Est Clk will be as under :-

- (a) He will maintain the files of 'Q' Branch including docketing.
- (b) He will ensure timely submission of reports and returns to Central Org ECHS, Area/Sub Area HQ and Command HQ (ECHS).
- (c) He will maintain and update the registers of 'Q' Branch regularly.
- (d) He will maintain the security and discipline of office.
- (e) All correspondence for repair/maintenance of vehicles on charge/attached.
- (f) Maintenance of records i.e. Log Books, Car Diaries, inspection reports and all other connected documents.
- (g) Custody and maintenance of FOL Accounts, Mileage Cards & MT Equipment ledgers.
- (h) He will be responsible to forward all the Reports & Returns of transport held on charge.
- (j) He will maintain the proper documentation and record of hiring of CHT.
- (k) He will be responsible for submitting of the bills for hiring of CHT with contingent bill to Account Branch for making necessary payments.
- (l) He is responsible to maintain the Log Book of generator and update on daily basis.
- (m) He will maintain the records of IT Equipment and ensure about servicing of the same at Regional Centre & Polyclinics.
- (n) He will ensure proper functioning of all IT equipment and other stores in Regional Centre.
- (o) Maintain updated record of land cases of all Polyclinics.
- (p) To ensure timely demand of IT Equipment/Ordinary Stores and MT Stores of Regional Centre.
- (q) To monitor progress of Acquisition of Land and issue necessary instructions, if required.
- (r) To ensure MSTB and ASTB of Regional Centre & Polyclinics.
- (s) To maintain close liaison with Station Workshop & MH to ensure serviceability of Equipments.
- (t) To maintain the serviceability state of medical and non medical stores of polyclinics.
- (u) Compile and forward of Reports & Returns for the IT/Medical & Non Medical Stores of Polyclinics to Higher Headquarters.

TRG SCHEDULE OF EST CLK

26. Trg Schedule of est Clk will be as under :-

SNo	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0900h-0930h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dirs.
(b)	0930h-1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of Est Clk. (vi) Role and charter of duties of other appts at Regional Centre. (vii) Intro to office procedure.
(c)	1100h-1300h	To go through the list of files and reports & returns related to Q Matter.	(i) Charter of duties of Est Clk and list of All policy and corres files related to 'Q' matter. (ii) Master ledger of files and maint of all the files of Est Clk properly. (iii) Updation and maint of register pertaining to Est Clk. (iv) Ensure timely submission of fwg Reports & Returns to Central Org, ECHS, Comd HQ & dependent Wksp :- (i) Daily Report. (ii) Monthly Report. (iii) Four Monthly Report.
(d)	1330h-1600h	To go through policy letters and instructions issued by Central Org on Land acquisition and constr of KLP bldg in mil/non mil stn for ECHS Polyclinics.	(i) Details related to Land acqn and Constr of KLP bldg in r/o ECHS Polyclinics. (ii) To make corres with all concerned for allotment of funds for land acquisition and constr of bldg. (iii) Maint/Repair of bldg of ECHS Polyclinics and make corres with MES auth as and when maint/repair reqd by ECHS Polyclinics.

SNo	Time (in hr)	Event/Resp	Topics
<u>Day-2</u>			
(e)	0900h-1100h	To go through the list of Files and Med Eqpt	<p>(i) Scale/Auth of Med/Non Med Eqpts to ECHS Polyclinics (cat wise).</p> <p>(ii) Policy on maint of medical/non med stores.</p> <p>(iii) Equipment census report.</p> <p>(iv) Updation of details of Med/Non Med Eqpts held on charge of ECHS Polyclinics.</p> <p>(v) To make up the defi of essential manpower at Polyclinics such as Radiographer, Dental Tech and Physiotherapist in consultation with Stn Cell.</p>
(f)	1100h-1300h	Med / Non Med Eqpt and MIS Software	<p>(i) Action to make up initial defi of eqpt.</p> <p>(ii) Timely disposal of UNSV Med/Non Med and IT Eqpts and to place demand against UNSV items with concerned auth.</p> <p>(iii) Functioning of MIS Software at ECHS Polyclinics and action on problems with the Software.</p>
(g)	1330h - 1500h	MT& Ord Stores	<p>(i) Auth of MT veh & stores to Regional Centre and ECHS Polyclinics.</p> <p>(ii) Care and maint of veh and stores held on charge.</p> <p>(iii) Liaison with dependent Stn Wksp for serviceability of MT Veh & Stores.</p> <p>(iv) Release of MT veh & demand of MT Stores.</p> <p>(v) Updation of details of vehs held on charge of ECHS Polyclinics.</p> <p>(vi) Maint of Records i.e Log Book, Car Diaries, Inspection Reports and other connected docus.</p> <p>(vii) Demand of off rd items of veh and initial defi/UNSV MT Stores with appropriate auth.</p> <p>(viii) Placement of demand and cont of bal demands.</p>

SNo	Time (in hr)	Event/Resp	Topics
<u>Day-2 (Contd)</u>			
(h)	1500h-1600h	Dscn with previous incumbent on MT&Ord Eqpts	(i) Scale/auth of Ord and MT stores. (ii) Policy on maint of Ord/MT stores. (iii) Placement of demand and collection of MT/Ord Stores. (vi) Demand of FOL on requisition form. (iii) Maint of DG Set held on ch and update availability Report of DG Set with ECHS Polyclinics. (iv) Demand of FOL for DG Set and maint DG Set log book and FOL Records properly.
<u>Day-3</u>			
(j)	0900h - 1100h	Bfg/dscn with previous incumbent on hiring of CHT	<u>CHT Docus</u> (i) Procedure for sanction from appropriate auth for hiring of CHT. (ii) Prep of car diary at the end of the vis. (iii) Prep of contingent bills and other connected docus.
(k)	1330h - 1500h	Bfg/dscn with previous incumbent on IT Eqpts & Insp	<u>IT Eqpts.</u> (i) Records of IT eqpt and servicing of the same at Regional Centre and ECHS Polyclinics. (ii) Disposal of UNSV IT Eqpts and to place demand against UNSV and initial defi with appropriate auth and ensure ASTB/MSTB. <u>Insp.</u> (i) Annual Tech Inspection of Vehs and Eqpts. (ii) Insitu serviceability check pgme of ECHS Polyclinic. (iii) Circulate Insp pgme on receipt from EME Bn and Fd Wksp imdt. (iv) Maint of all docus related to insp well in time.

SNo	Time (in hr)	Event/Resp	Topics
<u>Day - 3 (Contd)</u>			
(I)	1500h-1600h	As above on Misc pts	(i) Updation of engagement pad. (ii) Issue Indent, monthly TCPs, Rd worthy cert and dry Day Slip for dvrs. (iii) Prog on land cases of the polyclinics. (iv) Work Order and conditioning cert to dependent Wskp Coy on reqmt.

DUTIES OF ONLINE BILLING CLKS, REGIONAL CENTRE

27. Duties of Online Billing Clks will be as under :-

- (a) Receives hard and soft copies of settlement ID and summary of bills from Jt Dir (A&A) on a daily basis for making payment.
- (b) On receipt of settlement IDs from Jt Dir (A&A) initiates payment action as follows:-
 - (i) Calculate net payment of hospital, BPA, individual claims.
 - (ii) Prepare consolidated cheque for all hospitals and covering letter with details of bank accounts for NEFT/RTGS.
 - (iii) Prepare NEFT/RTGS note sheet by feeding data in the bank software and emails to the concerned bank branch for distribution of payment through NEFT/RTGS.
- (c) Calculate TDS for concerned hospitals, BPA send it to hired CA through email for scrutiny and issue of TDS challan.
- (d) Prepare monthly cash book in two copies for the claims settled during the month (Code head 365/00) and obtain sigs of cash assignment officer.
- (e) Segregate list of settled claims into three categories.
 - (i) Claims below ₹ 50,000/-.
 - (ii) Claims between ₹ 50,000/- to ₹ 99,999/-.
 - (iii) Claims above ₹ 1,00,000/-.
- (f) Prepare cover note for the claims above ₹ 1 Lakh.
- (g) Download soft copies of files above ₹ 1 Lakh from UTI ITSL Web and write them into a CD for onward submission to PCDA.
- (h) Coordinate with bill verifiers for preparing settled claims to be submitted to PCDA for post payment audit.
- (j) Submit settled claims to PCDA.
- (k) Follow up action of audit objections raised by PCDA.
- (l) Prepare reports and returns of online billing accounts within stipulated time.
- (m) Updating of online billing statistics & database on daily basis.
- (n) Deal with all kind of correspondence regarding online billing accounts.

TRG SCHEDULE OF ONLINE BILLING CLK, REGIONAL CENTRE

28. Trg Schedule of Online Billing Clk will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 1</u>			
(a)	0900h-1000h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dirs.
(b)	1000h-1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of Online Billing Clk. (vi) Role and charter of duties of other appts at Regional Centre. (vii) Intro to office procedure.
(c)	1100h-1130h	Bfg and training on Online Billing Payment Procedure	Familiarisation with hard copy of fin docus.
(d)	1130h-1200h		Bfg on various Policies and ECHS Compendium.
(e)	1230h-1300h		Trg on UTI ITSL Web Portal with Jt Dir(A&A).
(f)	1330h-1400h		Collection of SID & Summary of SID from Jt Dir (A&A) in both soft and hard copy.
(g)	1400h-1430h		Bfg on handling banking protocol.
(h)	1430h-1500h		Calculation of payment to hospitals and BPA as per SID.
(j)	1500h-1530h		Preparation of cash assignment, covering letter for cheque having accts details i.e Accts holder name, IFSC etc.
(k)	1530h-1600h		(i) Promulgation of bank data in excel sheet given by concerned bank for account holders i.e. Acct No & Name, IFSC, Bank Branch name, Email ID etc. (ii) Preparations and submit consolidated cheque to bank and soft copy of payment data through email.

S No	Time (in hr)	Event/Resp	Topics
<u>Day - 2</u>			
(l)	0900h - 1000h	Bfg on TDS calculation and payment by 25 th of every month and preparation of cashbook	Calculation of TDS towards empanelled/cross empanelled hospitals and BPA as per SID in format given by CA.
(m)	1000h-1200h		Compiling data in format given by CA & sending it to CA through email for issue of challan.
	1200h - 1300h		Preparation of Cheque as per Challan & Payment of TDS.
	1330h - 1600h		Preparation of cash book for the settled claims.
<u>Day-3</u>			
(n)	0900h-1000h	Bfg on all kind of post payment actions before depositing the files to PCDA	Preparation of list of files above 01 Lakhs.
(o)	1000h-1100h		Collecting cover note from Jt Dir (A&A) and attaching them on respective files along with PV No.
(p)	1100h-1300h		Downloading softcopy of files of claims and writing them on CD for submission to PCDA.
(q)	1330h-1400h	Reports and returns and other corres	Timely preparation of reports and returns.
(r)	1400h-1500h		Updating records and online billing database.
(s)	1500h-1530h		Deal with all kind of correspondence related to online bill processing.
(t)	1530h-1600h		Other misc duties and responsibilities

DUTIES OF COMPLAINT AND LITIGATION CLK

29. The duties of complaint and litigation clk will be as under :-

- (a) He is responsible for correspondence on any complaint at the Regional Centre from an indl/Polyclinic/ Higher HQ/Central Org to concerned offr for comments and ensure its timely submission to appropriate auth.
- (b) Regional Centre to deal with complaints of fwg nature :-
 - (i) Initial response to compalints regarding empanelled hosp/harassment at empanelled hosp. In case complaints require detailed investigation/ enquiring the same will be referred to Stn HQs.
 - (ii) Claim/Billing issues of empanelled hosp.
 - (iii) Indl reimbursement claims :-
 - (aa) If already received by Regional Centre.
 - (ab) If not received by Reginal Centre then necessary, feedback be taken from Polyclinic.
- (c) All other complaints to be dealt by Stn Cell.
- (d) Ensure that complaint dealt by Regional Centre are analysed as per facts.
- (e) Seek comments/reply on the complaint from all concerned indls/agencies.
- (f) Completion of reply to the complaint with approval of Jt Dir and Director.
- (g) Ensure timely submission of reply to the complaint and any other action to be taken.
- (h) Anonymous complaints to be dealt as per policy on subject.
- (j) Any RTI to be dealt as per policy and timeline.
- (k) Regular check of CPGRAM web portal for any complaint requiring action from Regional Centre.
- (l) Ensure safety of documents, equipments in custody.

TRG SCHEDULE OF COMPLAINT AND LITIGATION CLK, REGIONAL CENTRE

30. Trg schedule of Complaint and Litigation Clk will be as under :-

SNo	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0900h-1000h	Interview	Interview by Dir, Regional Centre and introduction to all Jt Dis.
(b)	1000h-1100h	Bfg by Supdt	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of Complaints & Litigation Clk. (vi) Role and charter of duties of other appts at Regional Centre. (vii) Intro to office procedure.
(c)	1100h-1300h	Bfg on policies on processing of	Policies regarding receiving and processing of complaints.
(d)	1330h-1600h	complaints	Maint, compilation and collation of the data for processing of complaint.
<u>Day-2</u>			
(e)	0900h – 1100h	Bfg on policies/SOPs and ECHS compendium	Read the policies on handling of complaints issued by higher fm n :- (i) Central org letter No B/49717-CPGRAMS/AG/ECHS dt 14 Jul 2017. (ii) Central org letter No B/49717-C/AGECHS dt 13 Oct 16. (iii) Central Org letter No B/49717-C/AG/ECHS dt 14 Aug 05. (iv) Central Org letter No B/49717-C/AG/ECHS dt 09 Nov 15.
(f)	1100h - 1600h	Vis to Stn Cell	(i) Interaction with clerical Staff. (ii) Check list of Reports & Returns. (iii) Complaints and Litigations.
<u>Day-3</u>			
(g)	0900h-1100h	Handing/taking over alongwith previous incumbent	(i) Procedure for handling of RTI. (ii) Action by Regional Centre. (iii) Timelines pertaining to RTI. (iv) Nominated PIO in the fm n.
(h)	1100h - 1500h	Bfg on CPGRAM Web Portal	(i) Handling of CPGRAM Web Portal. (ii) Various options on the portal. (iii) Actions on handling of complaints on the portal.
(j)	1500h - 1600h	Repots & Returns	All reports & Returns and final handing /taking over

PART - II**DUTIES OF OIC ECHS POLYCLINIC**

31. OIC ECHS Polyclinic is the 'reserve appt' in execution mechanism of ECHS. Imp duties of OIC, ECHS Polyclinic will be as under :-

- (a) To understand the concept and Org of ECHS.
- (b) Referral system and emergency admission, extn of hospitalisation and approval for unlisted procedures.
- (c) Med Policies and latest instrs from Central Org incl prep of MMF and indent.
- (d) Procedure for indent of expendable and non expendable medical consumables
- (e) Prescription and issue of medicines to patients and maint of docu at Polyclinic.
- (f) Authorisation of med eqpt and their maint.
- (g) Auth of med eqpt to ESM for domiciliary care.
- (h) Documentation of med store e.g. Prep of daily summary, monthly summary, charging off and disposal of medicines.
- (j) Familiarisation and working of Polyclinic.
- (k) Liaison visit and mtg with Comdt/CO MH and bfg by OIC med store on prep of indent, MMF, guidelines to common mistakes on demand of medicines, disposal of medicines, layout of med stores etc.
- (l) Eligibility conditions for ECHS Smart Card. Submission of application form for ECHS Smart Card along with supporting documents and verification of documents while accepting of appln for ECHS.
- (m) IT procurement through RC, procurement of items and its accounting and budget forecasting and plg, practical aspects of card prep and to go through Adm/Accts policies.
- (n) Acqn of land of Polyclinic and rental charges.
- (o) Bill processing - On-Line and Manual, generation of referral ID and generation of emergency referral ID.
- (p) Smart Card processing incl up gradation.
- (q) Financial aspects.
- (r) Maint of eqpt and upkeep of Polyclinic.
- (s) Reports and returns.
- (t) Verification of documents while accepting of appln for ECHS.

- (u) Disposal of obsolete smart card.
- (v) Budget forecasting and plg.
- (w) Imp Govt orders /policy letters, grievance redressal mechanism, Imp websites and imp Do's and Don'ts.
- (x) Information pertaining to the u/m provisions :-
 - (i) Refreshment for the patients.
 - (iii) Green area maintenance.
 - (iv) Separate parking area for staff and patients.
 - (v) Toilet facility.
 - (vi) May I help you counter.
 - (vii) Patient bus information.
 - (viii) Suggestion box.
 - (ix) Contact numbers in case of emergency or complaint lodgment.
- (y) Employee salary generation.
- (z) Regimental funds/public funds/related ledgers and account maintenance.
- (aa) AMC of equipment.
- (ab) Password and details pertaining to all online accounts and digital setup in polyclinic eg : UTI site, digital attendance, Official mail address, MIS etc.

32. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF OIC ECHS POLYCLINIC

33. Trg schedule of OIC ECHS Polyclinic will as under :-

S No	Time (in hr)	Event/Resp	Topics
Day - 1			
(a)	0900h -1030h	Briefing by Dir Regional Centre	(i) Broad concept of ECHS. (ii) Org of ECHS. (iii) Role and charter of duties of Regional Centre. (iv) Functioning of Polyclinics. (v) Charter of duties of OIC Polyclinic. (vi) Role and charter of duties of other appts at Regional Centre (Broadly). (vii) Intro to office procedure.
(b)	1030h -1200h	Briefing by Jt Dir (Med)	(i) Med Policies and instrs from Central Org. (ii) Referral system and emergency admission, extn of hospitalisation and approval for unlisted procedures. (iii) Indenting procedures for medicines, med consumable and management of med store/ dispensary. (iv) Authorisation and maint of med eqpt. (v) Auth of med eqpt to ESM for domiciliary care. (vi) Reports and returns. (vii) Prep of re-imburement of med claims. (viii) Empanelment of hosp .
(c)	1200h -1300h	Briefing by Jt Dir (Est)	(i) Eligibility conditions for ECHS Smart Card. (ii) Submission of application form for ECHS Smart Card alongwith supporting documents. (iii) Verification of documents while accepting of appln for ECHS. (iv) Up gradation of existing smart card. (v) Collection /distr of smart card. (vi) Disposal of obsolete smart card. (vii) Administration of Polyclinic. (viii) Handling of complaints and litigations. (ix) Devp of soft skill of Polyclinic staff. (x) Reports and returns.

S No	Time (in hr)	Event/Resp	Topics
Day - 1 (Contd)			
(d)	1300h -1400h	Briefing by Jt Dir (A& A Mgt)	(i) Allotment of funds & expdr. (ii) IT Procurement through Regional Centre. (iii) Procurement of items and its accounting. (iv) Budget forecasting and plg. (v) On line billing.
(e)	1500h -1600h	Regional Centre ECHS	(i) Practical aspects for prep of ECHS card. (ii) To go through Adm/Accts Policies. (iii) Acqn of land for PC and rental charges.
Day - 2			
(f)	0900h -1100h	Vis to nearest MH Comdt /OIC Med Stores.	(i) Mtg with comdt/CO MH on sup of medicine and other issues. (ii) Familiarisation vis to MH.
(g)	1100h -1600h	Bfg by OIC Medical Stores	(i) Prep of Indent. (ii) MMF calculation. (iii) Introduction of the concept of CDL, PVMS & NIV items. (iv) Guidelines to common mistakes on demand of Med, disposal.
Day - 3			
(h)	0800h -1600h	Vis to nominated ECHS Polyclinic. Bfg by OIC Polyclinic	(i) Familiarisation and working of Polyclinic. (ii) Registration process, med prescription and issue of medicine to patients. (iii) Maint of docu at Polyclinic. (iv) Referral procedure. (v) Dispensary and med store functioning. (vi) Storage of medicines. (vii) Dispersing/distr of medicines. (viii) Disposal of expired medicine. (ix) Prep of MMF and Indent. (x) Documentation of med store eg accounting and prep of daily summary, charging off disposal of medicines.

S No	Time (in hr)	Event/Resp	Topics
<u>Day-4</u>			
(j)	0800h -1100h	ECHS Polyclinic	(i) Bill processing – On-line and Manual. (ii) Generations of referral ID. (iii) Generation of emergency referrals ID. (iv) To go through policy and procedures. (v) Latest Policy, Govt letters/orders. (vi) Calculation of pay demand. (vii) Disposal of Bio-medical waste. (viii) <u>Adm aspects</u> Pay & allces, lve policy and discp.
(k)	1100h - 1600h	Vis to Stn HQ	(i) Interaction with Staff Offr. (ii) H/T over report to Stn Cdr. (iii) Issues at the discussion of Stn Cdr.

DUTIES OF MEDICAL SPECIALIST, ECHS POLYCLINIC

34. Duties of Medical Specialist, ECHS Polyclinic will be as under :-

- (a) To understand the concept and Org of ECHS.
- (b) **Intro to Online System i.e. MIS Software (Med Prescription, Treatment and Investigations)**. He/she will see patients referred to him/her by medical officer and advise treatment/investigation as required.
- (c) **Familiarisation with Ref Sys and List of Empanelled Hosp &Service Hosp.** He/she will refer cases only to empanelled hospital/Service Hosp for admission/investigation/consultation if required.
- (d) **Familiarisation with Medicine Local Purchase System.** Raising of local purchase for drugs which are not available in the dispensary for specific patient.
- (e) **Consultation with OIC on Med Matters.** He/she will advise OIC, Polyclinic on medical matters related to his/her specialty.
- (f) **Maint of Med Eqpt in Polyclinic.** He/she will oversee the serviceability of medical eqpt placed under his/her charge and will initiate action for repair & AMC when eqpt becomes unserviceable.
- (g) Med indenting-supervising routine & emergent med indents.
- (h) **Familiarisation with Reports and Returns.** He/she will submit reports and returns of his/her outpatient department as required from time to time.
- (j) **Familiarisation with Relevant Med Policies and Rules.** He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.

35. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF MED SPECIALIST, ECHS POLYCLINIC

36. Trg schedule of Medical Specialist, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0900h - 1030h	Briefing by OIC, Polyclinic	(i) Intro with staff and familiarisation with Polyclinic. (ii) Intro to concept & org of ECHS. (iii) Auth of Staff at Polyclinic and duties of Med Specialist as per MOS. (iv) <u>Adm aspects</u> Pay & allces, lve policy and discp.
(b)	1030h - 1230h	Bfg by Dental Offr	(i) Orientation Trg to Mil way of handling patients incl rk structure. (ii) Familiarisation with ref sys and list of empanelled hosp & service hosp.
(c)	1230h -1330h	Bfg by Medical Offr	(i) Intro to on line billing. (ii) Processing of Med claims form Non empanelled Hosp.
<u>Day-2</u>			
(d)	0900h - 1000h	Bfg by Medical Offr	(i) Familiarisation with Medicine Local Purchase System. (ii) Familiarisation with med eqpt avlb with Polyclinic. (iii) Maint of Med Eqpt in Polyclinic and its maint.
(e)	1000h -1330h	Bfg by OIC, Polyclinic	<u>Management of med stores.</u> (i) Med indenting-supervising routine and emergent med indents. (ii) Intro to CDL. (iii)Prep of Indent. (iv) Calculation of MMF. (v) Referral sys & emergency Admissions.
<u>Day-3</u>			
(f)	0900h -1030h	Bfg by OIC Polyclinic& Med Offr	(i) Familiarisations with Report and Returns. (ii) Familiarisation with Relevant Med Policies and procedures. (iii) Info on Mil etiquettes and soft skills needed in handling ESM patient.
(g)	1030h -1330h	Vis to nearest service Hosp	(i) Interaction with Medical Specialist and all hosp staff. (ii) Orientation with facilities at service hosp.

DUTIES OF GYNECOLOGIST, ECHS POLYCLINIC

37. Duties of Gynecologist, ECHS Polyclinic will be as under :-

- (a) To understand the concept and Org of ECHS.
- (b) **Intro to Online System i.e. MIS Software (Med prescription, Treatment and Investigations)**. He/she will see patients referred to him/her by medical officer and conduct gynecological and obstetric examinations and advise treatment.
- (c) **Familiarisation with Ref Sys &List of Empanelled Hosp &Service Hosp.** He/she will refer cases only to empanelled hospital/Service Hosp for admission/investigation/consultation if required.
- (d) **Familiarisation with Medicine Local Purchase System.** Raising of local purchase for drugs which are not available in the dispensary.
- (e) **Consultation with OIC on Med Matters.** Will advise OIC, Polyclinic on medical matters related to his/her specialty.
- (f) **Sterilisation in Polyclinic.** Overseeing the sterilisation procedures in Polyclinic.
- (g) **Maint of Gynae Eqpt in Polyclinic.** He/she will oversee serviceability of gynae eqpt placed under his/her charge and will initiate action for repair when eqpt becomes unserviceable.
- (h) He/she will report on PAP smear, Ultra sounds.
- (j) **Med Indenting.** Preparation of med indent-routine and emergent.
- (k) **Familiarisation with Report and Returns.** Submitting the reports and returns of OPD as required from time to time.
- (l) **Familiarisation with Relevant Med Policies and Rules.** He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.

38. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF GYNECOLOGIST, ECHS POLYCLINIC

39. Trg schedule of Gynecologist, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Briefing by OIC, Polyclinic	(i) Intro with staff. (ii) Concept & org of ECHS. (iii) Intro to online system. (iv) Auth of Staff at Polyclinic and duties of Gynecologist. (v) <u>Adm aspects.</u> Pay & allces, lve policy and discp.
(b)	1030h -1230h	Bfg by Med Offr	Familiarisation with ref sys & list of empanelled hosp & service hosp.
(c)	1230h -1600h	Bfg by outgoing Gynecologist	(i) Mil way of handling patients incl rk structure. (ii) Processing of Med claims from non empanelled Hosp.
<u>Day-2</u>			
(d)	0800h -1130h	Medical Offr	(i) Familiarisation with Medicine Local Purchase System. (ii) Referral sys and emergency adm.
(e)	1130h -1500h	OIC, Polyclinic	Important policies issued by Central Org ECHS on med aspects.
(f)	1500h -1600h	Medical Offr	Maint and upkeep of med eqpt avlb at Polyclinic.
<u>Day-3</u>			
(g)	0800h -1000h	Medical Offr,	<u>Management of Med stores.</u> (i) Med indenting-supervising routine and emergent med indents. (ii) Intro to CDL. (iii)Prep of Indent. (iv) Calculation of MMF.
(h)	1000h -1300h	Vis to nearest service Hosp	(i) Interaction with Medical Specialist and Gynecologist at service hospital. (ii) Orientation with facilities at Service Hosp.
(j)	1300h -1600h	Med Offr	(i) Preparation of med indent-routine & emergent. (ii) Familiarisation with Report and Returns.

DUTIES OF MEDICAL OFFICER, ECHS POLYCLINIC

40. Duties of Medical Offr, ECHS Polyclinic will be as under :-

- (a) To understand the concept and Org of ECHS.
- (b) **Intro to Online System i.e. MIS Software (Med Prescription, Treatment and Investigations)**. General examination, diagnosis and treatment of entitled medical cases.
- (c) **Familiarisation with Ref Sys and List of Empanelled Hosp and Service Hosp**. Referral of entitled cases to specialist/super specialist at empanelled Hospital/Service Hosp.
- (d) **Familiarisation with Medicine Local Purchase System**. Raising of local purchase for drugs which are not available in the dispensary for specific patient.
- (e) **Consultation with OIC on Med Matters**. Keeping OIC informed on the day today medical cases covered and the difficulties faced thereof in procedural formalities.
- (f) **Administration**. He/she will assist the OIC in efficient adm and mgt of the ECHS Polyclinic.
- (g) **Maint of Med Eqpt in Polyclinic**. He/she will ensure serviceability of medical eqpt placed under his/her charge and will initiate action for repair when eqpt becomes unserviceable. Ensuring proper aseptic conditions in Polyclinic and serviceability of med instruments.
- (h) **Med Indenting**. Preparation of med indent-routine & emergent.
- (j) **Financial Management**. Managing Public/Regt fund accounts as offg capacity.
- (k) Conducting MSTB/ASTB & verifying stock of received med.
- (l) **Familiarisation with Reports and Returns**. Supervision of reports and returns on a regular basis.
- (m) **Familiarisation with Relevant Med Policies and Rules** . He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.
- (n) He/She will be OIC of dispensary and will be responsible for its functioning and documentation.
- (o) He/She will be OIC of all med stores (in absence of med spl) and will be responsible for its functioning and documentation.
- (p) He/She will be acting as Offg OIC Polyclinic when OIC mov on lve/TD.

41. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF MEDICAL OFFICER, ECHS POLYCLINIC

42. Trg schedule of Medical Offr, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1230h	Briefing by OIC Polyclinic	(i) Intro to staff. (ii) Charter of duties of med offr. (iii) Orientation Trg to Mil way of handling patients incl rk structure. (iv) <u>Adm aspects</u> . Pay & allces, lve policy and discp.
(b)	1230h -1600h	Med Offr	(i) Processing of Med claims from Non empanelled Hosp and handling of Med store at Polyclinic level. (ii) Intro to MIS software. (iii) Familiarisation with ref sys, empanelled hosp and service hospitals. (iv) Emergency treatment at polyclinic.
<u>Day-2</u>			
(c)	0800h -1230h	Bfg by OIC Polyclinic	(i) Auth & Maint of Med Eqpt in Polyclinic. (ii) Maint of hygiene and sanitation aspect of Polyclinic.
(d)	1230h -1600h	Bfg by Dental Offr	(i) Intro to CDL. (ii) Prep of indent for medicines. (iii) Preparation of med indent-routine & emergent. (iv) Familiarisation With Medicine Local Purchase System. (v) Conducting MSTB/ASTB & verifying stock of received med.
<u>Day-3</u>			
(e)	0800h -1000h	Bfg by Med Offr	(i) Info on Mil etiquettes and soft skills needed in handling ESM patient. (ii) Referral sys & emergency Admissions.
(f)	1000h-1300h	Vis to nearest service Hosp	(i) Interaction with Med Specialist and Gynecologist. (ii) Orientation with facilities at Service Hosp.
(g)	1300h -1600h	Bfg by Med Offr	(i) Familiarisation with Report and Returns. (ii) Familiarisation with Relevant Med Policies and Rules. (iii) Management and dispensary /Medical store functioning.

DUTIES OF DENTAL OFFICER, ECHS POLYCLINIC

43. Duties of Dental Offr, ECHS Polyclinic will be as under :-

- (a) To understand concept and Org of ECHS.
- (b) **Intro to Online System i.e. MIS Software (Med Prescription, Treatment and Investigations)**. Attending to general dental examination and treatment of entitled patients.
- (c) **Familiarisation with Ref Sys and List of Empanelled Dental Hosp and Service Hosp**. Referring cases to empanelled hospitals/services hosp as required for specialised treatment.
- (d) **Dental Room Sterilisation**. Maint of total aseptic condition in dental surgery to prevent spread of infection.
- (e) **LP Med**. To raise demand for local purchase for drugs which are not available in the dispensary.
- (f) **Consultation with OIC on Dental Matters**. He/she will advise OIC Polyclinic on all dental matters.
- (g) **Administration**. He/she will assist the OIC in maint of discp and good adm of the Polyclinic.
- (h) **Maint of Dental Eqpt in Polyclinic**. He/she will ensure serviceability of dental eqpt placed under his/her charge and will initiate action for repair when eqpt becomes unserviceable. Ensuring proper aseptic conditions and serviceability of dental instruments.
- (j) **Financial Management**. Managing public/regt fund accounts.
- (k) Conducting MSTB/ASTB & verifying stock of received medicine.
- (l) **Familiarisation with Report and Returns**. To submit reports and returns of his/her outpatient department as required from time to time.
- (m) **Familiarisation with Relevant Med Policies and Rules**. He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.
- (n) **Dental Indent**. Ensuring timely indent of expendable/non expendable dental items as per daily requirement in the polyclinic.

44. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF DENTAL OFFICER, ECHS POLYCLINIC

45. Trg schedule of Dental Offr, ECHS Polyclinic will be as under :-

SNo	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1230h	Briefing by OIC Polyclinic	(i) Intro with staff. (ii) Intro to concept and org of ECHS. (iii) Intro to online system i.e. MIS software (med prescription, treatment & investigations). (iv) Dental Room Sterilisation. (v) Auth of Staff at Polyclinic and duties of Dental Offr. (vi) <u>Adm aspects.</u> Pay & allces, lve policy and discp.
(b)	1230h -1600h	Bfg by Dental Offr	(i) Orientation trg to mil way of handling patients incl rk structure. (ii) Processing of med claims from non empanelled Hosp. (iii) Demonstration to major electromechanical equipment, lab equipment and dental expendables available. (iv) Emergency treatment at Polyclinic.
<u>Day-2</u>			
(c)	0800h -1200h	Medical Offr/ Dental Offr	(i) Administration and discipline of contractual staff. (ii) Maint and demand of Dental Eqpt in Polyclinic.
(d)	1200h -1600h	Med Offr	(i) Raise demand for local purchase for drugs not available in the dispensary. (ii) Intro to CDL. (iii) Calculation of MMF and perp of indent. (iv) Referral sys.

S No	Time (in hr)	Event/Resp	Topics
<u>Day-3</u>			
(e)	0800h -1000h	Bfg by OIC, Polyclinic &Med Offr	(i) Info on Mil etiquettes and soft skills needed in handling ESM patient. (ii) Managing public/regt fund accounts. (iii) Conducting MSTB/ASTB & verifying stock of received med. (iv) Familiarisation with Reports and Returns.
(f)	1000h -1300h	Vis to nearest service Hosp	(i) Interaction with CO/OIC Dental Unit. (ii) Orientation with facilities at Service Hosp.
(g)	1230h -1600h	Med Offr	Familiarisation with Relevant Med Policies &Rules.

DUTIES OF RADIOLOGIST, ECHS POLYCLINIC

46. Duties of Radiologist, ECHS Polyclinic will be as under :-

- (a) To understand the concept and org of ECHS.
- (b) **Intro to Online System i.e.MIS Software (Med Prescription, Treatment and Investigations)**. He/she will see patients referred to him/her by medical officer and advise treatment/investigation (X-Rays/CT/MRI/Ultra Sound etc) as required.
- (c) **Familiarisation with Ref Sys and List of Empanelled Hosp and Service Hosp.** He/she will refer cases only to empanelled hospital/Service Hosp for admission/investigation/consultation if required.
- (d) **Familiarisation with Medicine Local Purchase System.** He/she will advise local purchase for drugs which are not available in the dispensary.
- (e) **Consultation with OIC on Med Matters.** He/she will advise OIC Polyclinic on medical matters related to his/her specialty.
- (f) **Maint of Radiography Eqpt in Polyclinic.** He/she will oversee the serviceability of radiography eqpt placed under his/her charge and will initiate action for repair when eqpt becomes unserviceable.
- (g) Med indenting for X-ray materials-supervising routine & emergent indents.
- (h) **Familiarisation with Reports and Returns.** He/she will submit reports and returns of his/her outpatient department as required from time to time.
- (j) **Familiarisation with Relevant Med Policies and Rules.** He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.
- (k) **Overseeing Safety Protocol in X-Ray Room.** Radiologist will make sure that AERB guidelines are followed while conducting X-ray investigations.
- (l) **Disposal of Waste Generated in X-Ray Department.** Radiologist will be responsible for proper disposal of X-Ray waste.

47. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF RADIOLOGIST, ECHS POLYCLINIC

48. Duties of Radiologist, ECHS Polyclinic will be as under :-

SNo	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Briefing by OIC Polyclinic	(i) Intro with staff and orientation of Polyclinic. (ii) Concept and Org of ECHS. (iii) Intro to online system i.e. MIS software (medical prescription, treatment and investigations). (iv) <u>Adm aspects</u> . Pay & allces, lve policy and discp.
(b)	1030h -1600h	Medical Offr	(i) Familiarisation with ref sys, list of empanelled hosp and service hosp. (ii) Familiarisation with medicine local purchase system.
<u>Day-2</u>			
(c)	0800h -1000h	Bfg by OIC Polyclinic	Maint of Radiography eqpt in Polyclinic.
(d)	1000h -1600h	Bfg by Medical Offr	(i) Med indenting for X-Ray materials-supervising routine & emergent indents. (ii) Report on X-Rays/Ultra Sound etc. (iii) Familiarisation with reports and returns.
<u>Day-3</u>			
(e)	0800h -1000h	Bfg by Radiographer	(j) Familiarisation with relevant med eqpt. (ii) Oversee safety protocol in X-Ray Room.
(f)	1000h -1500h	Vis to nearest service Hosp	(i) Intro to staff. (ii) Vis to dispensary and X-Ray Room. (iii) Vis to med store, labs and other facilities.
(g)	1500h -1600h	Bfg by Medical Offr	Disposal of waste generated in X-Ray department.

DUTIES OF LAB ASSISTANT, ECHS POLYCLINIC

49. Duties of Lab Assistants, ECHS Polyclinic will be as under :-

- (a) To understand the concept and Org of ECHS.
- (b) **Intro to Online System i.e. Lab Module (Conducting Tests and Submission of Reports)**. Performing all investigations as advised by Medical Officer/Med Spl/Gynecologist/for ECHS patients only.
- (c) Sample Collection.
- (d) Processing of specimen.
- (e) Report generation.
- (f) Timing of sample collection.
- (g) **Lab Sterilisation**. Maint of total aseptic conditions in Lab to prevent infection and communicable diseases. Ensuring proper aseptic procedures and use of disposable needles while drawing blood samples.
- (h) **Consultation with OIC on Matters Related to Lab**. He/she will carry out the duties as detailed by the OIC Polyclinic & inform OIC about difficulties being faced in the lab.
- (j) **Waste Disposal**. Ensure disposal of bio-med waste generated in the lab, as per BMW rules.
- (k) **Lab documentation**. Maint of all Lab related documents.
- (l) **Taking Charge of Lab Eqpt in Polyclinic**. Maint and record all the instruments and equipment in the laboratory as per inventory.
- (m) **Financial Management**. He will assist the Data Operator in maint accounts and documents and relieve him/her for leave.
- (n) Ensuring signature of med offr on investigation reports.
- (o) **Familiarisation with Relevant Med Policies and Rules**. He/she will keep himself updated on various policy letters issued by authorities from time to time.
- (p) **Lab Indent**. Indenting for chemicals and reagents (Expendable) as per requirement in the laboratory.

50. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF LAB ASSISTANT, ECHS POLYCLINIC

51. Trg schedule of Lab Assistant, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Bfg by OIC Polyclinic,	(i) Intro with staff and General aspects of Polyclinic. (ii) Broad concept and org of ECHS. (iii) <u>Adm aspects</u> . Pay & allces, lve policy and discp.
(b)	1000h -1330h	Bfg by Medical Offr	Intro to online system i.e. MIS software
(c)	1330h -1600h	Bfg by Med Offr	(i) Procedure for Lab Sterilisation. (ii) Sample collection. (iii) Processing of Sample. (iv) Report generation. (v) Defection of anomalous result. (vi) Safety precaution for sample collection.
<u>Day - 2</u>			
(d)	0800h -1030h	Bfd by Medical Offr	(i) Disposal of biomed waste as per BMW rules. (ii) Maint and taking charge of Lab Eqpt in Polyclinic.
(e)	1030h -1300h	Bfd by Med Offr	Maint of all Lab related documents.
(f)	1300h -1600h	Bfd by Med Offr	(i) MSTB and ASTB. (ii) Provisions of contract agreement.
<u>Day-3</u>			
(g)	0800h -1100h	OIC, Polyclinic	(i) Financial management. (ii) Timely disposal of investigation procedures after counter signature of OIC.
(h)	1100h-1300h	Vis to nearest service hosp	(i) Intro to staff. (ii) Vis to med store, labs and other facilities.
(j)	1300h -1600h	Bfg by Med Offr	(i) Familiarisation with Relevant Med Policies and Rules. (ii) Indenting for chemicals and reagents (Expendable) as per requirement. (iii) Update on latest policies letters/orders.

DUTIES OF DENTAL HYG, ECHS POLYCLINIC

52. Duties of Dental Hyg, ECHS Polyclinic will be as under:-

- (a) To understand the concept and Org of ECHS.
- (b) **Familiarisation with Dental Room Functioning.** He/She will work under the guidance of Dental Officer. Assist dental officer in dental surgery.
- (c) **Dental Sterilisation.** Maint of total aseptic condition in dental surgery to prevent spread of infection. Ensuring proper aseptic conditions in dental room.
- (d) **Dental X-Ray.** He/she will take charge of dental X-Rays & maintain dental X-Ray unit.
- (e) Dental mat storage & disposal of exp materials.
- (f) **Consultation with Dental Offr on Dental Matters.** He/she will carry out the duties as detailed by the Dental Offr. He/she will give the appointment to the patients in consultation with Dentist.
- (g) **Dental Waste Disposal.** Ensure disposal of biomed waste as per BMW rules.
- (h) **Maint and Charge of Dental Eqpt in Polyclinic.** Responsible for safe guard of dental instruments and medicaments.
- (j) **Dental Documentation.** He/she will keep all the dental records up to date.
- (k) He/she will carry out any other task assigned by the OIC e.g. registration, referrals etc.
- (l) **Familiarisation with Relevant Med Policies and Rules.** He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.
- (m) **Dental Indent.** Indenting for dental materials (Expendable) as per requirement in the dental room.

53. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF DENTAL HYG, ECHS POLYCLINIC

54. Trg schedule of Dental Hyg, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Briefing by OIC Polyclinic	(i) Intro with staff and gen aspect of Polyclinic. (ii) Broad concept and org of ECHS. (iii) Familiarisation with Dental Room Functioning. (iv) <u>Adm aspects.</u> Pay & allces, lve policy and discp.
(b)	1030h -1600h	Bfg by Dental Offr	(i) Dental Sterilisation. (ii) Dental X-Ray. (iii) Performing scaling. (aa) Impressions. (ab) X-Ray taking. (ac) Material Mixing. (ad) Daily OPD Register maint. (ae) Sterilisation Protocols. (af) Biomedical waste mgt. (iv) Appointment scheduling and coord with Lab & Dental Officer. (v) Assisting Dental Technician in lab work. (vi) Explanation of sterilisation procedure in details & demonstration.
<u>Day -2</u>			
(c)	0800h- 1100h	Dental Offr	Dental mat storage & disposal of exp materials.
(d)	1100h -1600h	Dental Offr	(i) Disposal of biomed waste as per BMW rules. (ii) Maint and charge of dental eqpt in Polyclinic.

S No	Time (in hr)	Event/Resp	Topics
Day-3			
(e)	0800h -1000h	Dental Offr	(i) Dental documentation. (ii) On Job Trg (OJT) for multitasking.
(f)	1000h-1300h	Vis to nearest service hosp	(i) Intro to staff. (ii) Vis to dispensary. (ii) Vis to med store, labs and other facilities.
(g)	1300h -1600h	Dental Offr	(i) Familiarisation with Relevant Med Policies and Rules. (ii) Indenting for dental materials (Expendable) as per requirement in the dental room. (iii) Update on policy letters and other issues concerning Polyclinic.

DUTIES OF NURSING ASSISTANT, ECHS POLYCLINIC

55. Duties of Nursing Assistant, ECHS Polyclinic will be as under :-

- (a) To understand the concept and Org of ECHS.
- (b) **Familiarisation with Nursing Room Functioning.** He/She will work under the guidance of MO and record vital parameters of the patients.
- (c) **Nursing Room Sterilisation.** Maint of total aseptic condition in Nursing room to prevent infection and communicable diseases.
- (d) **Patient Transportation.** Help the patient while shifting from outside to Polyclinic and from Polyclinic to local empanelled hospital.
- (e) **Consultation with MO on Medical Matters.** He/she will carry out the duties as detailed by the MO. To assist Medical Officer in medical procedures i.e. injections, IV drips, suturing, abscess drainage, dressing etc.
- (f) **Med Emergency Information to MO.** Inform med emergency cases on priority.
- (g) **Med Waste Disposal.** Ensure disposal of biomed waste generated in nursing room, as per BMW rules.
- (h) **Taking Charge of Nursing Room Eqpt.** Responsible for safe guarding Nursing room instruments and medicaments. Ensuring proper aseptic conditions in Nursing room.
- (j) **Nursing Room Documentation.** He/she will keep all the records related to Nursing room up to date.
- (k) **Multitasking.** He/she will carry out any other task assigned by the OIC.
- (l) **Familiarisation with Relevant Med Policies and Rules.** He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.
- (m) **Med Indent.** Raise the demands for treatment/emergency items required for the treatment room.
- (n) He/she will be the liaison pers for liaison with Service Hosp , Stn Cell, Stn Wksp and the LAO.
- (o) He/she will work with pharmacist & maint receipt/issue ledgers and will issue medicines to Pharmacy.
- (p) Maint of med equipments provided to various depts and hold charge of such equipment.

56. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF NURSING ASSIST, ECHS POLYCLINIC

57. Trg schedule of Nursing Assist, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1030h	Bfg by OIC Polyclinic,	(i) Intro with staff and functioning of Polyclinic. (ii) <u>Adm aspects</u> . Pay & allces, lve policy and discp.
(b)	1030h -1300h	Bfg by Medical Offr	(i) Broad concept and org of ECHS. (ii) Familiarisation with Nursing Room Functioning.
(c)	1300h -1600h	Bfg by Medical Offr	(i) Procedure for nursing room Sterilisation. (ii) Assistance to patients. (iii) Handling of Ledgers. (iv) Pers with disabilities.
<u>Day-2</u>			
(d)	0800h -1100h	Bfg by Medical Offr	Medical procedures such as inj, IV drips, suturing, abscess drainage, dressing etc (Under supervision of medical offr).
(e)	1130h -1230h	Bfg by Medical Offr	(i) Med Emergency cases. (ii) Disposal of biomed waste generated in nursing room.
(f)	1300h -1430h	Bfg by Medical Offr	(i) Maint and charge of Nursing Room Eqpt in Polyclinic. (ii) Nursing Room documentation. (iii) Morbidity rate in assigned Polyclinic & calculations of medicines in consultation with med.
(g)	1430h - 1600h	Bfgby Medical Offr	(i) MSTB and ASTB. (ii) Provisions of contract agreement.

S No	Time (in hr)	Event/Resp	Topics
<u>Day-3</u>			
(h)	0800h -1000h	Bfg by Medical Offr	(i) Multitasking. (ii) Familiarisation with Relevant Med Policies and Rules.
(j)	1000h-1300h	Vis to nearest service hosp	(i) Intro to staff. (ii) Vis to dispensary. (ii) Vis to med store, labs and other facilities.
(k)	1300h -1600h	Bfg by Medical Offr	(i) Demands for treatment/emergency items required for the treatment room. (ii) Liaison work with external depts. (iii) Maint of med equipments. (iv) Updation on policy letters.

DUTIES OF RADIOGRAPHER, ECHS POLYCLINIC

58. Duties of Radiographer, ECHS Polyclinic will be as under :-

- (a) To understand the concept and Org of ECHS.
- (b) **Consultation with Radiologist/Medical Offr on Med Matters.** He/she will advise Radiologist/ MO Polyclinic on matters related to X-Ray investigations.
- (c) **Taking Charge of Radiography Eqpt in Polyclinic.** He/she will be responsible for the serviceability of radiography eqpt placed under his/her charge and will initiate action for repair when eqpt becomes unserviceable.
- (d) Med indenting for x-Ray Materials.
- (e) He/she will report to radiologist /MO on X-Rays/Ultra Sound etc which are done on routine basis.
- (f) **Familiarisation with Relevant Med Policies and Rules.** He/she will keep himself/herself updated on various policy letters issued by authorities from time to time.
- (g) **Safety Protocol in X-Ray Room.** Radiographer will make sure that AERB guidelines are followed while conducting X-Ray investigations.
- (h) **Disposal of Waste Generated in X-Ray Department.** Radiographer will be responsible for proper disposal of X-Ray waste.
- (j) Maintenance of all documents related to X-Ray investigation.
- (k) Timely prep of X-Ray report of patients.

59. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF RADIOGRAPHER, ECHS POLYCLINIC

60. Trg schedule of Radiographer, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Briefing by OIC Polyclinic	(i) Intro with staff and orientation of Polyclinic. (ii) <u>Adm aspects</u> . Pay & allces, lve policy and discp.
(b)	1000h -1600h	Bfg by Medical Offr/ Radiologist	(i) Concept and org of ECHS. (ii) Maint and taking charge of Radiography eqpt in Polyclinic. (iii) Med indenting for X-Ray Materials.
<u>Day-2</u>			
(c)	0800h -1000h	Medical Offr/ Radiologist	Familiarisation with relevant med policies & rules.
(d)	1000h -1600h	Nominated staff of Polyclinic	(i) Update on various policy letters issued by authorities from time to time. (cii) Safety protocol in X-Ray room as per AERB guidelines.
<u>Day-3</u>			
(e)	0800h -1000h	Nominated JCO	Disposal of waste generated in X-Ray department.
(f)	1000h - 1300h	Vis to nearest service hosp	(i) Intro to staff. (ii) Vis to dispensary. (ii) Vis to med store, labs and other facilities.
(g)	1030h -1600h	Med Offr	Maintenance of all documents related to X-Ray investigation.

DUTIES OF PHARMACIST, ECHS POLYCLINIC

61. Duties of Pharmacist, ECHS Polyclinic will be as under :-
- (a) To understand the concept and org of ECHS.
 - (b) Familiarisation with functioning of dispensary. He/She will work under the guidance of Medical Offr.
 - (c) Familiarisation with on line sys i.e. pharmacy module.
 - (d) Accounting and issue of med as per prescription.
 - (e) To generate emergent demand for local purchase by dependent SEMO for specific medicine prescribed by empanelled hosp.
 - (f) **Consultation with Med Offr on Medical matters.** Keeping OIC and Med Offr/Dental Offr info on daily basis about the deficiency of medicine/near expiry medicines/surplus medicines.
 - (g) Ensure disposal of near expiry medicine as per policy.
 - (h) **Dispensary/ Med Store Management.** Proper storage of med in med store room and dispensary.
 - (j) **Maint and Taking Charge of Med Eqpt in Polyclinic.** He/She will be in charge of medical store containing med eqpt non-expandable and expandable and medicines. Maint the functioning state of off road eqpt (med/Dental)of the Polyclinic through liaison with the wksp.
 - (k) To prepare monthly indent/MMF (Expandable/ Non Expandable) in consultation with the Med offr and Dental Offr.
 - (l) To generate emergent indent/initial deficiency indent for expandable as well as Non Expandable med stores.
 - (m) Collection of medicine and uploading the medicines on pharmacy module. He/she will monitor the shelf life of medicines held on charge and will apprise the med offr for their early use on daily basis before the start of the OPD.
 - (n) **Familiarisation with Relevant Med Policies andRules** .He/she will keep himself updated on various policy letters issued by authorities from time to time.
 - (o) **Multitasking.** He/she will carry out all other duties assigned by the OIC Polyclinic.
 - (p) He/she will be the liaison offr for liaison with service hosp, Stn Cell, Stn wksp and the LAO. He/she will maint record of retail issue of eqpt and medicines to various dept of the Polyclinic and responsible for MSTB and Quarterly Audit of the Expandable/Non Expandable stores by the LAO.

- (q) He/She will be resp for fwg functions of dispensary:-
- (i) MMF Generation.
 - (ii) Cold room maint.
 - (iii) Token sys.
 - (iv) Daily summary and monthly summary.
 - (v) Maint of vouchers and ledgers.
 - (vi) Critical care medicine note book.
 - (viii) Record of terminally ill patients and their record.
 - (ix) Urgent demand generation and procurement from MH.
 - (x) Daily patient satisfaction report.
 - (xi) Short life and long life medicines demand.
 - (xii) Disposal of expiry medicine/near expiry medicines.

62. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF PHARMACIST, ECHS POLYCLINIC

63. Trg schedule of Pharmacist, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Briefing by OIC Polyclinic	(i) Intro with staff and Gen aspect of Polyclinic. (ii) Concept and Org of ECHS. (iii) Familiarisation with dispensary and its functioning. (iv) <u>Adm aspects</u> . Pay & allces, lve policy and discp.
(b)	1000h -1600h	Bfg by Medical Offr	(i) Familiarisation with on line sys i.e. pharmacy module. (ii) Accounting of med. (iii) To generate emergent demand for local purchase by concerned SEMO for specific medicines prescribed by empanelled hosp. (iv) Handling of ledgers. (v) Medicine dispatch and collection. (vi) Inventory and stock taking. (vii) Stocking of medicines in dispatch area, cold storage. (viii) Segregating of medicines. (ix) Detail of short life and long life medicine. (x) Prep of daily summary and monthly expense. (xi) Daily report of patient satisfaction to OIC. (xii) Maint of record for the terminally ill patients. (xiii) Conduct of MSTB and ASTB.
<u>Day-2</u>			
(c)	0800h -1100h	Med Offr	<u>Details of dispensary functioning</u> (i) MMF Generation. (ii) Cold room maint. (iii) Token sys. (iv) Daily summary and monthly summary. (v) Maint of vouchers and ledgers. (vi) Critical care medicine note book.

S No	Time (in hr)	Event/Resp	Topics
<u>Day-2 (Contd)</u>			
(d)	1100h - 1400h	Nominated JCO/Staff	(i) Record of terminally ill patients. (ii) Urgent demand generation and procurement from Mil Hosp. (iii) Daily patient satisfaction report. (iv) Short life and long life medicine demand.
(e)	1400h -1600h	Medical Offr	(i) Policy on disposal of near expiry /expired medicines. (ii) Proper storage of med. (iii) Prep of monthly indent/MMF (Expandable/Non expandable) items. (iv) Morbidity rate in assigned Polyclinic and calculations of medicines in consultation with med offr.
<u>Day - 3</u>			
(f)	0800h -1000h	Nominated JCO/Staff	(i) Generate emergent indent/initial deficiency indent of expandable as well as non-expandable med stores. (ii) Collection of medicine and uploading the medicines on pharmacy modules. (iii) Familiarisation with relevant med policies and rules.
(g)	1000h - 1300h	Vis to nearest service hosp	(i) Intro to staff. (ii) Vis to dispensary. (iii) Vis to med store, labs and other facilities.
(h)	1300h -1600h	Bfg by Medical Offr	(i) Liaison wk with external offices. (ii) Update on latest Policies /order for Polyclinic. (iii) Explanation of audit procedures. (iv) Detailed inventory examination for the available medicines.

DUTIES OF LAB TECHNICIAN, ECHS POLYCLINIC

64. Duties of Lab Technician, ECHS Polyclinic will be as under :-

- (a) To understand concept and org of ECHS.
- (b) **Intro to Online System i.e. Lab Module (Conducting Tests and Submission of Reports)**. Performing all investigations as advice by Medical Officer/Med Spl/Gynecologist/for ECHS patients only.
- (c) **Lab Sterilisation**. Maint of total aseptic conditions in Lab to prevent infection and communicable diseases. Ensuring proper aseptic procedures and use of disposable needles while drawing blood samples.
- (d) **Consultation with OIC on Matters Related to Lab**. He/she will carry out the duties as detailed by the OIC Polyclinic & inform OIC about difficulties being faced in the lab.
- (e) **Waste Disposal**. Ensure disposal of bio-med waste generated in the lab, as per BMW rules.
- (f) **Lab Documentation**. Maint of all Lab related documents.
- (g) **Maint and Taking Charge of Lab Eqpt in Polyclinic**. Maint record of all the instruments and equipment in the laboratory as per inventory.
- (h) **Financial Management**. He will assist the Data Operator in maint Accounts and documents and relieve him/her for leave.
- (j) Ensuring timely disposal of investigation procedures after counter signature of OIC.
- (k) **Familiarisation with Relevant Med Policies and Rules**. He/she will keep himself updated on various policy letters issued by authorities from time to time.
- (l) **Lab Indent**. Indenting for chemicals and reagents (Expendable) as per requirement in the laboratory.

65. For detailed duties refer to SOP on Functioning of Polyclinics being issued separately.

TRG SCHEDULE OF LAB TECHNICIAN, ECHS POLYCLINIC

66. Trg schedule of Lab Technician, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event/Resp	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Briefing by OIC, Polyclinic	(i) Intro with staff and orientation of Polyclinic. (ii) <u>Adm aspects.</u> Pay & allces, lve policy and discp.
(b)	1000h -1300h	Bfg by Med Offr	(i) Procedure for Lab sterilisation. (ii) Disposal of biomed waste generated in the lab, as per BMW rules.
<u>Day-2</u>			
(c)	0800h -1000h	Med Offr	(i) Lab documentation. (ii) Maint and taking charge of lab eqpt in Polyclinic.
(d)	1000h - 1600h	Nursing Asstt	(i) MSTB and ASTB. (ii) Provision of contract agreement. (iii) Redressal of grievances.
<u>Day-3</u>			
(e)	0800h - 1000h	Nursing Asstt	Timely generation and disposal of investigation report.
(f)	1000h - 1300h	Vis to nearest service hosp	(i) Intro to staff. (ii) Vis to dispensary. (ii) Vis to med store, labs and other facilities.
(g)	1300h - 1600h	Med Offr	(i) Familiarisation with relevant med policies & rules. (ii) Indenting for chemicals and reagents (Expendable) as per requirement in the laboratory.

DUTIES OF PHYSIOTHERAPIST, ECHS POLYCLINIC

67. Duties of Physiotherapist, ECHS Polyclinic will be as under :-

- (a) To understand concept and org of ECHS staff.
- (b) To provide manual therapy, exercise therapy, electrotherapy and various physical therapies to the ECHS patients.
- (c) **Physiotherapy Room Sterilisation**. Maint of total aseptic conditions in Physiotherapy room to prevent infection and communicable diseases.
- (d) **Consultation with Med Offr/Med Spl on Matters Related to Physiotherapy**. He/she will carry out the duties as detailed by the Medical Offr/ Medical Specialist.
- (e) **Waste Disposal**. Ensure disposal of biomed waste generated in the Physiotherapy room.
- (f) **Physiotherapy Room Documentation**. Maint of all Physiotherapy related documents.
- (g) **Taking Charge of Physiotherapy Room Eqpts in Polyclinic**. To take charge of all the equipment in the Physiotherapy room as per inventory.
- (h) **Familiarisation with Relevant Med Policies and Rules**. He/she will keep himself updated on various policy letters issued by authorities from time to time.
- (j) **Physiotherapy Indent**. Indenting for expandable materials as per requirement in the Physiotherapy.

TRG SCHEDULE OF PHYSIOTHERAPIST, ECHS POLYCLINIC

68. Trg schedule of Physiotherapist, ECHS Polyclinic will be as under :-

S No	Time (in hr)	Event	Topics
<u>Day-1</u>			
(a)	0800h -1000h	Briefing by OIC Polyclinic	(i) Intro with staff and Orientation of Polyclinic. (ii) <u>Adm aspects.</u> Pay & allces, lve policy and discp.
(b)	1000h -1600h	Medical Offr	(i) Concept and org of ECHS. (ii) Physiotherapy room layout and cleanliness. (iii) Medicolegal reqmts while providing physiotherapy. (iv) Demo on Manual Therapy, Exercise Therapy, Electrotherapy and Physical Therapies.
<u>Day-2</u>			
(c)	0800h -1000h	Dental Offr	Disposal of biomed waste generated in the Physiotherapy room.
(d)	1030h -1600h	Nominated JCO/Staff	(i) Physiotherapy documentation. (ii) Maint and taking charge of Physiotherapy eqpts in Polyclinic.
<u>Day-3</u>			
(e)	0800h -1100h	Nominated JCO/Staff	(i) Familiarisation with relevant med policies & rules.
(f)	1000h-1300h	Vis to nearest service hosp	(i) Intro to staff. (ii) Vis to dispensary. (iii) Vis to med store, labs and other facilities.
(g)	1300h-1600h	Nominated JCO	Prep of Physiotherapy indent (expendable).

CONCLUSION

69. With introduction of transparency and unique modelling of scheme, it is pertinent on the part of Regional Centers and Polyclinic staff to know their job thoroughly, imbibe empathic approach and commitment towards our esteemed veterans. However, majority of service personnel and contractual employees while joining the organisation are not acquainted with the functioning of Ex Servicemen Contributory Health Scheme. The lack of knowledge about the policies puts constraints on the efficiency of a person. It is imperative for newly appointed employees to keep himself/herself aware of the latest policy and nitty-gritty of the scheme. Therefore, a short Trg Capsule for all appointments on joining the organisation holds paramount importance. It will facilitate all appointments in discharging their duties to the optimum potential and will help the organisation to achieve the intended goals.

70. Once the fresh proposal for the increased manpower is approved including new trades, this docu will be revised. The docu is just an attempt to evolve a trg framework for structured skill development. Any trade/appt not covered will also be suitably trained for the task employed.

71. Guidance of 'SPARSH' volunteers will also be done by OIC Polyclinics so that their time is optimally utilised.

72. **Document Credit.** Col Vijay Hooda, Dir RC Ambala.

Appx A
(Refer to Para 3 of Trg Directive)

DURATION OF TRG CAPSULE OF ALL APPTS

S No	Appt	Duration	Remarks
<u>Regional Centre</u>			
1	Director	04 days	
2	Jt Director (Est)	04 days	
3	Jt Director (Hopt Services)	04 days	
4	Jt Director (A & A)	04 days	
5	Supdt	03 days	
6	Med Clk	03 days	
7	Card Sec Clk	03 days	
8	Accts Clk	03 days	
9	A & G Br Clk	03 days	
10	Est Clk	03 days	
11	Online billing Clk	03 days	
12	Complaints & Litigation Clk	03 days	
13	Any other trade	03 days	
<u>ECHS Polyclinic</u>			
14	OIC ECHS Polyclinic	04 days	
15	Med Specialist	03 days	
16	Gynecologist	03 days	
17	Radiologist	03 days	
18	Med Officer	03 days	
19	Dental Officer	03 days	
20	Lab Assistants	03 days	
21	Dental Hyg	03 days	
22	Nursing Asst	03 days	
23	Radiographer	03 days	
24	Pharmacist	03 days	
25	Lab Technician	03 days	
26	Physiotherapist	03 days	
27	Any other trade	03 days	

Appx B
(Refer to Para 6 of Trg Directive)

CHARTER OF DUTIES : SO (ECHS) COMMAND HQ

1. Advice GOC-in-C/COS/MG-ic-Adm on all ECHS issues.
2. Monitor and ensure efficient **functioning of Polyclinics (PC), ECHS Stn Cells** through SO ECHS Area/Sub Area HQs.
3. Monitor and ensure timely **availability of medicines** in PCs through MG Med of Comd/ Brig Med of Area/ Corps HQ and SEMOs.
4. Monitor and ensure availability and serviceability of **Med Eqpt** in PCs through SO ECHS Area /Sub Area/Brig Med of Area/ Corps.
5. Carry out timely allotment of **ECHS funds to Stn Cells** and regulate the same as per expenditure.
6. Monitor Acquisition of Land & Constr of PC buildings through SO ECHS Area/Sub Area and Q Branch of Area /Sub Area HQ. Coord with Col Q (Land) at HQ Comd and PDDE for processing the cases on priority.
7. Prepare Command & Control Matrix of all PCs and Stn Cells.
8. Monitor Complaints and Grievances related to ECHS in Comd Z.
9. Coord payment of PCs in hired bldgs through DEO.

Functioning of Polyclinics & Stn Cells

10. Carry out selection of Best Polyclinic under each Regional Centre. Initiate necessary actions to improve those found deficient.
11. Coord rel of Ambulances and Med Eqpt from concerned agencies for all PCs under Comd HQ.
12. Ensure suitable 'manning' of all ests and synergise all resources.
13. Conduct vis of **external dignitaries to Regional Centre/PCs**.
14. Ensure all Polyclinics & Stn Cells function in automated environment with full financial integrity.

Avlb of Medicines

15. Supervise satisfaction level of medicines for all PCs through SO ECHS Sub Areas/ Areas and Brig Med of Area/Corps HQ.
16. Issue directions on avlb of medicines in ECHS PC in consultation with MG Med of Comd HQ to all SEMOs.

17. Monitor utilization of ECHS LP fund allotted to SEMOs through SO ECHS Areas /Sub Areas/Brig Med.
18. Monitor effective operationalisation of **Authorised Local Chemist** (ALC) in Comd Z.

Avlb of Med Eqpt

19. Monitor serviceability of medical eqpt held with the PCs through SEMOs/Brig Med/Dir ECHS Area/Sub Area HQ.
20. Monitor rel of med eqpt/replacement of med eqpt for PCs through SO ECHS Area/Sub Area HQ, Brig Med/SO ECHS Area/ Sub Area HQ.
21. Coord repair and maint of Med Eqpt by EME Wksp under Comd Z.
22. Coord conduct of survey board, disposal of equipment and adoption of life cycle concept.

Allotment and Utilization of ECHS Fund

23. Allot ECHS Fund to each PC as per Comd and Control Matrix.
24. Monitor utilization of ECHS funds allotted to Stn cells through SO ECHS Sub Areas /Areas.
25. Make timely projn and coord consolidated reqmt of ECHS funds for Comd with Central Org ECHS. Ensure adequate availability of funds at all times in all Code Heads.
26. Coord rel of addl ECHS funds for PCs with Cent Org ECHS.
27. Monitor EPF contribution for ECHS contractual employees through SO Area/Sub Area HQ. Ensure TDS deductions are regulated and paid.
28. Monitor Revised Estimate & Modified Appropriation for ECHS Fund from Sub Areas and ensure timely demand /surrender of ECHS funds with Central Org ECHS.
29. Coord rel of ECHS LP fund for all SEMOs under Comd Z.

Acqn of Land and Constr of PCs Bldg

30. Monitor prog of acqn of Land for PCs with respective Area/Sub Area HQ, Q Branch and SO ECHS Area/Sub Area.
31. Make timely projn and coord Rel of money for construction of PC building with Central Org ECHS.
32. Monitor prog of construction of PCs bldgs and subsequent maint /upgradation in Comd Z.
33. Make a pragmatic plan to complete construction of all ECHS Polyclinics.

Comd and Control Matrix

34. Prepare Comd and Cont Matrix every yr in consultation with Area /Sub Area HQ and fwd to Central Org ECHS for issue /amendment.
35. Monitor prog of establishment of new /addl PCs in Comd Z and prepare Comd & Cont Matrix for new PCs/ any PC shifted under Comd Z.

Grievances & Complaints

36. Monitor all complaints and Grievances related to ECHS in Comd Z.
37. Take feedback on complaints from respective Stn Cdrs /Area HQ.
38. Ensure early resolution of all court cases related to ECHS.

Rent Payment for PCs in Hired Bldgs

39. Coord timely rel of funds for all PCs in hired bldgs in Comd Z with DEO.
40. Monitor payment of rent for hired PCs bldgs in Comd Z with respective Areas/Sub Areas.

Board

41. Records of approved copy of Contractual Emp Board to be maintained if required as per Govt orders.

Misc

42. Coord mov sanction for SO Sub Areas /Areas /Dir RC ECHS to Comd HQ.
43. SO ECHS (Comd) to have cmptr with internet connectivity to be provided by Comd HQ. Entire payment visibility wrt hospitals will be made available for all RCs in Comd Z.
44. Take feedback on Stn Committee meeting held every quarter to address ECHS issues from SO Sub Areas/ Area HQs.
45. Take feedback on ESM Rallies for ECHS issues from SO ECHS Sub Areas /Area HQs.
46. Maint data for ECHS members registered under Comd Z.
47. Ensure operationalisation of Project '**SPARSH**' and all initiatives of ECHS in Comd Z.

CHARTER OF DUTIES : SO (ECHS) COMMAND HQ

1. Advice GOC-in-C/COS/MG-ic-Adm on all ECHS issues.
2. Monitor and ensure efficient **functioning of Polyclinics (PC), ECHS Stn Cells** through SO ECHS Area/Sub Area HQs.
3. Monitor and ensure timely **availability of medicines** in PCs through MG Med of Comd/ Brig Med of Area/ Corps HQ and SEMOs.
4. Monitor and ensure availability and serviceability of **Med Eqpt** in PCs through SO ECHS Area /Sub Area/Brig Med of Area/ Corps.
5. Carry out timely allotment of **ECHS funds to Stn Cells** and regulate the same as per expenditure.
6. Monitor Acquisition of Land & Constr of PC buildings through SO ECHS Area/Sub Area and Q Branch of Area /Sub Area HQ. Coord with Col Q (Land) at HQ Comd and PDDE for processing the cases on priority.
7. Prepare Command & Control Matrix of all PCs and Stn Cells.
8. Monitor Complaints and Grievances related to ECHS in Comd Z.
9. Coord payment of PCs in hired bldgs through DEO.

Functioning of Polyclinics & Stn Cells

10. Carry out selection of Best Polyclinic under each Regional Centre. Initiate necessary actions to improve those found deficient.
11. Coord rel of Ambulances and Med Eqpt from concerned agencies for all PCs under Comd HQ.
12. Ensure suitable 'manning' of all ests and synergise all resources.
13. Conduct vis of **external dignitaries to Regional Centre/PCs**.
14. Ensure all Polyclinics & Stn Cells function in automated environment with full financial integrity.

Avlb of Medicines

15. Supervise satisfaction level of medicines for all PCs through SO ECHS Sub Areas/ Areas and Brig Med of Area/Corps HQ.
16. Issue directions on avlb of medicines in ECHS PC in consultation with MG Med of Comd HQ to all SEMOs.
17. Monitor utilization of ECHS LP fund allotted to SEMOs through SO ECHS Areas /Sub Areas/Brig Med.
18. Monitor effective operationalisation of **Authorised Local Chemist (ALC)** in Comd Z.

Avlb of Med Eqpt

19. Monitor serviceability of medical eqpt held with the PCs through SEMOs/Brig Med/Dir ECHS Area/Sub Area HQ.
20. Monitor rel of med eqpt/replacement of med eqpt for PCs through SO ECHS Area/Sub Area HQ, Brig Med/SO ECHS Area/ Sub Area HQ.
21. Coord repair and maint of Med Eqpt by EME Wksp under Comd Z.
22. Coord conduct of survey board, disposal of equipment and adoption of life cycle concept.

Allotment and Utilization of ECHS Fund

23. Allot ECHS Fund to each PC as per Comd and Control Matrix.
24. Monitor utilization of ECHS funds allotted to Stn cells through SO ECHS Sub Areas /Areas.
25. Make timely projn and coord consolidated reqmt of ECHS funds for Comd with Central Org ECHS. Ensure adequate availability of funds at all times in all Code Heads.
26. Coord rel of addl ECHS funds for PCs with Cent Org ECHS.
27. Monitor EPF contribution for ECHS contractual employees through SO Area/Sub Area HQ. Ensure TDS deductions are regulated and paid.
28. Monitor Revised Estimate & Modified Appropriation for ECHS Fund from Sub Areas and ensure timely demand /surrender of ECHS funds with Central Org ECHS.
29. Coord rel of ECHS LP fund for all SEMOs under Comd Z.

Acqn of Land and Constr of PCs Bldg

30. Monitor prog of acqn of Land for PCs with respective Area/Sub Area HQ, Q Branch and SO ECHS Area/Sub Area.
31. Make timely projn and coord Rel of money for construction of PC building with Central Org ECHS.
32. Monitor prog of construction of PCs bldgs and subsequent maint /upgradation in Comd Z.
33. Make a pragmatic plan to complete construction of all ECHS Polyclinics.

Comd and Control Matrix

34. Prepare Comd and Cont Matrix every yr in consultation with Area /Sub Area HQ and fwd to Central Org ECHS for issue /amendment.
35. Monitor prog of establishment of new /addl PCs in Comd Z and prepare Comd & Cont Matrix for new PCs/ any PC shifted under Comd Z.

Grievances & Complaints

- 36. Monitor all complaints and Grievances related to ECHS in Comd Z.
- 37. Take feedback on complaints from respective Stn Cdrs /Area HQ.
- 38. Ensure early resolution of all court cases related to ECHS.

Rent Payment for PCs in Hired Bldgs

- 39. Coord timely rel of funds for all PCs in hired bldgs in Comd Z with DEO.
- 40. Monitor payment of rent for hired PCs bldgs in Comd Z with respective Areas/Sub Areas.

Board

- 41. Records of approved copy of Contractual Emp Board to be maintained if required as per Govt orders.

Misc

- 42. Coord mov sanction for SO Sub Areas /Areas /Dir RC ECHS to Comd HQ.
- 43. SO ECHS (Comd) to have cmpr with internet connectivity to be provided by Comd HQ. Entire payment visibility wrt hospitals will be made available for all RCs in Comd Z.
- 44. Take feedback on Stn Committee meeting held every quarter to address ECHS issues from SO Sub Areas/ Area HQs.
- 45. Take feedback on ESM Rallies for ECHS issues from SO ECHS Sub Areas /Area HQs.
- 46. Maint data for ECHS members registered under Comd Z.
- 47. Ensure operationalisation of Project '**SPARSH**' and all initiatives of ECHS in Comd Z.

CHARTER OF DUTIES : SO ECHS SUB AREA

1. The charter of duties of **SO ECHS Sub Area** are given in succeeding paras.

Tasks

2. Advise GOC Sub Area on all ECHS issues in AOR.
3. Monitor **functioning of Polyclinics (PC) & OIC ECHS Stn Cells.**
4. Ensure **availability of medicines** in PCs.
5. Ensure availability and serviceability of **Med Eqpt** in PCs.
6. Monitor **utilization of ECHS funds.**
7. Coord ECHS treatment related issues with Service Hosps.
8. Handle complaints, court cases, Grievances and CPGRAM Portal for ECHS members.
9. Monitor Reports & Returns of Stn Cells & PCs.
10. Ensure timely recruitment of Polyclinic staff in all ECHS set up.

Functioning of Polyclinics

11. Operationalisation of effective 'Helpline' to address concerns of veterans.
12. Monitor PC reqmt through respective **OIC ECHS Stn Cells.**
13. Conduct vis of **dignitaries to PC.**
14. **Monitor timely demand of medicines by the PCs and timely issue of medicines by SEMOs.**
15. Monitor **Annual Maintenance Contract of non medical eqpt** for PCs through respective Stn Cells.
16. Ensure availability of ambulance in PCs and its correct utilization by PCs.
17. Ensure imp ECHS policies and procedures are displayed in PCs.
18. Ensure list of Empanelled Hosp & facilities avlb is prominently displayed in PCs. Strict control on likely corrupt practices.
19. Address concern and issues of ECHS members in AOR.
20. Ensure SEMOs are visiting concerned PC atleast once in six months

Avlb of Medicines

21. Monitor effective operationalisation of **Authorised Local Chemist (ALC)** in AOR of Sub Area HQ.
22. Ensure correct prep of MMF & timely submission of medicines demand to respective SEMO.
23. Ensure availability of medicines in PCs and maintain close liaison with SEMOs.
24. Monitor monthly stock taking of medicines for PCs through Stn HQs.
25. Monitor satisfaction level of medicines in PCs.
26. Ensure serviceability of MIS software in PCs.

Med Eqpt

27. Ensure serviceability of all medical eqpt held with the PCs.
28. Coord rel of med eqpt/ Replacement of med eqpt through SEMO for PCs.
29. Coord repair and Annual Maint Contract (AMC) of Med Eqpt for all PCs.

Utilization of ECHS Fund

30. Make timely projn of ECHS funds to Area/Comd HQ.
31. Monitor utilization of ECHS funds by respective Stn cells.
32. Monitor ECHS fund reqmt through Stn Cells and fwd consolidated reqmt to RC.
33. Coord rel of addl funds if any, for PCs.
34. Monitor EPF contribution for ECHS contractual employees is paid as per laid down policy.
35. Monitor Revised Estimate & Modified Appropriation for ECHS Funds by Stn Cells.

ECHS Members Data

36. Monitor compilation of ECHS members and Non ECHS member data in AOR.

Empanelment of Hospitals

37. Obtain feedback through OIC ECHS Stn Cell for treatment taken by ECHS members in Empanelled Hosps. Ensure quality control and respect to veterans.
38. Coord empanelment of hosps with Regional Centre.
39. Supervise vis to Empanelled Hosps to oversee services provided to ECHS patients.

Service Hospital Related Issues

40. Monitor close liaison with SEMO for **availability of medicines** in PCs under AOR.
41. Maintain data for ECHS patients seen by service hospitals.
42. Coord cases where opinion of specialist is reqd from **Mil Hosp/ Comd Hosp**.

Grievances & Complaints

43. Address all complaints, court cases & Grievances of ECHS members in AOR.
44. Monitor CPGRAM complaints and ensure timely reply by Stn Cell under AOR.

Reports & Returns

45. Ensure all Reports & Returns from **PC and Stn Cells** are fwd (through SO ECHS Sub Area) to Regional Centre.

Boards

46. Scrutiny of bd proceedings of Contractual Emp and process till specified level as per Govt orders.

Misc

47. Coord mov of PC staff for trg/ vis to Empanelled Hosps.
48. Coord approval of boards for contractual employment for PC staff.
49. Coord waiver for certain staff in PC for contractual employment with Regional Centre.
50. SO ECHS Sub Area to have cmpr with internet connectivity to be provided by respective Sub Areas to have data visibility of ECHS aspects.
51. Monitor Stn Committee meeting held every quarter to address ECHS issues.
52. Coord ESM Rallies in consultation with Col Veteran and detail **PC Staff & OIC ECHS Stn Cells** for increasing awareness about ECHS policies and procedures.
53. Coord prog of constr of PCs, subsequent maint and upgradation of PCs.
54. Coord rel of money for construction of PCs building through Area HQ / Comd HQ
55. Coord est of new PC in AOR and ensure sanctioned PCs are est by respective Stn Cell/ local fmns.
56. Coord rel of money from DEO for **PCs in hired bldg**.
57. Ensure operationalisation of Project '**SPARSH**' and all initiatives of ECHS in Sub Area HQ.

CHARTER OF DUTIES : OIC ECHS STN CELL

1. The charter of duties of OIC ECHS Stn Cell are given in succeeding paras.

Tasks

2. Advise Stn Cdr on all ECHS issues in AOR.
3. Monitor **functioning of Polyclinics** (PC).
4. Ensure **availability of medicines** in PCs.
5. Ensure availability and serviceability of **Med Eqpt** in PCs.
6. Ensure proper and timely **utilization of ECHS funds** allotted to Stn Cell.
7. Coord ECHS treatment related issues with Service Hosps.
8. Handle complaints, court cases, Grievances and CPGRAM Portal for ECHS members.
9. Ensure timely initiations of **Assessment Reports** for entire Staff of PCs by authorities concerned.
10. Timely submission of Reports & Returns of PCs to SO ECHS Sub Area & Regional Centre ECHS.
11. **Carry out all ECHS Card** processing activities for all ESMs.
12. Construction and subsequent Maint of PC buildings.
13. Timely selection & employment of contractual employees.
14. Timely Empanelment of Authorised Local Chemist.

Functioning of Polyclinics

15. Ensure functioning by each PC as per laid down timings. Compliance by entire staff to follow the laid down timings.
16. Monitor **Dress Code** in PC with display of name tabs.
17. Ensure operationalisation of effective 'Help line' to address concerns of veterans
18. Train PC staff in **soft skills** in consultation with RCs.
19. Coord PC reqmt in consultation with OIC PC.
20. Vis each PC atleast **once a month**.
21. Conduct vis of **dignitaries to PC**.

22. **Monitor timely demand of medicines by the PCs and timely issue of medicines by SEMOs.**
23. Carry out **Annual Maintenance Contract (AMC) of non medical eqpt** for PCs.
24. Ensure availability of ambulance in PCs and its correct utilization by PCs.
25. Ensure imp ECHS policies and procedures are displayed in PCs.
26. Ensure list of Empanelled Hosp & facilities avlb are prominently displayed in PCs.
27. Address concern and issues of ECHS members in PCs.
28. Educate PC staff on latest policies, procedures & online working in consultation with Regional Centre.
29. Ensure security of PCs in AOR.
30. Ensure handing / taking over of eqpt and medicines through OIC PCs.

Avlb of Medicines

31. Records of **Authorised Local Chemist (ALC)** in Polyclinic will be checked by a Boards of Officers detailed by Station Commander.
32. Ensure correct prep of MMF & timely submission of medicine demand to respective SEMO by PCs.
33. Ensure availability of medicines in PCs and maintain close liaison with SEMOs.
34. Carry out monthly & annual stock taking of medicines for PCs.
35. Monitor satisfaction level of medicines in PCs.
36. Ensure serviceability of MIS software in PCs.

Med Eqpt

37. Ensure provision of medical eqpt like hearing aid, BIPAP machine etc. to ECHS members through Stn HQ/SEMO as per procedure.
38. Ensure serviceability of medical eqpt in consultation with SEMO for PCs.
39. Coord rel of med eqpt/ Replacement of med eqpt through SEMO for PCs.
40. Coord repair and Annual Maint Contract (AMC) of Med Eqpt through SEMO / Wksp.

ECHS Funds

41. Ensure timely projection of ECHS Funds at BE/ RE/ MA stage.
42. Carry out expenditure of ECHS Funds as per guidelines and Financial Regulations.
43. Carry out proper utilization of ECHS funds for each PC under AOR.
44. Coord rel of addl funds if any, for PCs.
45. Preparation of Financial Docu related to expenditure of Funds under various heads.
46. Maint Cash Book.
47. Audit of the expenditure and settlement of obsns.
48. Deduction of Tax and timely deposit of the same through challan in the Govt Treasury as per laid down timelines.
49. Issue Form-16 to deductees/ ECHS employees.
50. Booking of expenditure with CDA.
51. Open EPF account for ECHS employees drawing less than Rs 15,000/- per month.
52. Demand addl money for EPF contribution as required.
53. Clear travelling bills of ECHS members as per laid down guidelines.

ECHS Cards

54. Maint record of all applications processed.
55. Maint record of all ECHS Cards received and hand over them to the concerned ESM / ECHS beneficiary. In case of new Smart Cards, old cards / slips to be deposited, accounted for and then disposal off through BOO.
56. Issue temp cards to ECHS members as per laid down policy as applicable.
57. Carry out destruction for ECHS Cards for all ECHS members who become overage/ not entitled/ died in AOR. Maintain record of defaulters.
58. Compile data for ECHS members and Non ECHS members in AOR.
59. Receive cards from Regional Centre and distr to concerned ESM against receipt.

Empanelment of Hospitals

60. Obtain feedback through OIC PC for treatment taken by ECHS members in Empanelled Hosps and fwd to Dir ECHS Sub Area and Regional Centre.
61. Coord empanelment of hosps in AOR.
62. Coord **Extension of Stay** and prior approval for **Unlisted procedures** for ECHS members through SEMO.

- 63. Order medical bd for ECHS patients where finality of treatment is reached.
- 64. Vis Empanelled Hosp to oversee services provided to ECHS patients by Empanelled Hosps.

Service Hospital Related Issues

- 65. Ensure **availability of medicines** in PC and coord rel with respective SEMO.
- 66. Coord Extn of Stay for ECHS patients in consultation with SEMO.
- 67. Maintain data for ECHS patients seen by service hospitals.
- 68. Ensure ECHS LP fund allotted to SEMO is utilized for PCs and fwd prog to SO ECHS Sub Area and Dir Regional Centre.
- 69. Coord treatment for ECHS patients where opinion of specialist is reqd from **Mil Hosp/ Comd Hosp**.

Grievances & Complaints

- 70. Address all complaints, court cases & Grievances of ECHS members in AOR.
- 71. Monitor CPGRAM complaints and ensure timely reply.

Reports & Returns

- 72. Ensure all Reports & Returns from **PC and Stn Cells** are fwd to SO ECHS Sub Area and Dir Regional Centre.

Constr and Subsequent Maint of Polyclinic Buildings

- 73. Coord constr of PCs bldg and allotment of land with the state authorities.
- 74. Coord subsequent maint and upgradation of PCs.
- 75. Identify suitable area/ plot for est of ECHS Polyclinic, where PC buildings are yet to be considered.
- 76. Liaise with State Revenue auth for allotment of land for est of Polyclinic.
- 77. Projection of funds for purchase of land/ constr of Polyclinic, through staff channels, i.e. Stn Cell Q Branch, Sub Area Q Branch, Area Q Wk Branch, Comd HQ.
- 78. Projection of wks for constr of the Polyclinic.
- 79. Order Bd of Offrs for hiring of the bldg till constr of Polyclinic building / rent revision.

Selection and Employment of Contractual Employees

- 80. Coord selection and employment of contractual employees as per QR.
- 81. Prep bd proceedings for contractual employees and obtain recommendation of Stn Cdr as per procedure.
- 82. Fwd Bd proceedings to Sub Area for further processing as per instrs.

Carry Out Empanelment of Authorised Local Chemist for PCs

83. Order Bd of Offrs for empanelment of Authorised Local Chemists for Local Purchase of medicines.
84. Make timely payment of medicines procured by PCs from empanelled Authorised Local Chemists.

Misc

85. Exercise administrative control over day to day functioning of the ECHS Polyclinics on behalf of the Stn Cdr.
86. Constitute Stn Tech Committee to verify admission and requirement of extn of hospitalization in coord with SEMO.
87. OIC ECHS Stn Cell will keep SO ECHS, Sub Area updated on all issues pertaining to ECHS.
88. Be aware of ECHS policies and act as info centre for ECHS related queries for all ESM under AOR.
89. Coord mov of PC staff for trg/ vis to Empanelled Hosps under AOR.
90. Order and hold Bd of Offrs to carry out Annual Stock Taking Boards (ASTBs) to check Stores, eqpt and assets held by the Polyclinics under the Stn ECHS Cell.
91. Fwd cases for waiver sanction for staff in PC for contractual employment through SO ECHS Sub Area to Regional Centre.
92. OIC ECHS to have cmpr with internet connectivity to be provided by respective Stn HQ.
93. Conduct Stn Committee meeting every quarter to address ECHS issues.
94. Coord and attend ESM Rallies in consultation with Col Veteran for ECHS related issues and increasing awareness about ECHS policies and procedures.
95. Coord rel of money from DEO for **PC in hired bldg** through Dir ECHS Sub Area.
96. Maint database for ECHS members registered in AOR.
97. Ensure operationalisation of Project '**SPARSH**' and all initiatives of Central Org ECHS.

**DURATION OF TRG CAPSULE OF ALL APPTSINDEX SHEET : ECHS TRG
DIRECTIVE**

S NO	<u>SUBJECT</u>	PAGES	
		<u>FROM</u>	<u>TO</u>
1.	Introduction	01	-
2.	Aim	01	-
3.	Trg Objectives and Preview	01	02
<u>PART I- DUTIES & TRG SCHEDULE : REGIONAL CENTRE</u>			
4.	Director	03	07
5.	Joint Director (Establishment)	08	12
6.	Joint Director (Hospital Services)	13	16
7.	Joint Director (Account & Assets)	17	20
8.	Supdt	21	23
9.	Medical Clk	24	26
10.	Card Section Clk	27	29
11.	Account Clk	30	32
12.	'AG' & 'GS' Branch Clk	33	35
13.	Establishment Clk	36	40
14.	Online Billing Clk	41	43
15.	Complaints & Litigation Clk	44	45
<u>PART II- DUTIES & TRG SCHEDULE : POLYCLINICS</u>			
16.	OIC ECHS Polyclinic	46	50
17.	Med Specialist	51	52
18.	Gynecologist	53	54
19.	Med Officer	55	56
20.	Dental Officer	57	59
21.	Radiologist	60	61
22.	Lab Assistants	62	63
23.	Dental Hyg	64	66
24.	Nursing Asst	67	69
25.	Radiographer	70	71
26.	Pharmacist	72	75
27.	Lab Technician	76	77
28.	Physiotherapist	78	79
<u>CONCUSION</u>			
29	Conclusion	80	-