

1. Beneficiaries have following options available for seeking redressal to their grievances:-

(a) **Online.**

(i) **CPGRAMS** - Centralised Public Grievances Redressal & Monitoring System run by Department of Administrative Reforms & Public Grievances, Govt of India which can be accessed on website <http://pgportal.gov.in>. Grievance related to ECHS are automatically routed to Department of Ex-Servicemen Welfare / Central Organisation ECHS.

(ii) **Army Veterans Grievance Handling Portal** - This portal is launched by Army Veterans Cell for redressing grievances of our esteem veterans. The web id of this portal is <http://indianarmyveterans.gov.in>.

(b) **E-mail.** E-mail to the Director (Complaint & Litigation) on his official E-mail ID [dircomplaints-mod@nic.in](mailto:dircomplaints-mod@nic.in).

(c) **WhatsApp.** WhatsApp No (9868857972) is functional known as 'Shape Your Scheme' and 'Save Your Scheme' for enhancement of effectiveness and reporting of issues by beneficiaries.

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

**Director (Complaints & Litigation)  
Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Lines  
Delhi Cantt – 110010**

(e) **Helpline No.** Call Helpline No. **1800114115**

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

**Note :-** Beneficiaries are requested to :-

(i) First approach concerned OIC Polyclinic / Stn HQs / Regional Centre for complaining and resolving the issues expeditiously.

(ii) Lodge grievances online as per Para 1 (a) above for resolving them on fast track basis and also monitoring progress on their grievances.

2. Details / address of CPIO and First Appellate Authority for RTI queries pertaining to ECHS are as under :-

(a) **CPIO**

**RTI Cell, Addl DG AE  
G-6, D-1 Wing  
Sena Bhawan, Gate No -4  
IHQ of MoD (Army)  
New Delhi-110011**

(b) **First Appellate Authority**

**First Appellate Authority  
Provost Marshal Office  
AG's Branch, IHQ of MoD  
Sena Bhawan, New Delhi-110011**