

ECHS NEWSLETTER JAN-18

1. **ECHS Smart Card**. Salient features of New Smart Card are as follows:-

(a) Contract for new ECHS Smart Cards has been concluded with M/s Source Dot Com Ltd. ECHS beneficiaries will be able to apply online w.e.f 14 Jan 18 for Smart Card and the physical submission of application will not be required anymore.

(b) Online application system will be inaugurated on 14 Jan 18 on Veteran's Day. ECHS application will have to apply online on ECHS website www.echs.gov.in .

(c) The new Smart Card is of the capacity of 64 kb which can store vital information of the beneficiaries including their Medical History, Referral History, Medicine Issue Logs etc.

(d) The payment for Smart Card will also be done through online mode with options using Net Banking, Debit/Credit Card, Wallet Payments.

(e) Considering the fact that a large number of our veterans are not IT savvy enough to conveniently use the online facilities, it is considered that a lot of handholding would need to be done by all echelons of the organisation for filling up ECHS Smart Card application. For handholding of the veterans, a nodal person with required IT resources i.e PC, Scanner, Printer and internet access have been deployed at each Station HQ, Regional Centres and Polyclinics to facilitate the filling up online application form.

(f) New card will have to be collected from the office of respective Station HQs. The following order of priority will be followed for issue of new cards:-

(i) Future Retirees

(ii) Ty Slip Holders

(iii) 16 Kb card holders (Issued from 27 Jan 2004 to May 2010)

(iv) 32 Kb card holders (Issued from May 2010 to May 2015)

(g) 16 Kb card holders will have to change their cards by Sep 18 and 32 Kb card holders will have the option till 2020 to change their cards.

2. **ECHS Contribution**. All serving personnel contribute towards their ECHS membership according to their ranks from their retirement benefits. This one time

contribution has been increased for personnel retiring w.e.f. 29 Dec 17 as follows vide Gol letter No. 22D(04)/2010/WE/D(Res-I) dated 29 Dec 17:-

<u>Ser</u>	<u>Category</u>	<u>One time Contribution</u>	<u>Ward Entitlement</u>
(a)	Recruit to Havs & equivalent in Navy & AF	Rs. 30,000/-	General
(b)	Nb Sub/Sub/Sub Maj or equivalent in Navy & AF (including Hony Nb Sub/MACP Nb Sub and Hony Lt/Capt)	Rs. 67,000/-	Semi Private
(c)	All Officers	Rs. 1,20,000/-	Private

(No arrears have to be paid by personnel retired prior 29 Dec 17)

3. **Complaint & Litigation Reduction Scheme (CLRS)**. To reduce complaints and litigation regarding ECHS issues, a new scheme 'Complaint & Litigation Reduction Scheme' has been initiated. All Veterans and their dependents, ECHS employees at all echelons and hospitals/other service providers can communicate directly with Central Organisation, ECHS to minimise complaints and litigations. This will assist them in increased focus on formulation of caring policy and implementing initiatives preserving the time and resources of Veterans. Personnel can speak to the officer handling Non-Medical complaints on Tele No. 9968263812 while issues related to medical aspects be discussed on Tele No. 9910244611. In case of non resolution, MD ECHS may be contacted on 9971129165. Unsettled issues can also be emailed on dircomplaint-mod@nic.in"

4. **ECHS Participative Policy Making (PPM)**. ECHS is providing health care to 52 lakhs ECHS beneficiaries through 28 Regional Centres and 426 ECHS Polyclinics. Policies prepared at ECHS focus on concerns of our veterans & their dependents. Towards this end, ECHS has commenced Participative Policy Making (PPM) wherein all stake holders will be given an opportunity to express their views so that there is an institutional mechanism to factor these views prior to policy rollout. Draft Policy Documents are being uploaded on ECHS website (www.echs.gov.in) under Participative Policy Making and is available for comments for next ten days. The email id for response will be indicated with each draft policy document. Recently, draft SOP on Referral System was uploaded under this scheme for correction by all stake holders.

5. **Referral System SOP Revision**. Based on the feedback from Veterans, SOP for referral procedure is being revised. Draft SOP was put on ECHS website under "Participating Policy Making" section for further inputs from Veterans. New SOP will be promulgated shortly after incorporation of inputs by the Veterans.

6. **Construction of ECHS Polyclinics**. Stress has been laid on getting permanent

buildings for Naval Polyclinics to provide better infrastructure and facilities for our ESM. Status of polyclinics in Southern India is as follows:-

- (a) **ECHS Polyclinic Painavu**. Foundation stone was laid on 15 Dec 16. Construction of building has commenced on 30 Oct 17 by PWD. EDC is Dec 2018.
- (b) **ECHS Polyclinic Muvattupuzha**. The work of building construction is progressing fast. EDC is May 2018. A canteen has already been constructed in the same compound and is operational.
- (c) **Tirunelveli**. ECHS building at Tirunelveli was commissioned in Sep 17.

7. **ESM Initiative for Acquisition of land for ECHS Polyclinic**. Due to non-availability of suitable Defence/Govt land at Muvattupuzha, all ESM have contributed one month pension to the local ESM Trust and bought 40 cents of land at a suitable location in the city. 30 cents of land was gifted to Defence Estate Officer/ Navy which got converted to A-I Defence land. Now, a building is being constructed by PWD through ECHS Budget and will be ready by mid 2018. In the balance 10 cents of land, ESM Trust has already made a building for CSD canteen which has been hired to the local Army Unit. The Trust intends to return contribution of all ESM with interest from monthly rent generated by hiring of the building for canteen. Additional 10 cents of land has been acquired by the Trust for parking area for the Polyclinic and canteen. This example of land acquisition by our ESM is unique and is example of resolve of the System to find innovative solution to all pending issues so as to serve our ESM in a better way.

8. **Sparsh: Healing Touch to ECHS Beneficiaries**. The Project “ SPARSH ” was launched on 10 Oct 17 to extend sharing & caring to our veterans & their dependents undergoing treatment in ECHS Polyclinic. The project is a volunteer based programme which counts on the time and effort of the volunteers to achieve its aim. The volunteer will be contributing based on his/ her skill sets, assisting, counseling, helping and involving himself/ herself in various activities of the Polyclinics.

- (a) Integrating veteran’s community into day to day activities of ECHS and making it more beneficiary friendly.
- (b) Involving serving community by reaching out to the veterans in ECHS Polyclinics, service hospitals and empanelled hospitals. Making serving fraternity more connected with veterans and enhance the concept of Armed Forces as “one large family”.
- (c) Involving NCC/NSS/ NGOs willing to serve those who have served the nation. This will motivate young generation and best talent will be willing to join Armed Forces.

9. **ECHS Seminar and Regional Centre Directors Conference**. The ECHS Seminar and Regional Centre Directors Conference will be held at New Delhi in Feb 18 to discuss various issues effecting ESM and to finalise ways and means to provide better service for ESM.

10. **Fixed Medical Allowance.** Following clarification has been issued by MoD regarding grant of Fix Medical Allowance to Armed Forces pensioners/ family pensioner in such cases where date of retirement is prior to 01 Apr 2003 and who had opted not to avail medical facilities at OPD of Armed Forces hospitals/MI rooms and are not members of ECHS:-

(a) The Government of India, Ministry of Defence conveys the sanction of the President for enhancement of Fixed Medical Allowance (FMA) from Rs 500/- to Rs 1000/- per month.

(b) Ex-Servicemen who retired on or after 01 Apr 2003 have to become member of ECHS compulsorily and not eligible to draw Fixed Medical Allowance. These orders are applicable only in such cases, where the date of retirement is prior to 01 Apr 2003 and who had opted not to avail medical facilities at OPD of Armed Forces Hospitals/ MI Room and are not member of ECHS.

(c) These orders will take effect from 01 Jul 2017.

11. **Enhancement of Upper Age Limit for ECHS Contractual Staff.** Gol has approved enhanced upper age limit for contractual employment of medical and para medical staff in ECHS w.e.f. 18 Dec 17. Enhanced age limit will provide quality healthcare to our veterans due to increased availability and help ESM employees to have employment opportunities for longer duration.

<u>S.No.</u>	<u>Category</u>	<u>Existing Age Limit</u>	<u>New Age Limit</u>
(a)	Oi/C Polyclinic	65 yrs	65 yrs (No change)
(b)	Medical Officer		68 yrs
(c)	Specialist (Medical Specialist, Radiologist & Gynecologist)		70 yrs
(d)	Dental Officer		65 yrs (No change)
(e)	Radiographer	55 yrs	58 yrs
(f)	Lab Technician		
(g)	Physiotherapist		
(h)	Pharmacist		
(j)	Nursing Assistant		
(k)	Dental Assistant/Technician/Hygienist		
(l)	Non Medical Staff	55 yrs	55 yrs (No change)

12. **Interaction with ESM at Mumbai, Goa, Kochi and Pune.** Direct interaction with Veterans for getting feedback from ESM has been made as a focus point at ECHS Cell (N) at Delhi. During introduction with ESM recent developments and procedures were explained by PD ECHS (N). Various issues arisen out of visits to Polyclinic were brought to notice of concern authorities for improvement of ECHS Polyclinics. PD ECHS (N) visited following Polyclinics in the recent past:-

(a) **Kochi.** Muvattupuzha, Painavu, Kochi (From 31 Oct to 03 Nov 17)

(b) **Mumbai.** Kandivali & Asvini (From 23 Nov to 24 Nov 17)

(c) **Pune.** CH Pune, MH Kirkee, & Lohegaon (From 14 Dec to 17 Dec 17)

13. **Veteran Sailors Forum Meeting at Goa.** PD ECHS (N) visited Goa during the AGM of VSF at Goa on 15 Oct 17. An informative presentation was made for benefit of Veterans covering eligibility, membership procedure, challenges at ECHS organisation (availability of medicines, manpower and smart cards for members) and recent developments including future plans for welfare of ESM. During Q&A session and interaction during lunchtime, Veterans expressed satisfaction about services being provided by ECHS. Request regarding additional Polyclinics at INS Ezhimala could not be agreed as of now view other existing Polyclinics in the vicinity at Irrity, Kannur and Kanhangad. A presentation was made on the issue and ESM were convinced. In emergency, INHS Navjivani can be visited by ESM anytime.

14. **Sahara Get-together at Navy house on 17 Nov 17.** Sahara get-together for the wives of deceased naval personnel was conducted on 17 Nov 17 at Navy House. Director ECHS (N) gave an update on recent ECHS developments and explained procedures for ECHS to the widows. Approximately 200 widows and dependants attended the Sahara get-together and all their queries on ECHS were answered/resolved. Hindi version of latest ECHS newsletter was distributed to all widows.

15. **GBM of VSF at Delhi.** The 9th General Body Meeting (GBM) of Veteran Sailors' Forum (VSF) North Zone was conducted on 26 Nov 17 at Varunika, NSB-I, New Delhi. Director ECHS (N) gave a ten minutes presentation on the ECHS issues including recent ECHS development and interacting with VSF members on ECHS issues. ECHS Newsletter was also distributed to the ex-servicemen in VSF meeting at Delhi.

16. **Empanelment of Hospitals for ECHS.** 123 additional hospitals/Nursing house and Diagnostic laboratories for different specialties and procedures have been approved for empanelment. There were certain complaints regarding very few hospitals getting empanelled at Mumbai. Now, this issue has been partially addressed by empanelment of S.L Raheja Hospital (Mumbai), Fortis Hospital Ltd (Mumbai), Hiranandani Hospitals (Navi Mumbai), Apollo Hospital Enterprise Ltd (Navi Mumbai), Wackhartdt Hospital Ltd (Thane) and Fortis Hospital Ltd (Kalyan) at Mumbai. The details of all hospitals & associated approved facilities have been uploaded on ECHS website on www.echs.gov.in. Name of hospitals are as follows:-

Sl No	City	Name of Hospitals
01.	Agra	Purushottamdas Savitridevi cancer care & Research centre
02.	Ahmedabad	Krishna Shalby Hospital (A unit of Shalby Ltd)
03.	Ahmedabad	Aashu Dental & Multispeciality Clinic
04.	Aluva	Rajagiri Hospital
05.	Ambala City	MM Hospital
06.	Amravati	Shreenetrallya Super Speciality Eye Hospital
07.	Amritsar	Nanda Hospital
08.	Amritsar	Dr Lal Path Labs Ltd
09.	Amritsar	Care & Cure Medicity Hospital
10.	Amritsar	Jai Kamal Eye Hospital
11.	Amritsar	Medistar Hospital

12.	Amritsar	Vision Plus Eye Hospital
13.	Amritsar	Neelkanth Hospital
14.	Bangalore	Columbia Asia Hospital
15.	Batala	Bajwa Hospital
16.	Bathinda	Chahal Hospital Pvt Ltd
17.	Chandigarh	Prime Diagnostic Centre and Heart Institute
18.	Chandigarh	Neeraj Eye Hospital Pvt Ltd
19.	Chandigarh	Dharam Hospital
20.	Charkha Dadri	Goyal Dental Clinic
21.	Delhi	Shir Bhagwan Diagnostic & imaging Centre Pvt Ltd
22.	Delhi	Cygnus MLS Super Specialty Hospital
23.	New Delhi	Rockland Hospital
24.	New Delhi	Astemis Hospital
25.	New Delhi	Delhi Institute of Functional imaging
26.	New Delhi	Bhagat Hospital
27.	New Delhi	Bharti Eye Hospital
28.	New Delhi	Metropolis Healthcare Ltd
29.	New Delhi	Dr Ashok Dentistree
30.	New Delhi	Hi Tech Eye Centre
31.	Dhule	Seva Super Speciality and Critical care Care Centre
32.	Ghaziabad	Narinder Mohan Hospital & Heart Centre
33.	Goa	SMRC's VM Salgaocar Hospital
34.	Greater Noida	Green City Hospital
35.	Noida	Suraksha Diagnostic Pvt Ltd
36.	Noida	Noida MRI and Diagnostic Centre
37.	Gurgaon	Rockland Hospital
38.	Gurgaon	Modern Diagnostic and Research Centre Pvt Ltd
39.	Gurgaon	Modern Diagnostic and Research Centre Pvt Ltd
40.	Gurgaon	Columbia Asia Hospital
41.	Gurgaon	Eye Q Super Specialty Eye Hospital
42.	Haldwani	Eye Q Super Specialty Eye Hospital
43.	Hisar	Sarvodaya Multispecialty & Cancer Hospital
44.	Hisar	Eye Q Super Specialty Eye Hospital
45.	Hisar	Dr Ram Narayan Soni Ortho Hospital
46.	Hoshiarpur	Thind Eye Hospital
47.	Hyderabad	Medivision Eye and Health Care Centre Pvt Ltd
48.	Hyderabad	Partha Dental
49.	Jabalpur	Jabalpur Hospital & Research Centre
50.	Jagadhari	Aggarwal Hospital
51.	Jaipur	Ganadhipati Purushottam Shekhawati Hospital & Research Centre
52.	Jaipur	Dr Goyal's Path Lab & Imaging Centre
53.	Jaipur	Marudhar Hospital
54.	Jaipur	Mahatma Gandhi Medical College & Hospital
55.	Jaipur	Adinath ENT & General Hospital
56.	Jaipur	Barala Hospital Research Centre
57.	Jaipur	Rajat Imaging Centre
58.	Jalandhar	Kidney Hospital & Lifeline Medical Institutions
59.	Jalandhar	Dr Lal Path Labs Ltd
60.	Jalandhar	Karan Hospital
61.	Jalandhar	Dr Dang's Nursing Home & Hospital
62.	Jalandhar	Oberoi dental Clinic
63.	Jalandhar	Dr Harpreet Eye and dental Care Centre
64.	Jorhat	Chandraprabha Eye Hospital
65.	Kadapa	Vijaya Super Specialty Dental Clinic
66.	Kalyan	Fortis Hospital Ltd
67.	Kanpur	Eye Q Vision Pvt Ltd
68.	Karimnagar	Partha Dental
69.	Karnal	Park Hospitals
70.	Khammam	Partha Dental
71.	Khanna	Jain Multispeciality Hospital
72.	Kolkata	Suraksha Diagnostic Pvt Ltd
73.	Kolkata	Metropolis Health Care Ltd

74	Kolkata	Charnock Hospital Pvt Ltd
75	Lalitpur	Nepal Cancer Hospital and Research Centre Pvt Ltd
76	Lucknow	Raj Scanning Ltd
77	Lucknow	Grover Dental & Medical Centre
78	Lucknow	Eye Q Vision Ltd
79	Ludhiana	Guru Teg Bahadar Sahib Charitable Hospital
80	Ludhiana	Brar Eye Centre
81	Ludhiana	Anurag Eye Centre
82	Ludhiana	Ambay Eye Care Centre
83	Mahendergarh	Ganga Devi Pandey Eye Hospital
84	Mathura	Nayati Multi Super Speciality Hospital
85	Meerut	Jindal Rehabilitation & Dental Centre
86	Meerut	IIMT Life Line Hospital
87	Mohali	mayo healthcare super Specialty Hospital (A unit of Chandigarh Healthcare Pvt Let)
88	Mohali	Indus International Hospital
89	Mohali	Sangam Netralaya
90	Mohali	JP Hospital
91	Mountabu	J Watmull Global Hospital & Research centre Dashmesh Dental Clinic
92	Mukerian	Dashmesh Dental Clinic
93	Mumbai	S.L. Raheja Hospital
94	Mumbai	Fortis Hospitals Ltd
95	Navi Mumbai	Hiranandani Hospitals
96	Navi Mumbai	Apollo Hospital Enterprise Ltd
97	Mysore	Bharath Hospital & Institute of Oncology
98	Nagpur	Spandan Heart Institute and Research Centre
99	Narnaul	Goyal Netra Chikitsalaya
100	Nashik	Apollo Hospitals
101	Palwal	Gamma Physio Care & Pain Relief Clinic
102	Patiala	Garg Eye Hospital
103	Patna	Ruban emergency Hospital
104	Pune	Columbia Asia Hospital
105	Raipur	Ramkrishna Care Hospital
106	Rewari	Riti Eye Care Hospital
107	Rohtak	Dr Jala's Life Care Hospital
108	Roorkee	Eye Q Super Specialty Eye Hospital
109	Salem	Nathan Super Speciality Hospital
110	Sikar	I Max Eye Care Hospital
111	Sikar	SB Mittal Memorial Heart & Critical Care Hospital
112	Sonepat	Haryana Multispeciality Hospital
113	Sonepat	Satyakiran Healthcare Pvt Ltd
114	Sonepat	Nawal Hospital and Trauma Centre
115	Srikakulam	Dr Kamal Vilekar Multispeciality Dental Hospital
116	Srinagar	Noora Hospital
117	Surat	Medical Educational Trust Association Surat of Seventh Day Adventist Hospital
118	Thane	Wockhartdt Hospital Ltd
119	Thrissur	Daya General Hospital & Specialty Surgical Centre
120	Trichy	Apollo Speciality Hospital
121	Trivandrum	Kerala Institute of Medical Sciences
122	Vadodara	New vision laser Centres
123	Vrindavan	BHRC-Dr Shroffs Eye care Institute

