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Central Organisation ECHS
Integrated HQ of MoD (Army)
Adjutant General's Branch
Thimayya Marg
Near Gopinath Circle
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B/49762/AG/ECHS/2024/Advisory

26 Dec 2024

All Regional Centres (ECHS)

ISSUE OF MEDICINE AT ECHS POLYCLINIC

1. Many ECHS beneficiaries are visiting ECHS PC from far flung areas with considerable expenditure on travel for genuine treatment and care with empathy. It has been observed that New MOs appointed at ECHS PCs are not conversant with ECHS guidelines and causing avoidable harassment to ECHS beneficiaries. Due to lack of various provisions, referral, treatment, medicine collection etc. are affected that may cause severe inconvenience to ECHS beneficiaries.
2. It is intimated that all new MOs should be fully conversant with ECHS guidelines before interacting with patients or turning down any authorised request and should properly be briefed by OIC, ECHS PC. Any lack of empathy or act of ignorance should be taken seriously.
3. All RCs are requested to disseminate the contents of this letter to all ECHS PCs under your AOR.
4. For your info and necessary action please.



(Sri Kant Kumar)
Lt Col
Jt Dir (Med)
For MD ECHS