

**GOVERNMENT OF INDIA  
DEFENCE  
LOK SABHA**

UNSTARRED QUESTION NO:2652  
ANSWERED ON:26.08.2013  
WELFARE OF EX SERVICEMEN  
Azad Shri Kirti (Jha)

**Will the Minister of DEFENCE be pleased to state:**

- (a) whether the Ex-Servicemen are being overcharged for cost of the smart cards to be used in CSD canteens;
- (b) if so, the details thereof;
- (c) whether any complaint has been received by the Government regarding irregularities in the functioning of Ex-Servicemen Contributory Health Scheme (ECHS) centres; and
- (d) if so, the details thereof along with the corrective measures taken by the Government to bring transparency in the functioning of all ECHS centres?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF DEFENCE (SHRI A.K. ANTONY)

- (a) No, Madam.
- (b) Does not arise.
- (c) & (d) A few complaints regarding delay in payment of private Hospitals bills, inadequate supply of certain medicines, inadequacy of manpower and discourteous behaviour of staff in ECHS Polyclinics have been received and directions were issued to Central Organisation, ECHS for taking corrective measures. Corrective measures taken / initiated include out-sourcing of On-line bill processing for speedy payment of empanelled hospital bills, enhancement of remuneration of contractual staff of ECHS, authorising additional manpower to ECHS, augmenting supply of medicines in ECHS polyclinics and sensitizing staff to bring in attitudinal changes towards ECHS beneficiaries.