

**GOVERNMENT OF INDIA
DEFENCE
LOK SABHA**

UNSTARRED QUESTION NO:3035
ANSWERED ON:10.02.2014
FUNCTIONING OF ECHS
Azad Shri Kirti (Jha)

Will the Minister of DEFENCE be pleased to state:

- (a) whether it is true that the Ex-servicemen Contributory Health Scheme is charging Rs.135 for smart cards from ECHS beneficiaries against the market rate of Rs.35;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether it is a fact that ECHS has expressed its dissatisfaction with the performance of SITL company; and
- (d) if so, the details thereof along with the remedial measures taken by the Government in this regard?

Answer

MINISTER OF STATE IN THE (SHRI JITENDRA SINGH) MINISTRY OF DEFENCE

(a) & (b): Yes, Madam. The amount of Rs.135 is not for the card alone, but it is also for various facilities and services provided through the smart card to ECHS beneficiaries by SITL. Also, unlike normal smart cards, ECHS smart card includes biometric features for identification of the beneficiary, storage of medical history, details of medicines and medical equipment issued to the beneficiaries. Additional facilities provided by SITL include provision of IT Hardware, ECHS MIS, Technical Support Personnel and maintenance of Database of ECHS beneficiaries.

(c): Yes, Madam. SITL has been informed about a few aspects where improvement of services was required, especially those related to availability of Technical Support Personnel (TSP) at the deputed ECHS Polyclinic / Regional Centre ECHS, quality of TSPs, response of the firm on maintenance of IT Hardware and installation of MIS Software in ECHS Polyclinics.

(d): ECHS is closely monitoring progress of all the issues mentioned at para (c) above and the endeavour is to ensure compliance of all the terms and conditions mentioned in the Contract Agreement between ECHS and SITL.