

**GOVERNMENT OF INDIA
DEFENCE
LOK SABHA**

UNSTARRED QUESTION NO:3438
ANSWERED ON:01.08.2014
EX SERVICEMEN CONTRIBUTORY HEALTH SCHEME
Mahajan Smt. Poonam

Will the Minister of DEFENCE be pleased to state:

- (a) whether any service of the Ex-Servicemen Contributory Health Scheme (ECHS) Polyclinics has been outsourced;
- (b) if so, the details thereof, service-wise;
- (c) whether the Government has received any complaint regarding irregularities in the functioning of ECHS;
- (d) if so, the details thereof and the action taken by the Government thereon; and
- (e) the corrective steps taken / proposed to be taken by the Government to ensure effective functioning of ECHS?

Answer

MINISTER OF STATE (RAO INDERJIT SINGH) IN THE MINISTRY OF DEFENCE

(a) & (b): Yes, Madam. The On-line medical bill processing of empanelled hospitals has been outsourced to bill processing agency UTH-ITSL. ECHS has also entered into an agreement with M/s SITL for making the Smart Cards of ECHS beneficiaries.

(c) to (e): 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 outsourcing of On-line bill processing for speedy payment of empanelled hospital bills, enhancement of remuneration of contractual staff of ECHS, authorizing additional manpower to ECHS, augmenting supply of medicines in ECHS polyclinics and sensitizing staff to bring in attitudinal changes towards ECHS beneficiaries. Complaints received from time to time regarding irregularities in functioning of ECHS are looked into for appropriate action.