TREATMENT TO VETERANS AND THEIR DEPENDANTS

1. MoD, HQ of MoD (Army), Sr functionaries and our esteemed veterans have repeatedly flagged that ECHS Polyclinics are facing shortage of medicines. This problem is further compounded by refusal / reluctance of empanelled hospitals to admit ECHS members due to their pending unpaid bills. The present issue is likely to be further compounded in future with lower fin allocations than projected demand. With the view to address the hardship faced by the veterans, it is our onerous duty to do everything possible to mitigate their suffering.

2. In light of the above facts, it is requested that the service hospitals under your respective AsOR be directed to provide OPD as well as in-patient treatment to veterans and their dependents, subject to availability of spare capacity, beds, facilities and infrastructure. It may please be ensured that referrals to ECHS empanelled hospitals should be done, if inescapable and if requisite resources are not available with the concerned service hospital.

3. All ranks may please be sensitised to give due attention to using their soft skills with empathy and positive problem solving attitude while dealing with veterans and their dependants.

4. This has the approval of DGMS (Army).

(Venk Suryam)  
Col  
Col Med (Health)  
for DGMS (Army)

Copy to:  
SO to AG  
MD ECHS  
{For info please}