CHARTER OF DUTIES : MD ECHS

1.   The ECHS is a flagship scheme of the Department of Ex-Servicemen Welfare, Ministry of Defence, providing quality healthcare to ex-servicemen pensioners and their dependents through a network of polyclinics, military hospitals, and empanelled private hospitals.

2.   A serving Major General is appointed as the Managing Director (MD) of the Ex-Servicemen Contributory Health Scheme (ECHS) who heads the Central Organization in Delhi.

3.   The MD is responsible for the overall management, policy direction, and operational control of the ECHS across the country. The MD's duties are structured to ensure the scheme's smooth and efficient functioning. The Charter of Duties, not limited to, are as under:

(a) Policy and Administration

i. **Strategic management**: Directs and oversees the entire ECHS organization, which includes the Central Organisation in Delhi, 30 Regional Centres, and over 448 Polyclinics nationwide.

ii. **Infrastructure management**: Ensures the scheme is managed using the existing armed forces infrastructure to *minimize administrative costs*. This includes leveraging military command structures, medical facilities, procurement systems, and real estate.

iii. **Policy formulation**: Initiates and implements policies related to ECHS functioning. This includes human resources (HR) policies for contractual staff, guidelines for empanelled hospitals, and other regulations to improve medical services.

iv. **Budgetary control**: Manages the finances of the scheme, which is fully funded by the Government of India.

v. **Central coordination**: Acts as the central point of contact for all ECHS related matters, working with the Chief of Staff Committee (COSC) through the Adjutant General (AG) and Directorate General of Discipline, Ceremonial, and Welfare (DGDC&W) in Army HQ.

(b) Operational oversight

i. **Healthcare network expansion**: Oversees the establishment of new Armed Forces Polyclinics in non-military areas and the augmentation of existing medical facilities to manage the beneficiary load.

ii. **Hospital empanelment**: Directs the empanelling of private and government hospitals and diagnostic centers to ensure a wide network for specialized consultations, investigations, and inpatient care.

iii. **Operational monitoring**: Supervises the functioning of the Regional Centres and polyclinics to ensure seamless service delivery. Station Commanders and Senior Executive Medical Officers (SEMOs) report to the MD through the established chain of command.

(c) **ICT Implementation for digitisation as part of Digital India initiative**

   i. **Digital roadmap**: The MD sets the strategic direction for ECHS's technological evolution, overseeing the creation of a long-term roadmap for modernizing its IT infrastructure and services.

   ii. **Centralized database**: The MD's charter involves integrating all ECHS data into a central, unified database to resolve the issue of a fragmented database.

   iii. **Development of structured database & fully automated processes**: Development of structured database for digitizing the system and processes and to enable automated monitoring and check mechanism, which would minimize the outgo of public fund thereby resulting in savings to the exchequer.

   iv. **Online Portal for Management of empanelled Hospitals.** The empanelment /disempanelment of private hospitals under ECHS have to be managed to digital platform with complete online processes.

   v. **Service delivery optimization**: Automating processes and using technology, such as the e-SeHAT platform, to lower costs and improve the quality care and ease of delivery of services to the beneficiaries. The MD is responsible for the successful, nationwide rollout of the e-SeHAT Tele-consultation service. This service shall allow veterans and their dependents to consult doctors remotely via video, a reform that significantly expands access to medical advice, particularly for those in remote areas.

   vi. **Expansion of digital services**: Beyond initial tele-consultation, the MD's role includes planning and implementing future digital phases, such as integrating vital-sign monitoring and facilitating home delivery of medicines.

   vii.   **Collaboration and liaison for digital integration**: Liaises with various departments and agencies, including MeiTy, UIDAI, CIRA, NIC & DoP (IT) as well as the Armed Forces Medical Services (AFMS), Controllers of Defence Accounts (CDA), and empanelled facilities, to ensure seamless digital integration.

(d) **Future-proofing and long-term goals**

i. **Aligning with Digital India**: The MD ensures all ECHS IT reforms align with the broader "Digital India" vision, promoting digital efficiency and inclusivity in public services.

ii. **Technological evolution**: The MD's charter involves continuously assessing new and emerging technologies, like AI and machine learning, to further enhance the scheme's operations and service delivery. This includes creating a robust architecture for data collection and sharing

(e) **Beneficiary support and grievance redressal**

   i. **Grievance resolution**: Manages a system for addressing complaints from veterans and their families. This includes overseeing toll-free helplines, handling emails, and interacting with beneficiaries.

ii. **Beneficiary communication**: Uses portals and customer relationship management (CRM) tools to improve customer experience and address feedback. Also ensures that information about the scheme is accessible to beneficiaries.

iii. **Fair treatment**: Enforces fair and unbiased treatment of all ECHS beneficiaries and staff, promoting a culture of empathy and respect within the organization.

(f) Organizational and logistical duties

i. **HR management**: Sets standards for contractual staff at polyclinics, including qualifications, hiring, and remuneration. Ensures polyclinics are adequately staffed and functioning properly.

ii. **Infrastructure provision**: Facilitates the procurement and maintenance of medical and non-medical equipment for ECHS facilities.

(g) Operational efficiency and data management

i. **Automation of billing and payments**: The MD is charged with overseeing IT reforms that streamline the billing and payment system for empanelled hospitals and beneficiaries. This reduces administrative delays and ensures cashless, cap-free services for patients.

ii. **Enhanced data analytics**: The MD ensures that the new IT systems can collect and analyze both clinical and non-clinical data, including patient demographics and utilization patterns. This allows for data-driven decisions to optimize resource allocation and improve health outcomes.

iii. **Procurement and infrastructure**: The MD directs the procurement of IT hardware and equipment for all ECHS polyclinics to support the new digital initiatives. This includes providing bandwidth and modern computer systems.

(h) Quality of service and beneficiary experience

i. **User-friendly interfaces**: A key aspect of the MD's role is to ensure the development of user-friendly platforms, such as mobile apps, to improve the ECHS experience for veterans and their families.

ii. **Improved grievance redressal**: The new IT reforms streamline the grievance process by providing digital channels for beneficiaries to raise and track complaints. This enhances transparency and accountability in resolving issues.

iii. **Digital literacy training**: The MD is responsible for ensuring polyclinic staff are adequately trained to operate the new systems and assist beneficiaries. This promotes digital inclusivity among the veteran community.

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