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B/49701-PR/AG/ECHS/2019

28 Jan 2019

All Regional Centres ECHS

**EXECUTIVE SUMMARY : ANNUAL CONF OF DIR RCs**  
**FROM 13 SEP TO 14 SEP 2018**

1. Annual Dir RCs conf was held from 13 to 14 Sep 2018 at CO ECHS. Large No of aspects were covered. List of points needing priority execution emerged during the deliberation and thereafter are covered in succeeding paras.

**Profile of PCs**

2. Though local fmh HQ is mandated to ensure efficient functioning of ECHS PCs, following aspects be ensured by Dir RCs :-

- (a) Loc & Type (Mil / Non Mil) status is the same as in Govt letter.
- (b) PC is preferably located on ground floor. Details & reasons where located on the first floor be intimated.
- (c) PC is preferably located in the city with easy access to rly stn / bus stand.
- (d) Rent being paid is reasonable and better options are NA.
- (e) Land should be acquired on priority. Any bottlenecks should be intimated.
- (f) Where land has been acquired, priority action be initiated for constr of own building. Difficulties being faced be intimated.
- (g) Land & plinth areas as enhanced by Gol (MoD) letter No 22C(18)/2012/WE/D(Res-I) dt 28 May 2018 are the 'planning norms'. These can neither be acquired automatically nor can be constructed automatically. Automatic authorisation is limited to Gol (MoD) letter No 22(1)/01/US(WE)/D(Res) dated 30 Dec 2002. For utilising part or complete land & plinth area as per 'planning norms', S of C will need to be progressed by Stn HQ concerned to our office through HQ Comd which will be forwarded to MoD for sanction. S of C must clearly bring out need of additional land & plinth area in relation with increased footfall & functional necessity.
- (h) Adequate IT HW must exist at all PCs and these must be networked with power back up for critical components for uninterrupted functioning.
- (j) All PCs must function in automated mode. New Smart Card HW & SW should be installed. Difficulties being faced should be intimated.
- (k) Asset / property register must be maintained to ensure that all items are taken 'on charge' and accounted for. OIC PCs not adhering to proper accounting norms should be brought to the notice of Stn Cdr.



- (l) Some of the PCs may be having loan / issue items from fmns. These should also be taken on charge and properly accounted for.
- (m) SOP must exist in each Polyclinic for security including resp of locking & lock opening. Local Police should be informed to ensure security of premises.
- (n) Wastage of electricity should be avoided. It must be 'Switched off' where not needed. Low electricity consuming devices / eqpt should be used. Use of Heaters, Coolers and ACs must be minimum to ensure limited expenditure.
- (o) Physical copy of following SOPs must be maintained in all PCs and these should be strictly adhered :-
  - (i) SOP on Medicine Mgt issued on 05 Sep 17.
  - (ii) SOP on Treatment Mgt in ECHS issued on 28 Sep 18.
  - (iii) SOP on Monthly STB of Medicines issued on 14 Jan 19.
  - (iv) SOP on Calculation of MMF in ECHS (being issued shortly).
- (p) Dir RC must guide, train and motivate ECHS PCs to adhere to the said SOPs, however, the defaulting staff should be warned.

### **Interaction with Emp Hospitals**

3. Large No of instrs have been issued to ensure transparent & efficient functioning. Some of the issues are highlighted as under :-

- (a) Holding of fortnightly meeting from 01 to 15 Sep 18 to reconcile data & completion of tasks as enunciated vide our letter No B/49707-Mtg/AG/ECHS/2018 dated 29 Aug 2018. Since the said period is over, a cert should be obtained by each RC from all emp hosps with valid MoA to confirm that data on pendencies have been reconciled. Each RC must retain these with them and fwd a single cert by 05 Feb 2019 that data of all hosps has been reconciled wrt hosp bills.
- (b) No manpower from any hosp will be utilised for bill sorting / processing.
- (c) No resources of hosps (eqpt / stationary etc) will be taken from hosps under any circumstances.
- (d) It will be ensured that status of all hosps in terms of empanelled facilities, NABH & NABL are correctly uploaded as per Govt letter. Cases of mismatch for NABH & NABL will be regularised after Govt approval is accorded. Inputs as per our letter No B/49771/AG/ECHS/Emp/Gen dated 25 Oct 2018 be fwd on priority, if not already fwd.
- (e) Please ensure that all hosps who have applied at any stage for emp, their status is known to the hosp concerned, RC and PC in the concerned city. A deliberate effort is underway to clear the backlog at CO ECHS level.
- (f) Continued effort be made to motivate hosps for empanelment in unrepresented & less represented areas and their applications be deliberately scrutinised for correctness as per checklist issued vide our letter No B/49771/AG/ECHS/Emp /Gen dt 05 Oct 2018. Dir RC will be personally resp if the applications recd for empanelment are incomplete/with invalid documents.



(g) MoAs be prepared strictly as per approved format based on content of Govt Letter. As one time effort, all MoAs be checked for correctness. A proper mechanism should exist to ensure that these are timely renewed.

(h) Copy of all MoAs be kept in digilocker instrs for which are available at <http://digilocker.gov.in>.

(j) It will be ensured that no emp hosps charges any payment from legitimate beneficiaries.

(k) Action to be initiated against emp hosps as per SOP & laid down process.

### **Bill Processing**

4. This is a core activity. Some of the issues needing attn are as under :-

(a) Bills will be cleared on 'daily basis'. Excuses of amount being less will NOT be accepted. Even if there is a single rupee payment due to hosp / indls, the same will be cleared on daily basis. No one will clear bills from outside premises of RC as instructed earlier.

(b) Dir RCs will not slow down pace of processing / payment in anticipation of allocated budget being over.

(c) Once the cheque is issued to the bank, it will be ensured that payment is made to the beneficiary within 24hr. Cases of delay will be intimated to CO ECHS for taking up the case with Head office of SBI.

(d) All out efforts will be made to ensure that there are 'zero cases' at verifier stage. 'Non Zero' status will not be accepted beyond 01 Feb 2019.

(e) Large No of hosps bills are still at NMI stage. Hosps be guided to bring these bills also in the system to be processed. Our letter No B/49778/AG/ECHS /Policy dt 18 Dec 2018 on final opportunity on waivers be utilised but careful examination of cases be done before waiver is accorded. Provn should not be misused.

(f) Max pendency at RC level be limited to the following norms :-

(i) **JD (Accts)**. Nil. Daily be brought to zero.

(ii) **Dir (RC)**. One day.

(iii) **JD (HS)**. Two days.

(g) Integrity of bill processing & application is most imp.

### **Authorised Local Chemist (ALC)**

5. It is an imp milestone & facility. All PCs should have emp ALC. Earlier power to purchase medicines are no more valid wef 01 Mar 2018. Details of PCs not having ALC be forwarded by 05 Feb 19.

### Reachout to Veterans

6. The details are as under :-

- (a) All out efforts to be made to reach out to veterans.
- (b) ADGPI site (facebook & twitter) should be opened and ECHS related news must be shared by all. PC staff & veterans must be encouraged for wide reach of these inputs.

### Revised Referral Procedure

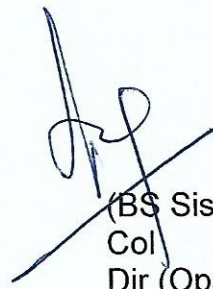
7. The details are as under :-

- (a) It will be 'City based' referral ; Patient is free to choose desired hospital.
- (b) Info on all MoA valid hosps with emp facilities should be made avlb by UTI so that printed & laminated cards for the same are available with all the PCs and veterans can use this info.

### Audit

8. The details are as under :-

- (a) All accts (Public as well as Regimental) must be audited by quarterly BOO. In addn, public funds should be audited by Audit auths also.
- (b) Bill audits, recoveries and settlements must be given priority. This aspect will be monitored closely by P&FC Sec.
- (c) It must be ensured that no ECHS beneficiary draws FMA unless permitted now as per our letter No PC-II to B/49791-FMA/AG/ECHS dated 11 Jan 2019.
- (d) All manual bills must be cleared pending since long. Provn of payment through RC has been made.
- (e) All pending payments of domiciliary eqpt till FY 17-18 must be paid.

  
 (BS Sisodia)  
 Col  
 Dir (Ops & Coord)  
 for MD ECHS

### Internal

All Secs (Less S&A Sec) - For info.

S&A Sec - Request upload on our website.