

Beneficiaries have following options available for seeking redress to their grievances:-

(a) **Online**

(i) CP GRAM - Centralised Public Grievance Redress & Monitoring System run by Deptt of Administrative Reforms & Public Grievances, Govt of India can be accessed on web site <http://pgportal.gov.in> Grievance related to ECHS are automatically routed to DoESW/Central Org ECHS.

(ii) Army Veterans Grievance Handling Portal - This portal is launched by Army Veteran Cell for redressing grievances of our esteem veterans. The web id of this portal is <http://indianarmyveterans.gov.in>

(b) E-Mail. E-mail to the Director (Complaint & Litigation) on his e-mail id dircomplaints-mod@nic.in

(c) WhatsApp. WhatsApp No (9868857972) is functional known as 'Shape Your Scheme' and 'Save Your Scheme' for enhancement of effectiveness and reporting of issues by beneficiaries.

(d) Normal post. Forward grievances at following address

**Director (Complaint & Litigation)
Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)
Maude Line
Delhi Cantt-10**

(e) Helpline No. Call helpline No. **1800114115.**

(f) Tele Call. Tele/Mob Nos of all appointments of Central Org ECHS, Regional Centres and Polyclinics are available on ECHS website.

Note : Beneficiaries are requested to :-

(i) First approach concerned OIC Polyclinic/ Stn HQs/ Regional Centre for complaining and resolving the issues expeditiously.

(ii) Lodge their grievances online as per Para 15 (a) for resolving them on fast track basis as also monitoring progress on their grievances.