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Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Chimayya Marg, Near Gopinath Circle  
Delhi Cantt-10

B/49717-C/AG/ECHS

All Sub Area HQs (A/ECHS Cell)



Apr 2025

**INCLUSION OF PENDENCY OF GRIEVANCE REDRESSAL  
AS PERFORMANCE ASSESSMENT CRITERION**

1. It has been observed that the pendency of grievance redressal at various Stn HQs/ RCs/ Polyclinics continue to be a matter of concern. An effective and time bound grievance redressal mechanism helps to achieve better satisfaction level of ECHS beneficiaries.
2. In this regards, you are advised to consider the grievance redressal mechanism as a key parameter in assessing the administrative and functional performance of subordinate ECHS offices under your jurisdiction. Pendency of grievance beyond the stipulated time line of 30 days without a valid reason should not be accepted.
3. In order to achieve the a/m aspects following may be ensured:
  - (a) Grievances are addressed within a period of 30 days from the date of receipt. Cases wherein the redressal requires longer time due to procedural intricacies, an interim reply alongwith expected timeline for redressal should be given to complainant.
  - (b) Strict monitoring of pendency at subordinate offices.
  - (c) Quarterly/ periodic performance review should include the pendency of grievance beyond 30 days and response of Polyclinic/ Regional Center ECHS/ Stn HQ (ECHS Cell).
3. This directive aims to enhance accountability and ensure timely, beneficiary- focused healthcare service across all levels. A consolidated report on compliance may be forwarded to this HQ for every quarter.

(Anirudh Shekhawat)  
Col  
Dir (C & L)  
For MD ECHS

**Copy to**

All Stn HQs (ECHS Cell)

All Regional Centers

**Internal**

✓ S & A Sec - to upload on ECHS website.