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**BY REGD POST / SDS**

Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD(Army)  
Thimayya Marg,  
Near Gopinath Circle  
Delhi Cantt - 110 010

B/49778/AG/ECHS/Claims/Advisory

12 Feb 2024

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(All Regional Centres)

**POLICY ON PERFORMANCE LINKED RENEWAL OF CONTRACT FOR MEDICAL APPROVERS AT CENTRAL ORG AND RCs PAN INDIA**

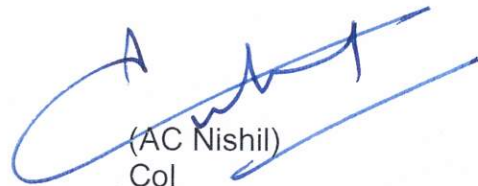
1. Refer this HQ advisory on benchmarking for claim approvers issued vide letter No B/49778/AG/ECHS/Claim/Advisory dt 17 Oct 2023 (copy enclosed).
2. Achievement of benchmarked approval rates of claim is crucial to smooth progression of the ECHS scheme for all stakeholders and is the most critical enabler for successful rollout of cross pollination of claims pan India in the near future.
3. The benchmarked rates for medical approvers at Central org (>Rs 4 lakh claims) are 20 processed claims a day (with not less than 40% as approved claims) whereas at RCs each approver shall approve 1000 IPD claims worth Rs 7.5 Cr and 3500 OPD claims worth Rs 1 Cr per month with necessary deductions as per policy in vogue.
4. The RC wise data obtained for BPA for last 3 months is placed at enclosure to this letter for action by resp Dir RCs. It is directed that approvers not meeting the criteria be counseled in writing regarding the same and the letter be forwarded to this HQ latest by 31 Jan 2024 for central compilation.
5. The action thereafter will be as follows:-
  - (a) **JD (Claims)**. To maintain record of the same and compile a list of non-achievers and put up to MD ECHS beginning 1<sup>st</sup> Mar 2024.
  - (b) **JD (Pers)**. To keep a parallel record of the same for endorsement while renewal of contract of MOs ensuring non-achievers are not given extension for this specific role.
  - (c) **BPA**. Will forward a monthly performance sheet to JD claims on the last working day of each month beginning 31<sup>st</sup> Jan 2024 onwards.

(d) **Dir RCs & JD (HS)**. Will personally ensure that medical approvers functioning at respective RCs are meeting the targeted approval rate of both IPD and OPD and not merely processing the number of claims benchmarked. JD claims at central org will ensure the same for MOs at Central org.

(e) **JD Claims at Central Org & JD (HS) at RCs**. Will endorse the following remarks in the Quarterly Appraisal Report for non-achievers ***"Failed to meet approval rate criteria" consistently hence not recommended for contract renewal***".

(f) **ECHS Cell at Stn HQ**. Will ensure remarks of JDHS are actioned as per Quarterly Appraisal report during renewal of contract whenever next due wef 01 Feb 2024.

6. This has the approval of MD, ECHS



(AC Nishil)  
Col  
Dir (Med)  
for MD ECHS

**Encls:** - As above

MoD (DoESW)

ECHS Cell Station HQ  
Delhi Area

**Internal:** -

Ops & Coord  
Med  
P&FC  
C&L  
Emp  
S&A

- please upload on ECHS portal.

**Copy to:-**

Mr Koshy (UTI\_ITSL)

- for info and necessary action regarding to provide consolidated data of Med Approver PAN India.

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B/49778/AG/ECHS/Claim/Advisory

17 Oct 2023

(All Regional Centre ECHS)

**BENCH MARKING OF MINIMUM ACHIEVABLE STANDARDS:  
APPROVERS AND JD (HS)**

1. In view of rising pendency of cases at RCs especially at the level of JD (HS), data was obtained from BPA to benchmark claim processing rates by JD(HS)/ Med Approvers at RCs. Data was obtained for last nine months an average of claim processing rate across all 30 RCs was calculated.
2. Based on the analysis, the following benchmarking of claim processing rate by each MO at RC is to be ensured with immediate effect:-

Ser No	Type of Claim	Avg per month	Remarks
(a)	IPD claims	1000 per month (p.m)	JD (HS) will ensure the bench marks for each MO employed as approvers.
(b)	IPD claim amount	7.25 Crores (p.m)	
(c)	OPD claims	3,500 (p.m)	
(d)	OPD claim amount	1 Crore (p.m)	

**Note:** - These are minimum standards to be achieved. Efficient approvers may process more as there is no restriction, however quality must not be compromised at the cost of quantity.

3. BPA is directed to mask the IDs of Med Approvers at RCs to maintain anonymity. Only the JD Claims at CO ECHS and Dir RCs (for respective RC) must be aware of the co-relation of the ID Nos and individual MOs.
4. **No contractual MOs to meet any rep from hospitals.** Also, MD ECHS has explicitly directed that no contractual MO/Medical approver at RC is to visit any empanelled hospital/HCO for inspection/ investigations or enquiring to complaints in lieu of JD (HS). When required JD (HS) will be accompanied by another officer from RC/ Stn HQ to carry out such tasks and submit a gist of the findings to the Cent Org (Vigilance), Stn HQ and the HCO for record.
5. This has the approval of MD, ECHS:



(Rajesh Batlish)  
Surg Capt  
OIC Claim  
for MD ECHS