

Grievances Redressal, ECHS

The Central Organization ECHS, headquartered in Delhi, coordinates the scheme across India through various command structures. Despite its benefits, the scheme has shortcomings, leading to beneficiary grievances. To address these issues, a Grievance Cell has been formed at the Central Organization ECHS. This cell, led by a retired Army Medical Officer, oversees grievance redressal, monitors resolutions, and assists in resolving issues raised by beneficiaries. The following table will provide the contact details of the officers involved in this process.

NAME & CONTACT NO. FOR QUERIES RELATED TO THE ECHS SMART CARD

SI No.	Name of Offrs	Appt	Contact No.	Mobile No.
(a)	Col Rakesh Kakar (Retd)	Jt Dir (S&A) (B) (Online ECHS Card)		Mob -8979800177
(b)	Col Jai Parkash Chahal	Dir (S&A)	Tele-25684645	Mob-7004600623

NAME & CONTACT NO. FOR OTHER GRIEVANCES

SI No.	Name of Offrs	Appt	Contact No.	Mobile No.
(a)	Lt Col Deepak Bhatt	Jt Dir (C&L)	20892332	MB-7091567780
(b)	Col Anirudh Shekhawat	Dir (C&L)	20892332	Mob -9217010070
(c)	Maj Gen NR Indurkar SM	MD ECHS	Tele-25684846	Mob-9971129165