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Central Organisation ECHS  
Adjutant General's Branch  
IHQ of MoD (Army)  
Maude Lines  
Delhi Cantt - 110 010

207

B/49701-PR/AG/ECHS/2017

25 Jul 2017

All Regional Centres, ECHS

**DISPLAY OF IMPORTANT INFORMATION**  
**AT POLYCLINICS**

1. Numerous requests are being received from veterans for the following information to be displayed prominently in ECHS Polyclinics :-

- (a) Timings.
- (b) Priority to male members over 75 years of age and female members over 70 years of age. (At reception, at doctors end and at Pharmacy). Pl also connect our letter No B/49701-PR/AG/ECHS dt 12 Dec 2013.
- (c) Priority to Battle Casualty and their spouses. Pl also connect our letter No B/49701-PR/AG/ECHS dt 12 Dec 13 and even No dt 17 Oct 14.
- (d) Details of Holidays for which Polyclinic will be closed (on notice board) for the complete years.

2. It has also been observed that OIC Polyclinics, medical officers and support staff are arriving late and leaving offices early causing inconvenience to the patients. The following std timings will be observed for all the ECHS Polyclinics :-

- (a) **Std Timings.** 0800hr to 1600hr.
- (b) **OPD to be Seen.** 0800hr to 1500hr (Lunch break to be staggered to ensure continued availability of the Medical Officer, wherever more than one Medical Officer is available).
- (c) **Emergency OPD.** 0800hr to 1600hr.
- (d) OIC Polyclinics and support staff including Medical / Dental Officers can complete the documentation after 1500hr but minimum one MO will be present for emergency patients whereas balance persons will be doing documentations, accounting and preparation for the next day.

3. Since medical specialists, Gynecologic & Radiologists are employed for five hours only, they will see the patients from 0830hr to 1330hr so that initial settling period is not wasted.

4. Please ensure that all Polyclinics are promptly notified about these details.

(Sanjeev Saroch)  
Col  
Dir (Ops & Coord)  
for MD ECHS

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B/49760/AG/ECHS (R)/2017

04 Sep 2017

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(All HQ Comds A/ECHS)

TIMING OF ECHS POLYCLINIC

1. Ref Central Org ECHS letter No B/49760/AG/ECHS (R) dt 25 Jul 2017
2. Working timing of ECHS Polyclinics promulgated vide Central Organisation ECHS letter at Para 1 above is the final authority on the subject and be implemented on ground. All other previous letters on the subject are superseded.
3. The timings will be as under which be prominently displayed in all ECHS Polyclinics:-
  - (a) Std Timings. 0600hr to 1600hr.
  - (b) OPD to be Seen. 0800hr to 1500hr (Lunch break to be staggered to ensure continued availability of the Medical Officer, wherever more than one Medical Officer is available)
  - (c) Emergency OPD. 0800hr to 1600hr.
4. HQ Western Comd Only. Ref HQ Western Comd letter 46153/5/R/ECHS dt 28 Jun 2017. You are requested to pass modified instrs as per Para 3 above.

(Sanjeev Sarathi)  
Col  
Dir (Ops & Coord)  
for MD ECHS

Copy to:-

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All Regional Centres

For info and necessary action pl.