

1. Right to Information Act 2005.

2. Vital information required by Ex Serviceman, Widows and Dependents.

THE “RIGHT TO INFORMATION ACT 2005”

1. The particulars of its organisation, functions and duties.
2. The powers and duties of its officers and employees
3. The procedure for decision making)
4. The norms set by it for the discharge of its functions
5. The rules, regulations, instructions, manuals and records held
6. A statement of the categories of documents that are held
7. The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof.
8. A statement of the boards, councils, committees and other bodies.
9. A directory of its officers and employees.
10. The monthly remuneration received by each of its officers And employees
11. The budget allocated
12. The manner of execution of subsidy programmes
13. Particulars of recipients of concessions, permits or authorisations granted
14. Details in respect of the information available
15. The particulars of facilities available to citizens for obtaining Information
16. Particulars of the public information officers.
17. Other information as may be prescribed.

THE “RIGHT TO INFORMATION ACT 2005”

1. The **RIGHT TO INFORMATION ACT 2005** is approved by the Govt of India. This Act enables the transparency in the Govt projects, Programmes and working of the Department.
2. From the date of enactment the Public will be able to obtain the required information with ease which would enable accountability of the Govt organization towards the common man.

3. Historical Background

[a] In a Government Resolution dated 07 Sep 1919, the then Government of India suspended the functioning of the Central recruiting Board and at its place a new Board was established called the “Indian Soldier’s Board” to advise on matters affecting the interest of serving, discharged and deceased Indian Soldiers and non-combatants and their dependents. This Board was then affiliated to the Army Department of the Government.

[b] Due to the steady expansion of the Navy and the Air Force during the Second World War, the need for a single organisation to perform the same functions in relation to all the three services was felt and the Board was consequently reconstituted in April 1944. Later in March 1951, it was renamed as the Indian Soldiers, Sailors and Airmen’s Board. The designation of the Board was changed to the Kendriya Sainik Board in 1975. This Board functions under the Ministry of Defence as an inter Services Organisation.

[c] Though, welfare of the Ex-Servicemen and their dependents is the joint responsibility of the Centre and the State / UTs, however, majority of the problems have to be resolved only by the State / UTs. To assist the State Government in this regard, there are 31 Rajya Sainik Board at the Centre, the Rajya / District Sainik Boards are advisory bodies in respect of policy formulation with regard to resettlement and welfare of ex-servicemen residing in States/Districts. However, the implementation of various resettlement and welfare schemes is carried out through Deptt of Sainik Welfare in States and District Sainik Welfare Offices at Districts.

4. Particulars of organisation, function and duties: -

[a] **Organisation.** Directorate Sainik Welfare, Chhattisgarh, Raipur [Rajya Sainik Board] was established on 10 Nov 2000 under the provision of M.P. State Re-Organization Act 2000 at Sainik Rest House, Raipur premises. Manpower state of this Directorate is as under:-

[i]	Director	-	1
[ii]	Adm-Cum-Accounts Officer	-	1
[iii]	Section Officer	-	1
[iv]	Asst Grade – I	-	1
[v]	Asst Grade – II	-	2
[vi]	Asst Grade – III	-	3
[vii]	Steno	-	1
[viii]	Driver	-	2
[ix]	Peon	-	2
[x]	Chowkidar-Cum-Farrash	-	1

[b] The Directorate has eight District Sainik Welfare Offices. These are located at Raipur, Bilaspur, Durg, Rajnandgaon, Jashpur, Jagdalpur. Ambikapur and Baikunthpur. Proposal for opening a new District Sainik Welfare Office at Kanker and Raigarhr are in progress. Organisation chart is attached as [Appendix 'A'](#).

[c] **Function.** To look after the welfare of ESM/ Widows/ Dependents and to re-habilitate them with employment, small business and other sources of livelihood. The composition of the Rajya Sainik Boards and District Sainik Boards are given below:-

RAJYA SAINIK BOARDS

- [i] President : Governor / Chief Minister,
GOC-in-C Command, Central Command
- [ii] Vice President : Hon'ble Home Minister ,Govt of Chhattisgarh
- [iii] Ex-Officio Members :
State Ministers,
Heads of Departments
Local Formation Commanders
Director, Resettlement Zone
- [iv] Non-Official : Four Ex-Servicemen,
Members Two Prominent Citizens
- [v] Secretary : Director, Deptt of Sainik Welfare.

DISTRICT SAINIK BOARDS

- [i] President : District Collector
- [ii] Vice President : Senior Ex-Service Officer
- [iii] Ex-Officio Members : Heads of State Govt Departments/BRO
- [iv] Non-Official Members : Two Ex-Servicemen
Four Prominent Citizens
- [v] Secretary : District Sainik Welfare Officer

[d] The inter relationship between the various Deptts in the Central Organisation and the State and District Organisation are outlined in the chart attached as [Appendix 'B'](#).

[e] **Responsibilities.** The Departments of Sainik Welfare/Rajya Sainik Boards in the States/UTs are responsible for the following functions :-

- [i] Co-ordinate the work of District Sainik Offices in the State.
- [ii] Promoting measures for the welfare and resettlement of Ex-Servicemen and families of serving/deceased personnel of the Armed Forces.
- [iii] Disseminating information to the general public regarding the Armed Forces in the country and for taking measures to enhance interest in Armed Forces amongst general public.
- [iv] Administering the District Sainik Welfare Offices [DSWOs] in the State in accordance with the rules and instructions prescribed by the Central and State Govts.
- [v] The District Sainik Welfare Offices [DSWOs] which are the field units of this organisation, are responsible for the tasks as given under :-
 - [aa] Disseminating information to the general public regarding the Armed Forces in the country and constantly endeavoring to promote and maintain a feeling of goodwill between civilian and service personnel and Ex-Servicemen.
 - [ab] Monitoring the welfare of Ex-Servicemen and families of Ex-Servicemen and assisting them in representing their cases with the local administration or the Defence authorities.

[ac] Giving information to the general public regarding the conditions of service in the Armed Forces and to assist intending candidates in approaching the appropriate recruiting authorities for purposes of enlistment.

[ad] Keeping a watch on the adequacy of the number of pension paying Branch Post Offices.

[ae] Scrutinizing applications for relief from various Military and Civil charitable funds and making suitable recommendations.

[af] Granting financial relief of ex-servicemen and their dependents from funds at their disposal.

[ag] Recommending cases of ESM and their families for financial assistance from KSB.

5. The Department of Sainik Welfare function in close liaison with the Kendriya Sainik Board, Director General, Resettlement, Ministry of Defence, New Delhi, Director, Re- Settlement, Central Zone at Lucknow and HQ Central Command Lucknow. All record offices of the Defence Services and various Departments of the State Government helps the Department in the discharge of its activities relating to welfare and re-settlement of Ex-servicemen and their dependents.

6. The Director of Sainik Welfare Co-ordinates the work of all the District Sainik Welfare Offices in the State according to the policy of the State Government and guidelines issued by the Kendriya Sainik Board and Director General, Re- Settlement, Ministry of Defence, New Delhi. Various State level committees meet periodically to asses the progress of work of the Department and to outline and suggest and approve the existing schemes and new schemes. All budgets for various welfare rehabilitation activities coming under the State and State Amalgamated Funds are approved by the Committee.

7. The District Sainik Welfare Offices carryout the registration of all ex-servicemen seeking re-employment assistance. The District Sainik Welfare Offices sponsor them against vacancies reserved for ex-servicemen in the Central Government departments and public Sector undertakings. They also sponsor ex-servicemen for re-employment to any other agency who notifies vacancies. District Sainik Welfare Offices also recommend to Directorate of Sainik Welfare all cases of Ex-Servicemen or their Dependents needing Welfare and Financial Assistance.

8. The Directorate and District Sainik Welfare Offices disseminate all information's of interest to the general public regarding the activities of the Armed Forces and rouse on intelligent interest in them on the Armed Forces.

9. The welfare responsibilities of District Sainik Welfare Offices [DSWOs] will encompass all such traditional activities which were already being performed by these offices with particular reference to the following :-

[a] Settlement of financial problems such as pension and other retirement/release benefits/dues to ex-servicemen beneficiaries and dependents from the Central/State Govts or other organisations such as the Indian Red Cross Society etc.

[b] Maintaining close liaison with the Pension Disbursing Authorities/Agencies in the District to ensure prompt and correct payment of pension and relief's to Ex- Servicemen pensioners or their dependents.

[c] Providing assistance for settlement of land and other disputes.

[d] Assist families of serving personnel staying separately during their absence away on duty.

[e] Promote and maintain under the guidance of the State Rajya Sainik Boards, Welfare measures in the District such as Rest Houses for Ex-Servicemen, Old Age Pensioners Homes, vocational and other training facilities etc.

[f] Mobilize assistance for medical treatment in Military/Civil hospitals.

[g] Maintain liaison with other welfare organisations such as the Indian Red Cross Society, etc to enhance additional sources of welfare and concessions for ESM and their families/dependents in the Districts.

[h] Maintain an up-to-date register of war widows, dependents and those disabled in action with a view to ensure their welfare.

[j] To represent DGR/KSB, Ministry of Defence [Govt of India] in Court cases under their jurisdiction in which these organisations have been made respondent.

10. The responsibilities of the District Sainik Welfare Offices [DSWOs] with regard to resettlement of ESM are :-

[a] To maintain close and effective liaison for purpose of resettlement through employment of ESM with :-

[i] Local Central/State/Private Industrial Organisation.

[ii] Local employment exchange particularly in States where it has co-sponsoring powers for re-employment of ESM.

[iii] Local revenue authorities in connection with schemes for resettlement on land of ESM.

[iv] District Industries/Block Development Offices and assisting those Ex-Servicemen desirous of setting up small scale industries.

[v] Assist of ESM in forming and setting up co-operatives for their self employment.

[vi] Provide all resettlement assistance to war widows, dependents and war disabled as well as to those who dies/disabled while in service due to attributable reasons.

11. Other responsibilities of District Sainik Welfare Offices [DSWOs] are:-

[a] Organize Flag Day and Flag Day collections or any other authorised fund raising measures in the district.

[b] Organize rallies/re-union of ESM.

[c] Explore avenues for providing educational and vocational training facilities for ESM and their dependents to enable them to seek employment or set up self-employment venture.

[d] Assist the three services whenever called upon to do so to disseminate information within the district regarding terms and conditions of service in the Armed Forces, provide publicity for recruitment notice and for assistance rendered by the Armed Forces in time of national calamities, notification of awards of gallantry and other decorations, introduction of welfare schemes of service personnel and their families.

Armed Forces Flag Day Fund

12. Kendriya Sainik Board administratively controls the Welfare Funds for the welfare and rehabilitation of ex-servicemen, war widows/disabled and their dependents. With the issue of Govt of India, Ministry of Defence Notification No SRO-7E dated 13 Apr 93, the following funds have been amalgamated into one fund named as "Armed Forces Flag Day Fund"

[a] Amalgamated Special Fund for War Bereaved, War Disabled and other ex-servicemen/Serving Personnel.

[b] Flag Day Fund.

[c] St, Dunstan's [India] and Kendriya Sainik Board Fund

[d] Indian Gorkha Ex-Servicemen's Welfare Fund.

13. The management and administration of the Armed Forces Flag Day rests with the Managing Committee with Hon'ble Raksha Mantri as its Chairman. The Managing Committee has the power to control and administer the fund and to invest the same or any part thereof as it may consider necessary with regard to the objects of the Fund. The Fund is operated jointly by the Secretary, KSB and Director General Resettlement, Ministry of Defence, on behalf of the Managing Committee of the Fund.

Flag Day and it's Significance

14. The Flag Day is celebrated on 7th December every year. The Day is intended to honour the valiant and dead, to salute the veterans and brave and to renew our solidarity with the Service Personnel.

15. The Day is named as Armed Forces Flag Day because on this day a fund is collected by issue of special flags. The Day has now become an important and honoured annual feature of our national life.

16. We celebrate this day to enlist the public co-operation and support for three basic purposes-rehabilitation of battle casualties, welfare of serving personnel and their families and resettlement and welfare of ex-servicemen and their families, in general.

17. Many brave and gallant heroes from the Army, navy and Air Force have laid down their lives in Defence of the country. Many lives were also lost during the Chinese Aggression in 1962, Indo-Pak Conflicts in 1965 and 1971 and in subsequent operations like Op Pawan, Op Meghdoot, Op Vijay and various Counter Insurgency Operations. These wars and operations have shattered many homes with loss of their bread winner. A large number of service personnel have become disabled imposing severe handicaps on their capacity to maintain themselves and to support their families. The Flag Day brings to the forefront our obligation towards the war widows, the war disabled and the dependents of those who have sacrificed their lives for the country.

18. Prior to Independence, collections for the welfare of ex-Servicemen used to be organised on Remembrance Day, the 11th November each year. This Day was also known "POPPY DAY" On this day artificial paper poppies were distributed to the public in return for donations. These collection were organised by the Ex-Servicemen Association and were primarily intended for the benefit of the British Ex-Servicemen. The Association, however, had the discretion of donating a portion of these collections for benefit of Indian Ex-Servicemen also. As this practice became inappropriate after Independence, the Defence Committee of the Cabinet in Jul 1948 decided that such collections should be organised for the benefit of the serving defence personnel, ex-servicemen and their families on a suitable dates.

19. The Defence Minister's Committee on 28th Aug 1949 decided that from 1949 onwards, Flag Day will be observed on 7th December each year and donations will be collected by distributing token and car flags in return of donation. From then onwards, the Flag Day is being observed on 7th December when citizens and volunteer organisations collect donations in exchange of token flags and car flags throughout the country.

20. A concerted effort is made on this Day to raise collections from the public. The significance of the Day is brought home to the potential donors in a variety of ways. The Flag Day messages are displayed through media to step up collections. At some places, Armed Forces Formations and Units also arrange variety of shows, carnivals, dramas and other entertainment Programmes.

21. Token flags and car flags in red, deep blue and light blue colours representing the three services are distributed to the public through Rajya and District Sainik Boards throughout the country by the Kendriya Sainik Board in return for donations.

22. The focal point of organisations of the Armed Forces Flag Day is the Kendriya Sainik Board, Ministry of Defence at the Centre and Rajya and District Sainik Boards at the State and District level respectively. The District Boards carry the message of the Flag Day to the remotest villages through official and non official agencies. The extend of collection naturally depends on the initiative, planning and the effort made not only by the State Govts but also by the Sainik Welfare Deptts and other organisations.

23. Collections made on 7th December are pooled into funds known as Armed Forces Flag Day Fund and Amalgamated Fund at the Centre and States respectively. The fund is operated by a Managing Committee presided over by the Hon'ble Raksha Mantri at the Centre and by the Governor/Lt Governor of States/UTs. The committee lays down the general policy and decides about the allocation of funds for various measures connected with the welfare of ex-servicemen and their families.

24. It is pertinent to mention that the Centre is given only a very small share of the Flag Day Fund collections made by each State/UT. The Centre's share is only one paise per individual in the State/UT.

25. The three Service HQs carry out Flag Day collections through their subordinate formations. In addition to their collections which are used for welfare of serving personnel, each year, Kendriya Sainik Board also provides additional funds on a prorata basis from the contributions received from the States.

DEFINITION OF EX-SERVICEMEN

26. The eligibility of the retired Defence personnel to the status of ex-servicemen is governed by the definition as laid down by Department of Personnel and Training. The definition has been undergoing changes from time to time. The following is the broad categorization :-

[a] Those released before 01 Jul 68.

Any person who had served in any rank [whether as Combatant or not in the Armed Forces of the Union and has been released there from otherwise than by way of dismissal or discharge on account of misconduct or inefficiency.

[b] Those released on or after 01 Jul 68 but before 01 Jul 79.

Any person who had served in any rank [whether as a combatant or not] in the Armed Forces of the Union for a continuous period of not less than six months after attestation and released there from otherwise than by way of dismissal or discharge on account of misconduct or inefficiency.

[c] Those released on or after 01 Jul 79 but before 01 Jul 87.

Any person who had served in any rank [whether as a combatant or not] in the Armed Forces of the Union for a continuous period of not less than six months after attestation if discharged for reasons other than at his own request or by way of dismissal or discharge on account of misconduct or inefficiency and not less than 5 years of service if discharged at own request.

[d] Those released on or after 01 Jul 87.

Any person who had served in any rank [whether as a combatant or not] in the Armed Forces of the Indian Union and was released/retired with any kind of pension from Defence Budget or released on completion of specific terms of engagement with gratuity otherwise than at his own request or by way of dismissal or discharge on account of misconduct or inefficiency.

27. In addition the personnel of Territorial Army [TA] of the following categories viz. pension holders for continuous embodied service; persons with disability attributable to military service; and gallantry award winners retired on or after 15 Nov 86 and the personnel of the Army Postal Service who are a part of the regular Army and retired from such service i.e. directly from the Army Postal Service [APS] itself without reversion to P&T Department with a pension or who have been released from such service on medical grounds, attributable to military service or circumstances beyond their control and awarded medical or other disability pension are also covered within the definition of ex-Servicemen w.e.f. 19 Jul 89.

28. In all cases Cadets/Recruits are not ex-servicemen. Armed Forces of the union means the Army, Navy and Air Force of the Indian Union including Armed Forces of the former Indian States but excludes the persons who have served in Defence Security Corps, General Reserve Engineering Force, Lok Sahayak Sena and Para Military Forces [PMF].

29. The eligibility of the person to the status of ex-servicemen will be governed by the definition in vogue at the time of his discharge and will not be affected by the changes in the definition subsequently to his discharge.

THE POWERS AND DUTIES OF ITS OFFICERS AND EMPLOYEES

DUTIES OF DISTRICT SAINIK WELFARE OFFICER

1. Disseminating information to the general public regarding the Armed Forces in the country and constantly endeavoring to promote and maintain a feeling of goodwill between civilian and service personnel and ex-servicemen.
2. Watching over the welfare of families of servicemen and ex-servicemen and assisting them in representing their cases with local administration or the Defence Authorities.
3. Assisting, ex-servicemen and their families in obtaining bonus, gratuity, insurance money and other dues, if any from Government.
4. Giving information to the General Public regarding the conditions of service in the Armed Forces to assist; intending candidates in approaching the appropriate recruiting authorities for purpose of enlistment.
5. Communicating information regarding employment facilities for training for civilian vocations and similar concessions to discharged men.
6. Ascertaining and intimating the whereabouts of a servicemen to his dependents and communicating to him news of all important matters affecting his family's welfare.
7. Procuring legal advice in case a law suit is brought against and assist servicemen where there is no male member of his family present.
8. Encouraging and assisting the settlement of disputes out of court.

9. Assisting ex-servicemen and their dependents in securing medal, pension, arrears of pay certificates, land grants, Jagirs Imams education stipends, etc.
10. Assisting an absent servicemen's family in the event of disease or famine.
11. Keeping a watch on the adequacy of the number of pension paying branch post office and if there is a need for more such offices to bring the fact to the notice of the authorities concerned.
12. Investigating cases of ex-servicemen invalidated out of the Armed Forces for chronic diseases such as Tuberculosis, Leprosy, diabetes etc. and arranging for their care and reporting to the State Branch of the Indian Red Cross Society, The Tuberculosis Association of India, etc for medical assistance.
13. Investigating applications for relief from various military and civil charitable funds and making suitable recommendations.
14. Granting financial relief to ex-servicemen and their dependent from funds at their disposal.
15. Registration of the names of ex-servicemen for employment, preparing of their X-1 cards and sponsoring them for suitable reemployment in civil.
16. Arranging grants from Benevolent Fund in alleviation the distress of Ex-servicemen and their dependents.
17. Payment of Education Stipend for the children of Ex- Servicemen who are eligible for such grants.
18. Payment of widow pension from the State Government fund and also arranging for their family pension from their record offices for whosoever qualify for such pension.
19. Distribution of flag on Armed Forces Flag Day and recovery of the contribution money.
20. Organize rallies/re-union of ex-servicemen.
21. Promotion and maintenance, under guidance of State Rajya Sainik Boards Welfare measures in the district.

22. Maintain liaison with other welfare organisation with a view to enlarging the field of additional source of welfare and concessions for ex-servicemen and their families.

DUTIES OF THE WELFARE ORGANISOR OF DISTRICT SAINIK WELFARE OFFICE

23. He will take orders from the District Sainik Welfare Officer for day to day working and will be responsible to him for his work. He will perform the following duties :-

[a] To assist ex-servicemen and families of serving/deceased personnel in the filling up of the various forms that have been introduced for obtaining assistance/loans e.g. from DD 40, State Benevolent etc.

[b] Investigation of circumstances of applicants applying for financial help.

[c] Verification of facts regarding application for compassionate discharge, posting or leave by serving personnel.

[d] For advising/guiding ex-servicemen and or the dependents of serving/deceased personnel in matters relating to pension, correspondence with Records Offices, State Government authorities on issues regarding land and other problems encountered by them.

[e] To enlighten ex-servicemen and families of serving/deceased personnel on the various welfare and resettlement measures that have been introduced/proposed to be introduced on their behalf by the Central/State Govts.

[f] To report to the District Sainik Welfare Officer on any measures to be adopted by the office in the matter of welfare in the various Tehsils/Villages, within the jurisdiction of the Board.

[g] Contact District Employment Exchange Officers for :-

[i] Obtaining bio-data of ex-servicemen registered with them for employment assistance.

[ii] Discuss problems on placement of ex-servicemen and collect all important information.

24. Any other work specially entrusted to him by the District Sainik Welfare Officer.

DUTIES OF THE SUPERINTENDENT / UPPER DIVISION CLERK OF DISTRICT SAINIK WELFARE OFFICE

25. Co-coordinating the work of the staff of the District Sainik Welfare Office.

26. Supervision of the work of all the clerks and other employees.

27. Maintain discipline of staff of District Sainik Welfare Office.

28. Any other work of welfare nature's assigned by the District Sainik Welfare Officer or Welfare Organisor.

29. In the absence of Welfare Organisor, he will officiate in his place and carry out all his tasks including going on tours.

30. Ensuring that all reports and returns of the District Sainik Welfare Office are put up in time to District Sainik Welfare Officer and are dispatched without delay. Further he must watch the action of all the clerks.

31. Maintenance of incoming / outgoing Postage account.

32. Maintenance and upkeep of all office equipment, building, furniture and other office stores.

ESTABLISHMENT BRANCH

33. Preparation of Revised/Estimate Budget of the employees of the Office.

34. Pay and Allowances - Staff of the Office.

35. Preparation of establishment bills.

36. Maintenance of Service Books of the employees of the office.

37. Maintenance of Fund Budget Establishment.

38. Maintenance of General Provident/Deptt Provident Fund Accounts.

39. Maintenance of Old Account and Family Benefit Account of the employees of the Board.

40. Maintenance and purchase of office equipments.

41. Local purchase of Stationery and submission of Stationery Indent to the Govt Deptt.

42. Pension cases of the staff.

DUTIES OF LDC-I OF THE DISTRICT SAINIK WELFARE OFFICE

43. LDC-I will perform the following duties :-

(a) **Census**

[i] Maintenance of Long Roll Registers for ex-officers, JCOs and ORs of the District.

[ii] Completion of forms for Census of ex-servicemen and their dependents of the District [s] concerned.

[iii] Issue of duplicate Discharge Certificate/Service Particulars of ex-servicemen and their dependents.

[iv] Land allotment to ex-servicemen and their dependents by the Collector/MEO.

[v] Medals/Stars supply of and correspondence thereof.

[vi] Whereabouts of ex-servicemen and their dependents.

[vii] Discharge verifications of all kinds.

[viii] Posting verifications of all kinds.

[b] **Verification [All kinds]**

[i] Verifications of facts stated by the serving soldiers and ex-servicemen.

[ii] Verification of change of Home Address of serving soldiers.

44. LDC-I will also perform the following duties :-

- [i] Registration of ex-servicemen for employment.
- [ii] Preparation and maintenance of X-1 cards [Employment Index Cards].
- [iii] Work connected with sponsoring of ex-servicemen against the vacancies as per the requisitions received from employers.
- [iv] Follow up action for vacancies sponsored.
- [v] Maintenance of Live Register of Employment.
- [vi] Maintenance of vacancies received from various employers.
- [vii] Preparation and maintenance of X-2 cards in respect of each employers.
- [viii] Maintenance of Death Register.
- [ix] Maintaining records of ex-servicemen re-enrolled in D.S.C.
- [x] Submission of Monthly, Quarterly, Half Yearly and Yearly Reports and Return on due date.
- [xi] Any other work connected with employment assigned by DSWO/WO/Supdt.
- [xii] To relieve the clerk of welfare section when the former proceeds on leave/temporary duty.
- [xiii] Tour programme of District Sainik Welfare Officer and W.O. and officials visiting from outside.
- [xiv] Giving the press publicity / information to ex-servicemen about the tour of D.S.W.O and W.O.
- [xv] Liaison with Employment Exchange for collection of various types of forms regarding employment.

45. Maintenance of pension register-Production of all pension papers and follow up action for all pensioners.
46. Books and Publications.
47. Issue of Liquor Cards/Medical Certificates/Ex-Servicemen Certificates.
48. Nominal Roll of Pensioners.
49. Monthly Returns-Release/Discharge/Transfer of Pension maintenance of.
50. Desertion.
51. All type of contracts [Wet Canteens etc].
52. RSMB of ex-servicemen.
53. To assist ex-servicemen in obtaining Arms Licence, Gun Licence and Fire Wood Licence etc.
54. Reservation of seats in colleges for dependents of ex-servicemen.
55. Societies/Associations.
56. Rallies/Re-Unions.
57. Defence Colonies.
58. War Jagirs/Jangi Inams.
59. Honours and Awards.
60. Maintenance of Receipt / Despatch Registers of DAK.
61. Training of Ex-Servicemen and their dependents.
62. Maintenance of postage Register and Registration of Incoming Mail.
63. Photographs and Publication of brochures.
64. Issue of Cement Permit to ex-servicemen and their dependents.
65. Allotment of Fair Price Shop to Ex-Servicemen.

66. Seminar Boards and Meetings.

67. Documentation.

MISCELLANEOUS

68. Writing application of illiterate widows/ex-servicemen.

69. Maintenance of all correspondence file pertaining to the task.

70. All typing work.

71. The work time to time given by the DSWO and WO/Supdt.

72. To relieve the clerk of Employment Section when the former proceeds on leave/temporary duty.

DUTIES OF LDC-II OF THE DISTRICT SAINIK WELFARE OFFICE

BOARD ACCOUNTS

73. Maintenance of Flag Day Accounts.

74. Maintenance of Govt and other Funds Cash Books.

75. Maintenance of Cash Book of District Ex-Servicemen's Benevolent Fund.

76. Settlement of Final Account/AFPP Account of ex-servicemen and completion of contingent bill.

77. To assist ex-servicemen and their families in obtaining dues from the Government, if any.

78. Recovery of debit balance from ex-servicemen and remittance to the various Records Office.

79. To assist widows/ex-servicemen of INA personnel in obtaining dues.

80. Sainik Rest House and maintenance of Sainik Rest House Register and also work as Care Taker of Sainik Rest House.

LOANS

81. Grant of loan to the ex-servicemen/their dependents from the Nationalised Banks. [SEMFEX I & II].

82. Payment of interest subsidy to the ex-servicemen on loan granted to them from the Nationalised Banks.

83. Lok Sabha/Vidhan Sabha question submission of informations.

84. Get-together Widows of JCOs and ORs.

85. Constitution of the District Sainik Boards.

FINANCIAL ASSISTANCE

86. To assist ex-servicemen and their widows for obtaining assistance from :-

[a] Army Central Welfare Fund [On DD-40 Form].

[b] From Station Headquarters/Madhya Bharat Area, Jabalpur.

[c] Regimental Associations.

[d] Red Cross Society.

[e] Disabled Army Personnel Widows & Orphans Fund.

[f] Indian Ex-Servicemen League.

[g] Branch Recruiting Office.

[h] Army Wives Welfare Association.

[j] Grants from Special Fund to ex-servicemen/widows.

87. Allotment of Army Surplus vehicle and maintenance of vehicle Register.

88. Preparation of Agenda for submission to the C.G. RAJYA SAINIK BOARDS Meetings.

MISCELLANEOUS

89. Visiting other offices on official work when required.
90. Maintenance of all correspondence files pertaining to the task.
91. The work time to time given by the DSWO and other senior officials.
92. Typing.

THE PROCEDURES FOLLOWED IN THE DECISION MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY.

All the decision making process is done in consultation with the Directorate and further if required the decision is being sought from the Home [Police] Deptt. for their concurrence.

THE NORMS SET BY IT FOR THE DISCHARGE OF ITS FUNCTIONS.

The discharge of duties and functions are as laid down on the SOP. No decision making functions are done without the concurrence of the Directorate and Home [Police] Deptt, Govt of C.G. respectively. Financial limit for the DSWOs are limited further required is made through consultation with the Govt.

THE RULES, REGULATIONS, INSTRUCTION, MANUALS AND RECORDS, HELD BY IT OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS.

The rules, regulations, instruction were followed as per Govt of C.G. Regarding manuals and records only the functioning manuals were held as issued by the Govt of C.G. Records of the distinguished/gallantry awards in respect of ESM/War Widows in the State of Chhattisgarh were held by this Directorate and DSWOs respectively.

STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL.

Administrative files and policy documents/files unclassified.

THE PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR ADMINISTRATION THEREOF.

All the petition/grievances of ESM/Widows/Dependents if received are monitored and a constructive effort were made to liquidate the issues related with the employment, atrocities and other ventures that which can be solved under administrative reach, no personal and family matters are entertained. The decision on the plea is made through consultation with the respective DSWOs and further required it projected to the Govt for their disposal as a welfare measure.

A STATEMENT OF THE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSISTING OF TWO OR MORE PERSONS CONSTITUTED AS ITS PART OR FOR THE PURPOSE OF ITS ADVISE, AND AS TO WHETHER MEETINGS OF THOSE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES ARE OPEN TO THE PUBLIC, OR THE MINUTES OF SUCH MEETINGS ARE ACCESSIBLE FOR PUBLIC.

Meetings/councils on various issues related with the upliftment of the ESM/Widows/Dependents of the State are organised time to time and their public broadcasting is accessible through media or other advertisement sources. However, no sensitive nature meetings are involved in this Department. Regarding constitution of committees/boards are formed only when such occurrence are required.

A DIRECTORY OF ITS OFFICERS AND EMPLOYEES

[a] Director - Directorate Sainik Welfare, C.G
Near Collectorate Raipur
Behind Home Guard Office
Raipur [C.G] 492 001
Tele 0771-2445165
Fax 0771- 2420084

[b] Adm-Cum-Accts Officer -Directorate Sainik Welfare, C.G
Near Collectorate Raipur
Behind Home Guard Office
Raipur [C.G] 492 001
Tele : 0771-2421992

[c] DSWO Raipur
Near Collectorate Raipur, Behind Home Guard Office
Raipur [C.G] 492 001
Tele : 0771-2427449

[d] DSWO Durg ,
Near BSNL Tower, Opposite to of PDW Rest House
Raipur Naka
Distt : Durg [C.G]
Tele : 0788-2329939

[e] DSWO Bilaspur - Near Collectorate Bilaspur
PO & Distt : Bilaspur
Tele : 0775-2238099

[f] DSWO - Rajnandgaon
Plot No 84, Shakti Nagar, Behind Kakkad Auto
Rajnandgaon [C.G] Tele : 07744-226862

[g] DSWO Jashpur
Near Collectorate Complex, Jashpur Nagar [C.G]
496 331,Tele : 07763-223730

[h] DSWO Jagdalpur
Near Balram Press, Balaji ward, Surabhi kunj,
Jagdalpur [C.G]
Tele : 07782-231347

[j] DSWO Ambikapur
Collectorate Campus, Ambikapur, Sarguja (C.G.)
Tele : 0774-221721

[k] DSWO Baikunthpur
Odgi Naka, Near Petrol Pump
Baikunthpur, Korea (C.G.)
Tele : 07836-233586

THE MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATIONS.

[a] Director - On contract basis as per govt of C.G. norms.

[b] Adm-Cum-Accounts Officer - Rs 6,500-200-10500 DA + HRA + CCA=8282/- approx.

[c] DSWOs - On contract basis as per govt of C.G. norms.

[d] Employees- As per C.G.. Govt pay revision 1998 as adopted by Govt of C.G.

THE BUDGET ALLOCATED TO EACH OF ITS AGENCY, INDICATING THE PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURES AND REPORTS ON DISBURSEMENTS MADE.

[a] Fund allocated and monitored centrally by this Directorate and further distributed to all DSWOs as on required basis.

[b] No plan expenditure.

[c] Certain expenditure eg Pay & DA allotted on certain heads (other than Allowances, Wages, Emergency Expenditure, Infotech, Books & Magazines)is shared on 50% basis ie by the concerned State and Central [DGR/KSB]

THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES.

Not Applicable

PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORISATIONS GRANTED BY IT.

Not Applicable

DETAILS IN RESPECT OF THE INFORMATION, AVAILABLE TO OR HELD BY IT, REDUCED IN AN ELECTRONIC FORM.

[a] Welfare Organisor at District level frequently visit their area of jurisdiction for sorting out the problems in respect of the ESM/Widow/Dependent.

[b] The website for Directorate Sainik Welfare, Chhattisgarh and its subordinate offices at District level is under preparation and will be available on Internet for the general information of the Ex Service Man /Widow/Dependent.

THE PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION, INCLUDING THE WORKING HOURS OF A LIBRARY OR READING ROOM, IF MAINTAINED FOR PUBLIC USE

[a] No library exists however, there is a information room in each DSW Office where the information for ESM / Widows is displayed on the Notice board for general reading to whom it may concern.

THE NAMES, DESIGNATIONS AND OTHER PARTICULARS OF THE PUBLIC INFORMATION OFFICERS

1. The post has not yet formulated however, the names are as follows: -

[a] **At Directorate Level :-**

[i] Public Information Officer- Lt Col S.V. Uttarwar [Retd]
Director, Dte Sainik Welfare,
Raipur C.G.

[ii] Asst Pub Information Offr- Shri A. L. Soni
Adm-Cum-Accounts Officer
Dte Sainik Welfare, C.G.
Raipur [C.G]

[b] **At District Level.** All District Sainik Welfare Offices i.e. Raipur, Durg, Bilaspur, Rajnandgaon, Jashpur , Jagdalpur Ambikapur & Baikunthpur :-

[i] **Public Information Officer:-**

[aa] DSWO Raipur – Col KL Yadav [Retd]
District Sainik Welfare Officer
DSWO Raipur

[ab] DSWO Durg - Lt Col S. V. Uttarwar [Retd.]
District Sainik Welfare Officer

[ac] DSWO Bilaspur – Col KL Yadav [Retd]
District Sainik Welfare Officer

[ad] DSWO Rajnandgaon-Lt Col KL Yadav [Retd]
District Sainik Welfare Officer

[ae] DSWO Jashpur – Wg Cdr PC Agarwal (Retd)
District Sainik Welfare Officer

[af] DSWO Jagdalpur - Lt Col J. K. Bose [Retd]
District Sainik Welfare Officer

[ag] DSWO, Ambikapur – Wg Cdr PC Agarwal (Retd)
District Sainik Welfare Officer

[ah] DSWO, Baikunthpur – Wg Cdr PC Agarwal (Retd)
District Sainik Welfare Officer

[ii] **Asst Pub Information Officer.**

All Welfare Organisers of respective DSWOs

SUCH OTHER INFORMATION AS MAY BE PRESCRIBED

1. Any other problem/information pertaining to the ESM/Widow/Dependent which can be solved at Directorate level can be sought on telephone No 0771-2445165, 2421992. Email address dsw.cg@nic.in

2. At District level on telephone No as follows: -

[a] Raipur - 0771-2427449

[b] Durg - 0788-2329939

[c] Bilaspur - 07752-238099

[d] Rajnandgaon - 0744-226862

[e] Jashpur - 07763-223730

[f] Jagdalpur -07782 – 231347

[g] Ambikapur – 0774 – 221721

[h] Baikunthpur – 07836 - 233586

[iii] Sainik Rest House :-

Location of Sainik Rest House

1. Raipur

Near Collectorate Raipur Campus
Behind Home Guard Office, Raipur
[C.G]

Ph No : 0771 – 2427449

2. Bilaspur

Near Collectorate Bilaspur
PO & Distt : Bilaspur [C.G.]

Ph No : 07752 – 238099

3. Durg

Opposite to PWD Circuit House
Near BSNL Tower, Raipur Naka, Durg (C.G.)
PIN - 491001

Vital Information Required By Ex- Serviceman, Widows And Dependants.

1. Norms And Procedure Adopted For Registration Of Ex- Servicemen
2. Norms And Procedure Adopted For Grant Of Family Pension On Death Of Ex-Servicemen [ESM]
3. Norms And Procedure Adopted For Financial Assistance
4. Norms And Procedure Adopted For Grant Of Education Stipend
5. Norms And Procedure Adopted For Ex-Gratia On Death Of Ex-Servicemen
6. Norms And Procedure Adopted For cash Grant To The Parents
7. Norms And Procedure Adopted For Financial Assistance To Handicap Ex-Servicemen
8. Mission

NORMS AND PROCEDURE ADOPTED FOR REGISTRATION OF EX-SERVICEMEN

1. Registration is done for all Ex-Servicemen by the concerned District Sainik Welfare Office who are domicile of Chhattisgarh State subject to one of the following four conditions are fulfilled:-

[a] Born and brought up in the State of Chhattisgarh

[b] The parents are not alive and his/her legitimate guardian is permanently residing in the Sate for the minimum period of 15 years

[c] The parents of the Ex-Servicemen are employees of Govt of Chhattisgarh or retired employees of Govt of Chhattisgarh.

[d] Central Govt Employees serving in the State of Chhattisgarh.

2. In addition to the above criterion the following documents/certificates are required for the Registration :-

- Original Discharge Book.
- Pension Pay Order.
- Domicile Certificate Or
- School Certificate/Mark Sheet of Class VIII, X or XIIth
- Proof of Immovable Property on his Or his spouse's name.
- Any other documents issued by the Defence.
- Three stamp size photographs for Ex-Servicemen Identity Card.

3. All the above documents are verified by concerned District Sainik Welfare Officer and after verification and further issued with the following application forms :-

- Registration form – Ex-Servicemen.
- Form of Registration.
- Application for issue of identity Card for Ex-Servicemen.
- Employment Index Form.

4. Particulars of Ex-Servicemen are registered in Live Register for Employment purpose. Ex-Servicemen is issued with Employment Card which is to be renewed after every three years from the date of issue.

5. Ex-Servicemen is issued with Ex-Servicemen Identity Card.

6. Whenever, any vacancy notification is received by District Sainik Welfare Office, the candidates names as per their qualification and trade, are sponsored by District Sainik Welfare Office. On confirmation of the employment from the organisation/Institution the name of selected Ex-Servicemen is struck off from the Live Register.

7. The Ex-Servicemen registered when attains the age of 45 years and above, the name is automatically struck off from the Live Register for employment only.

NORMS AND PROCEDURE ADOPTED FOR GRANT OF FAMILY PENSION ON DEATH OF EX-SERVICEMEN [ESM]

1. The widow/dependent/NOK of the deceased ESM to report to the concerned District Sainik Welfare Office alongwith the following documents duly attested :-

- Death Certificate.
- ESM Identity Card.
- Discharge Certificate of deceased ESM.
- Certificate from Sarpanch/Authority Concerned for being Widow/NOK/Dependent.

2. Verification of the above documents for correctness and the records held with the District Sainik Welfare Office.

3. Registration of the Widow/NOK and issue of Identity Card.

4. An application alongwith an attested copy of the death certificate is sent to the concerned Record Office for seeking set of forms for family pension claim.

5. On receiving the forms for claiming the family pension necessary assistance is given to the widow/NOK to complete the forms.

6. The application forms alongwith the following documents duly completed in all respects are despatched to the concerned Record office for further action with a copy to the Widow/NOK of the deceased :-

- Details of Bank Account [Pension Disbursing Authority {PDA}] from where the widow/NOK wishes to draw family pension.
- Life Time Arrears Certificate [LTA].

. Marriage/Re-Marriage/Widowhood/Family details/ Non Employment Certificate [Affidavit].

Photocopy of Death Certificate duly attested.

7. Further action is taken by the concerned Record Office of the deceased and PCDA.

8. On receipt of the PPO from PCDA, the widow/NOK of the deceased should report to the concerned PDA for drawing of family pension.

9. Assistance in all respect are given for completion of the forms and further sanction of the family pension if any problems are faced by the Widow/NOK.

NORMS AND PROCEDURE ADOPTED FOR FINANCIAL ASSISTANCE

1. In all cases of financial assistance, it is mandatory to have the applicant registered with the concerned District Sainik Welfare Office and is in possession of ESM/Widow Identity Card.

DAUGHTERS MARRIAGE

[a] ESM/Widow to fill up the prescribed application form available with the concerned District Sainik Welfare Office.

[b] Application duly completed alongwith the following certificate is required to be submitted :-

. Photocopy of the Discharge certificate duly attested.

. Photocopy of Identity Card duly attested.

Birth Certificate/Mark Sheet of the daughter from whom the marriage assistance is sought.

. Income certificate issued by the competent authority.

Marriage invitation card.

2. Further verification at District Sainik Welfare Office :-

- . Verify whether the girl is legitimate daughter of the applicant by the records held with the DSWO/School Certificate.
- . Age of the girl is not below 18 years.
- . Income of the applicant is within the prescribed limit

3. Action after verification :-

- . If the facts and details are verified and found correct, the DSWO recommend and forward the application to Directorate Sainik Welfare, C.G. Raipur.
- . Final sanction is accorded by the Directorate Sainik Welfare, C.G.
- . Once the sanction is accorded, the concerned DSWO and the applicant is intimated by the Directorate.
- . The applicant reports to the DSWO along with the original discharge book.
- . Payment is issued to the applicant by cheque.
- . The details of payment made are endorsed in the original discharge book.
- . A copy of the receipt of the payment is forwarded to the Directorate.

NORMS AND PROCEDURE ADOPTED FOR GRANT OF EDUCATION STIPEND

1. Ex-Servicemen/Widow to fill up the prescribed application form available with the District Sainik Welfare Office.

2. The application form duly completed in all respect to be submitted to the DSWO along with the attested photocopy of following :-

- Discharge certificate.
- Identity Card.

Mark sheet of the wards for whom the stipend is claimed.

Income certificate issued by the competent authority.

3. Verification at District Sainik Welfare Office :-

Verify whether the ward is legitimate son/daughter of the applicant by the records held by the DSWO/School Certificate.

Application form should be signed by the Head of the School/Institution.

The ward is not getting any kind of scholarship.

Income of the applicant is within the prescribed limit.

4. Action after verification :-

If the facts are verified and found correct, the DSWO recommend and forward the application to the Directorate Sainik Welfare Chhattisgarh, Raipur.

Final sanction is accorded by the Directorate Sainik Welfare, C.G.

Once the sanction is accorded, the concerned DSWO and the applicant is intimated by the Directorate.

The applicant reports to the DSWO along with the original Discharge book.

Payment is issued to the applicant by cheque.

The details of the payments are endorsed in the original Discharge book.

A copy of receipt of the payment is forwarded to the Directorate.

NORMS AND PROCEDURE ADOPTED FOR EX-GRATIA ON DEATH OF EX-SERVICEMEN

1. Before initiating Death Grant to the widow of the deceased it is ascertained the identity of NOK from the records held in DSWO.

2. The widow/NOK to fill up the prescribed application form available with the DSWO and further issued with the Ex-Gratia [Funeral] grant form to the Widow/NOK for completion alongwith the following documents duly attested: -

- Photocopy of the discharge certificate.
- Photocopy of Identity Card.
- Photocopy of death certificate of ESM.
- Income certificate issued by the competent authority.

3. Verification at DSWO :-

- Verify whether the Widow is legal wife of the ESM by the Records held by the DSWO.
- Marriage certificate/Affidavit.
- Income of the applicant is within the prescribed limit.

4. Action after verification :-

- If the facts are verified and found correct, the DSWO recommend and forward the application to the Directorate Sainik Welfare, C.G. Raipur.
- Final sanction is accorded by the Directorate Sainik Welfare, C.G.
- Once the sanction is accorded, the concerned DSWO and the applicant is intimated by the Directorate.
- Applicants reports to the DSWO along with the original Discharge Book.
- Payment is made to the applicant by cheque.

The details of the payments are endorsed in the original Discharge Book.

A copy of the receipt of the payment is forwarded to the Directorate.

NORMS AND PROCEDURE ADOPTED FOR CASH GRANT TO THE PARENTS

1. The Cash Grant is applicable to those parents who's only son/daughter or all the sons/daughters are serving in the Indian Armed Forces.

2. The eligible parents puts up a normal application to DSWO along with the following documents/certificates:-

Appendix 'A' issued by the Commanding Officer.

Appendix 'B' with recommendation of DSWO.

Affidavit for Only/All Sons/Daughter is/are serving in the Indian Armed Forces from Magistrate.

3. On receipt of the documents from applicants verification is carried out by DSWO.

4. Action after verification: -

If the facts are verified and found correct, the DSWO recommend and forward the application to the Directorate Sainik Welfare, C.G., Raipur.

Final sanction is accorded by the Directorate Sainik Welfare, C.G.

Once the sanction is accorded, the concerned DSWO and the applicant is intimated by the Directorate.

Payment is made to the applicant by cheque.

A copy of receipt of the payment is forwarded to the Directorate

NORMS AND PROCEDURE ADOPTED FOR FINANCIAL ASSISTANCE TO HANDICAP EX-SERVICEMEN

1. Any Ex-Servicemen who is handicap is entitled to have a manual Tricycle provided that :-
 - He is not in possession of Tricycle.
 - Tricycle is not issued by any other Govt or Private agency.
2. The Ex-Servicemen should report to concerned DSWO along with the following documents/certificates: -
 - Original Discharge Book.
 - Application for issue of Tricycle addressed to the concerned DSWO.
 - Certificate stating that he is not in possession of Tricycle
3. DSWO after verifying the documents and certificates recommends and forwards the application to the Directorate Sainik Welfare, C.G. for further action.
4. Once the amount is sanctioned the Tricycle will be bought and handed over to the Ex-Servicemen.
5. The receipt of Tricycle documents signed by the Ex- Servicemen is forwarded to Directorate Sainik Welfare, C.G. by the concerned DSWO.

MISSION

The mission of the Department Directorate Sainik Welfare, C.G. is to act as a facilitator, in consultation with Government of Chhattisgarh, Departments of Home [Police], and in consultation with the KSB/DGR to improve the Directorate's functioning through administrative reforms in the spheres of restructuring, process improvement, organization & methods, grievance handling, modernization, citizens' charters, award scheme and best practices.

“PURSUIT FOR EXCELLENCE”

ORGANISATION

MINISTRY OF DEFENCE

SERVICE HQs

DGR

KSB

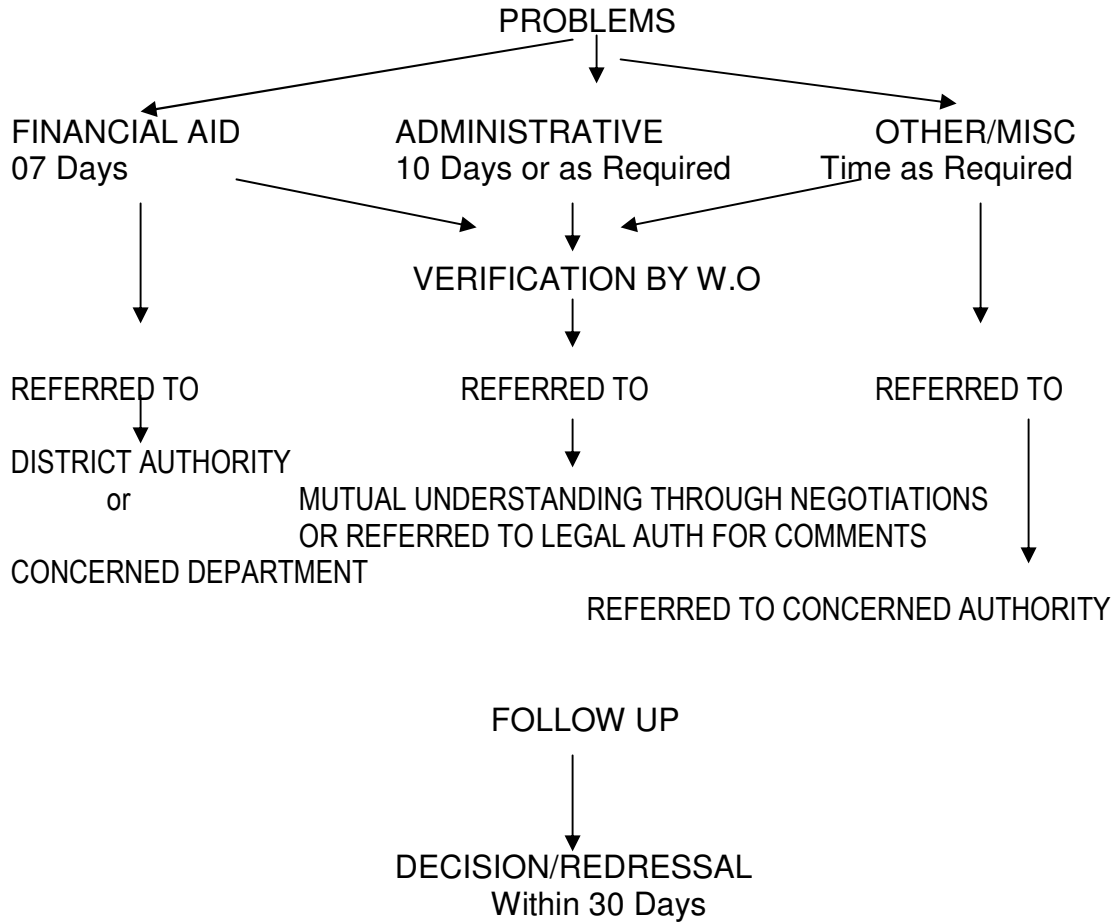
**ZONAL DIR
CO-LOCATED AT
ARMY COMMAND**

**RSB
DEPTT. OF SAINIK WELFARE
CO-LOCATED AT STATE CAPITALS.**

ZSB

**DISTRICT SAINIK WELFARE OFFICE /
[CO-LOCATED AT DISTRICT HQs]**

Action Plan on Grievances/Petition/Complaints
of
ESM / WIDOWS / DEPENDENDENTS



APPENDIX A

