

GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
DEPARTMENT OF EX-SERVICEMEN WELFARE  
**LOK SABHA**

**STARRED QUESTION NO. 322**  
TO BE ANSWERED ON 11<sup>th</sup> December, 2019

**WELFARE OF EX-SERVICEMEN**

\*322. DR. SHRIKANT EKNATH SHINDE:

Will the Minister of DEFENCE j{k k ea=h  
be pleased to state:

(a) the details of welfare and rehabilitation schemes and financial assistance provided to ex-servicemen by the Government through various agencies;

(b) the total amount distributed for the welfare of ex-servicemen under Raksha Mantri's Discretionary Fund (RMDF) and the number of beneficiaries of the Fund during the last three years, year-wise;

(c) the main activities of Kendriya Sainik Board and the manner in which the activities are beneficial to ex-servicemen and their families; and

(d) the efforts made to activate Grievances Redressal Mechanism for ex-servicemen and to expedite the redressal of their grievances?

**A N S W E R**

MINISTER OF DEFENCE

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(SHRI RAJNATH SINGH)

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(a) to (d): A Statement is laid on the Table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 322 FOR ANSWER ON 11.12.2019 REGARDING 'WELFARE OF EX-SERVICEMEN'.**

(a) The Welfare, Rehabilitation Scheme and Financial Assistance is provided by the Government through Kendriya Sainik Board (KSB), Directorate General Resettlement (DGR) and the Service Headquarters. In addition various State Governments also have separate schemes for welfare of Ex-servicemen (ESM).

Details of Schemes run by KSB are at **Annexure- A**

Details of Rehabilitation schemes run by DGR are at **Annexure –B**

Details of measures instituted by Service Headquarters are at **Annexure- C**

(b) The nomenclature of Raksha Mantri's Discretionary Fund (RMDF) has been changed to Raksha Mantri's Ex-Servicemen Welfare Fund (RMEWF). The details of total amount distributed along with number of beneficiaries for the welfare of Ex-servicemen under Raksha Mantri Ex-Servicemen Welfare Fund (RMEWF) during last three years is as under :-

<b>Financial Year</b>	<b>No of beneficiaries</b>	<b>Total Amount Disbursed Rs (In Crores)</b>
2016-17	37,572	67.21
2017-18	29,303	57.81
2018-19	24,066	64.40
<b>Total</b>	<b>90,941</b>	<b>189.42</b>

(c) Details of the main activities of Kendriya Sainik Board are placed at **Annexure- D**

All the above activities are primarily for the welfare of Ex-servicemen and their dependents to lead a dignified life after retirement. It may be seen that the support created through the various schemes like penury grant, daughters' marriage grant, education grant, disabled children grant, house repair grant, medical treatment grant, serious disease grant, orphan grant etc have resulted in more compassionate support to the families and children of ex-servicemen. The educational opportunities of ex-servicemen's children have been expanded. A growing involvement of civil society and the private sector with ex-servicemen's welfare has resulted in improved mobilization of welfare funds.

A total of 90941 ESMs and their dependents have been benefited under these schemes during last three years (from 2016-17 to 2018-19).

(d) Redressal of grievances is a key function of the Department of Ex-Servicemen Welfare. In the direction of prompt and satisfactory resolution of grievances, the following initiatives were taken subsequent to 2014 :-

- (i) **Personal contact with petitioners** : Apart from written communications, petitioners are contacted over phone to obtain specifics of the grievance including service/pensioners' details, Feedback about resolution of grievances and to ascertain level of satisfaction.
- (ii) **Categorization of grievances**: The department has categorized the grievances in 27 categories according to the nature of grievances received from ex-servicemen to know the cause of the grievances and issuing instructions to the concerned offices for redressal.
- (iii) **Periodical monitoring at higher level**: The status of pending pension grievances is being monitored at the highest level of the department by the Secretary in regular weekly meetings.
- (iv) **Synergy of the existing infrastructure**: The existing set up of Sainik Boards is being utilized for assisting the petitioners and other ex-servicemen for completion of documents/Records required for release of pension and assisting in State Govt. related issues/grievances.

Overall percentage of disposal of grievances is 97% and the data are available in the [pgportal.gov.in](http://pgportal.gov.in). This has been achieved due to intense follow up, regular interaction with the concerned offices as well as weekly review. The impact of the above indicated initiatives, together with strict compliance with shorter timeline of 30 days for resolution of grievances and use of technology has resulted in reduction of average disposal time from 87 days in 2014 to 25 days in 2018 and further reduced to 21 days in 2019.

The efforts made above underscore our concerted efforts to reduce grievances, bring down the disposal time, and promote dialogue and interaction with our ex-servicemen as also to sensitize the Rajya Sainik Boards (RSBs) Zila Sainik Boards (ZSBs) for resolving the grievances of ESM.

**ANNEXURE-A REFERRED TO IN REPLY TO PART (a) OF LOK SABHA  
STARRED QUESTION NO. 322 FOR ANSWER ON 11.12.2019 REGARDING  
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**DETAILS OF VARIOUS WELFARE SCHEMES PROVIDED TO ESM  
/WIDOWS  
BY KENDRIYA SAINIK BOARD (KSB)**

1. Benefits given from Armed Forces Flag Day Fund under RMEWF :-

<b>S No.</b>	<b>Grants</b>	<b>Amount(in Rs)</b>
(a)	<b>Penury Grant</b> (65 Yrs and above) (Non-Pensioners upto Hav Rank)	Rs 4,000/-pm (Life time) Wef 01 Apr 17
(b)	<b>Education Grant</b> (upto two children) (i) Boys/Girls upto Graduation (ii) Widows for PG (Pensioner/Non Pensioner upto Hav Rank) and upto two children	Rs 1,000/-pm
(c)	<b>Officer Cadet Grant</b> (for Cadets of NDA only) Pensioner/Non-Pen upto Hav Rank)	Rs 1,000/-pm
(d)	<b>Disabled Children Grant</b> (Pensioner/Non-pen upto Hav Rank)	Rs 1,000/-pm
(e)	<b>House Repair Grant</b> (Pensioner/Non-Pen upto Hav Rank) • 100% Disabled ESM • Orphan Daughter (of all ranks)	Rs 20,000/- (One time)
(f)	<b>Daughter's Marriage Grant</b> (upto 02 Daughters) (Pensioner/Non-Pen upto Hav Rank) <b>Widow Re-Marriage Grant</b> (Pensioner/Non-Pen upto Hav Rank) * If married solemnly on or after 21 Apr 16.	Rs 50,000/- *
(g)	<b>Funeral Grant</b> (Pensioner/Non-Pen upto Hav Rank)	Rs 5,000/-
(h)	<b>Medical Treatment Grant</b> (Non-pensioner upto Hav Rank)	Rs 30,000/- (Max)

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(j)	<b>Orphan Grant</b> (Pensioner/Non-pen All Ranks) <ul style="list-style-type: none"><li>• Daughters of ex-servicemen till she is married.</li><li>• One Son of ex-servicemen upto 21 years of age.</li></ul>	Rs 1,000/-pm
(k)	<b>Vocational Trg Grant For Widows</b> (Pensioner/Non-Pen upto Hav Rank)	Rs 20,000/- (One Time)

2. **Modified Scooter Grant.** Rs 57,500/- provided to those ESM, who are disabled after service with a disability of 50% or more and who are not covered under the scheme of AG's Branch of IHQ (Army, Navy & Air Force).

3. **Serious diseases Grant from AFFD Fund to Non Pensioners ESM of all Ranks :-**

(a)	<b>Serious Diseases</b> as listed below: - Angioplasty, Angiography, CABG, Open Heart Surgery, Valve Replacement, Pacemaker Implant, Renal Implant, Prostate Surgery, Joint Replacement and Cerebral Stoke.  <b>Other Diseases:</b> Where more than Rs 1.00 Lac has been spent on treatment	} <b>75%/90% of total expenditure</b> <b>Officer and PBOR respectively</b> <b>Upto Rs 1.25 Lac (max)</b>
(b)	Dialysis and Cancer treatment	

4. **Prime Minister's Scholarship Scheme:** Total 5500 scholarship are provided to eligible wards based on merit for the entire duration of the courses from National Defence Fund (NDF). The rates of Scholarship are as follows : -

- (a) Rs. 2500/- per month for boys.
- (b) Rs. 3000/- per month for girls.

5. **Financial support to institutions involved in rehabilitation of ESM :-**

S. No.	Organisation	Quantum of Aid/Grant
(a)	<b><u>Paraplegic Rehabilitation Centers</u></b> (i) Kirkee (ii) Mohali	<b><u>Estt</u></b> i) Rs 1.20 crore wef Apr 16 ii) Rs 10,00,000/- (wef Apr 2015)
(b)	All India Gorkha Ex-servicemen welfare association, Dehradun	Rs. 12,00,000/- pa
(c)	<b><u>Cheshire Homes</u></b> (i) Lucknow (ii) Dehradun (iii) Delhi	Rs 9,000/- pa per inmate
(d)	<b><u>War Memorial Hostels.</u></b> There are 36 WMHs which provide shelter to the children of War Widows/War disabled, attributable and non attributable cases.	Rs 1350/- per month

6. **Reservation of seats in Medical/Dental Colleges for wards of Defence Personnel as Govt of India Nominee.** A total of 35 MBBS seats and 3 seats in BDS courses are allotted by Ministry of Health Family Welfare to KSB for wards of defence personnel as a Govt of India nominee.

7. **Reservation of seats in Medical/Dental/Professional/ Non professional Courses by States/UTs/Central/State Universities/Autonomous Institutions:**

There are provisions of Reservation of Seats in Medical/Dental/Professional/ Non professional Courses by States/UTs/Central/State Universities/Autonomous Institutions for wards/widows of ESMs as per the priority laid down by MoD.

8. **Subsidised accommodation in Sainik Rest House:** There are Sainik Rest Houses spread all across the country, which is available at nominal costs.

9. **75 percent concession in rail fare** for travel in II Class is available to war widows. This concession for War Widows can be availed on production of the **I-Card issued by the KSB.**

**ANNEXURE-B REFERRED TO IN REPLY TO PART (a) OF LOK SABHA STARRED QUESTION NO. 322 FOR ANSWER ON 11.12.2019 REGARDING 'WELFARE OF EX-SERVICEMEN'.**

**RESETTLEMENT SCHEMES ARE RUN BY DGR**

Following Ex-servicemen Resettlement schemes are run by DGR to provide resettlement opportunities to Ex-servicemen of three Armed Forces Services.

- (a) **Placement Assistance through on-line registration at DGR.** – Directorate General Resettlement (DGR) sponsors Ex-Servicemen to various Govt organizations, Public Sector Undertakings, Corporate Houses, Private Sector, Central Para Military Forces etc based on their requisition for re-employment of ESM.
- (b) **DGR Sponsored Security Agency Scheme.** – The DGR empanels / sponsors ESM run Private Security Agencies, and State ESM Corporations for providing security guards to various CPSUs, Corporate Houses, Private sector Undertakings etc.
- (c) **ESM Coal Loading And Transportation Scheme.** – The Scheme is administered on the basis of MoU between the Coal India Ltd (CIL) and DGR.
- (d) **Management Of CNG Station By ESM In NCR.** - Desirous ESM(O)s registered in the scheme are sponsored on receipt of requisition from IGL (New Delhi) & MNGL (Pune).
- (e) **Allotment Of BPCL/IOCL COCO Outlets Pan India.** – ESM (Officer)/JCO who is registered with DGR and has not availed any other benefit is sponsored for the COCO outlets in the state of choice given by ESM (Officer) based on Oil Company's requisition.
- (f) **Allotment Of Mother Dairy Milk Booths And Fruit & Vegetable (Safal) Shops In NCR.** - The ESM register for Milk / SAFAL (Fruit and Vegetable booths separately and give multiple choice of zones for the purpose of areas where booths are required.
- (g) **Coal Tipper Attachment Scheme.** – This scheme is linked with the ESM Coal loading and transportation scheme.

- (h) **Tipper attachment Scheme for War Widows and Disabled Soldiers.** – War Widows upto age of 65 and disabled soldiers having 50% or more disability are also allowed to enrol for this scheme.
- (i) **Allotment of Regular LPG Distributor Ship.** – War Widows/Dependents of those who died in war, war disabled/disabled on duty while serving in operational area, widows/dependents of those who died in harness due to attributable or aggravated causes to Military Service and ex-servicemen disabled in peace due to attributable or aggravated causes to Military Service are eligible.
- (j) **Retail Outlet Dealership (Petrol/Diesel).** – War Widows/Dependents of those who died in war, war disabled/disabled on duty while serving in operational area, widows/dependents of those who died in harness due to attributable or aggravated causes to Military Service and ex-servicemen disabled in peace due to attributable or aggravated causes to Military Service are eligible.
- (k) **DGR ESM Employment Seminars / Job Fairs.** – A Memorandum of Understanding (MoU) was signed in 2014 between DGR and the Confederation of Indian Industry (CII) with the aim to generate employment opportunity for ESM in the corporate sector. Based on the MoU, ESM Job Fairs have been organized with the help of CII. These Job Fairs are conducted at a suitable venue where the suitably identified ESM are provided to the corporate employers based on the openings offered matched with the skills of the ESM.

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**ANNEXURE-C REFERRED TO IN REPLY TO PART (a) OF LOK SABHA STARRED QUESTION NO. 322 FOR ANSWER ON 11.12.2019 REGARDING 'WELFARE OF EX-SERVICEMEN'.**

**MEASURES INSTITUTED BY VARIOUS SERVICE HEADQUARTERS FOR ESM /WIDOWS**

1. Following measures have been taken by various Service Headquarters :-

<b>S. No.</b>	<b>SHQ</b>	<b>Measures</b>
(a)	<b>Army Headquarters</b>	An exclusive Directorate viz. Dte of Indian Army Veterans (DIAV) have been formed at Army HQ to assist Veterans in resolving their Pensions and Welfare Issues.
(b)	<b>Air Headquarters</b>	(i) An exclusive Directorate viz. Dte of Air Veterans (DAV) have been formed at Air HQ since Sep 2012 to assist Air Veterans in resolving their Pensions and Welfare Issues.  (ii) IAF Placement Cell (IAFPC) have been functional at DAV for providing employment assistance to retired/ retiring Air Force Personnel
(c)	<b>Naval Headquarters</b>	An exclusive Directorate viz. Dte of Ex Servicemen Affairs (DESA) have been formed at Naval HQ to assist Naval Veterans in resolving their Pensions and Welfare Issues. It also facilitates skill certification of retiring Naval personnel.

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**ANNEXURE-D REFERRED TO IN REPLY TO PART (c) OF LOK SABHA  
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**MAIN ACTIVITIES OF KENDRIYA SAINIK BOARD (KSB) SECTT.**

1. Organize and conduct following :-
  - (a) The meeting of KSB and Director, DSW / Secy RSBs.
  - (b) Annual Meeting of Management Committee of the Armed Forces Flag Day Fund.
  - (c) Periodic meetings of the Executive Committee of the Armed Forces Flag Day Fund.
2. Progressing implementation of the decisions taken with concerned agencies.
3. Provide policy directive, as approved by the MoD, to Depts of Sainik Welfare in States / UTs on matters of welfare of Ex-Servicemen.
4. Monitor and guide the Depts of Sainik Welfare in the States in their functioning as per guidelines laid down by KSB / Ministry of Defence.
5. Provide budgetary support for establishment and maintenance costs of Depts of Sainik Welfare and Zila Sainik Welfare Offices to State / UTs.
6. Attend as member of the Selection Committee convened invariably under the Chief Secretary of the State for selection of Director, Dept of Sainik Welfare / Secretary RSB and Zila Sainik Welfare Officer / Secretary ZSB convened one month prior to the post falling vacant.
7. Inspect the Department of Sainik Welfare of States / UTs each year and report on their functioning to State Govt / MoD.
8. Attend Rajya Sainik Board and Amalgamated Fund Meeting in States as special invitee.
9. Administer Armed Forces Flag Day Fund (AFFDF).
10. Deal with redressal and queries related to welfare of Ex-Servicemen and families of deceased service personnel.
11. Operate the Scheme for allotment of Medical, Dental and Engineering seats under Ministry of Defence quota.

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12. Organize and conduct 'Armed Forces Flag Day Collection' at Central Govt. Depts located at Delhi.
13. Provide flags, posters and publicity material for conduct of the AFFD in States / UTs and Indian Mission abroad.
14. Operation of centrally sponsored schemes such as RMEWF (Raksha Mantri Ex-servicemen Welfare Fund) and PM Scholarship Schemes.
15. Issue I-Card for availing Rail Travel Concession to War Widows and to ESM in special case.
16. Provide financial assistance to paraplegic homes at PRC Kirkee & Mohali, 35 War Memorial Hostels, Cheshire Homes and various institutes and visit them to check its proper distribution.
17. Advise on the correct investment of the Amalgamated Fund by the RSBs of the States / UTs.
18. Inspect ZSBs at random to check their functioning and effectiveness.

All activities mentioned above cater for providing financial assistance related to welfare of ESM /Widows/wards and to redressal of grievances through 33 Rajya Sainik Boards and 403 Zila Sainik Boards, across the country.

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