

**GOVERNMENT OF INDIA
MINISTRY OF HOME AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 4487**

TO BE ANSWERED ON THE 23RD MARCH, 2021/ CHAITRA 2, 1943 (SAKA)

LIVING STANDARD FOR JAWANS

†4487. SHRI GOPAL CHINNAYA SHETTY:

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government is taking any steps to ensure good standard of living for the jawans deployed on the Line of Control;

(b) if so, the details thereof;

(c) whether the Government proposes to take any steps to address the complaints made by the jawans of Border Security Force;

(d) if so, the details thereof;

(e) whether the Government proposes to release any status report in this regard; and

(f) if so, the deadline for the said report?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI NITYANAND RAI)**

(a) & (b): It has been the continuous endeavour of the Government to ensure good standard of living for jawans of Central Armed Police Forces and Assam Rifles, wherever they are posted including at the Line of Control. All required steps are taken for providing better amenities in terms of neat and hygienic accommodation and mess, good quality of

ration, medical care, transportation, etc. Recently, Government of India has also initiated 'Ayushman CAPF' scheme for Personnel and dependents of Central Armed Police Forces.

(c) & (d): An effective grievance redressal mechanism has been put in place to address grievances of CAPF personnel. Complaints can be made through on-line portal such as Centralized Public Grievance Redress and Monitoring System (CPGRAMS) as well as through e-mail/SMS/by post/in person. Social media channels are also used for submitting grievances. Earnest and sincere efforts are made to redress grievances in all CAPFs including BSF. In addition, directions have also been issued that Senior Officers would stay with Jawans deployed on border for 30 days in a year. During this period, the interaction with Jawans would result in better appreciation of their difficulties and help in resolving them.

(e) & (f): At present, there is no such proposal.
