

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

**UNSTARRED QUESTION NO. 3333**  
TO BE ANSWERED ON 05<sup>th</sup> August, 2022

**ASSISTANCE TO EX-SERVICEMEN**

3333. SHRI ASHOK MAHADEORAO NETE:

Will the Minister of DEFENCE be pleased to state:

- (a) the financial assistance provided by the Government for implementation of the schemes for Welfare and Rehabilitation of Ex-servicemen;
- (b) the main activities of KendriyaSainik Board and the manner in which the said Board is beneficial for ex-servicemen and their families; and
- (c) the details of efforts made towards making the grievance redressal mechanism effective and speedy for redressal of grievances of ex-servicemen?

A N S W E R

MINISTER OF STATE  
IN THE MINISTRY OF DEFENCE

(SHRI AJAY BHATT)

(a): KendriyaSainik Board(KSB) and Directorate General of Resettlement (DGR) are implementing agencies of schemes for welfare and rehabilitation of Ex-Servicemen respectively. The details of Financial assistance provided by the Government to KendriyaSainik Board (KSB) and Directorate General of Resettlement (DGR) during last three years are as under:-

FY:	2020-21	2021-22	2022-23
	(Actual expenditure)	(Actual expenditure)	(Budget Allotment)
KSB	Rs. 234 Cr	Rs. 420 Cr	Rs. 150 Cr
DGR	Rs. 6.58 Cr	Rs.6.7 Cr	Rs. 20 Cr

(b): KSB administers Armed Forces Flag Day Fund(AFFDF) and its related welfare schemes like RakshaMantri Ex-Servicemen Welfare Fund (RMEWF). Besides guiding, monitoring, coordinating, providing budgetary support to various RajyaSainik Boards and ZilaSainik Boards across the country, the KSB also conducts meeting with the various States and stakeholders for improving the lives of Ex-servicemen. The Board is beneficial to the Ex-servicemen as it the nodal and apex body for welfare of Ex-servicemen throughout the country which is headed by Hon'ble RM.

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(c): The Department of Ex-Servicemen Welfare has extended the online grievance redressal mechanism (CPGRAMS/CPENGRAMS) to ex-servicemen also so that the grievances of Ex-Servicemen can be redressed efficiently and in a time bound manners. The link of CPGRAMS/CPENGRAMS website has also been given in the website of Department of Ex-Servicemen Welfare, CGDA and all Pension Sanctioning Authorities so that Ex-Servicemen can lodge their grievances on any websites from their home by clicking on the pgportal.gov.in.

Further, a dedicated portal (Raksha Pension ShikayatNivaran Portal) for redressal of pension grievances of Ex-Servicemen (ESM) has been launched on 14<sup>th</sup> January, 2022. A Toll-free number has also been made operational in order to facilitate the ESM pensioner for smooth redressal of their grievance.

Interactive Voice Response Systems (IVRS) has been establish and operational as an interactive Toll Free Phone Number manned by Call Centre Executives in KSB Sectt.

The names of all RSBs have been included on NIC portal and CPGRAMS portal for speedy disposal of RTI cases and disposal of online grievances received in PG Portal. Case in progress for inclusion of all service Record Offices in the list of addressee on NIC portal.

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