

DIRECTORATE GENERAL RESETTLEMENT (DGR)

MOTTO: WE BRIDGE THE GAP

General

1. The Directorate General Resettlement (DGR), an attached office to Department of Ex-Servicemen (ESM) Welfare, Ministry of Defence, works towards **effective resettlement of Ex-Servicemen (ESM) and their Widows/Wards** through **imparting requisite skilling and empowering them for a host of employment and self-employment opportunities** available Pan India. It functions as an **effective interface between the retiring soldiers/ESM and environment** and is **totally committed** to their gainful resettlement.

Role

2. The role of the DGR is to carry out the **True Welfare and Rehabilitation of Retiring Soldiers, ESM and their widows/dependents**. It fulfils its responsibility of rehabilitation through the **conduct of training, assistance in placement in various jobs (public/private sectors) pre/post training and employment in various employment / self-employment schemes** rolled out by GoI/DGR at DGR.

DGR offices

3. To carry out successful assignment of the Role of DGR, organization of DGR is specifically designed under the following branches :-

- (a) Zonal Resettlement Directorates (DRZs), Pan India.
- (b) Training Branch (For Skilling).
- (c) Employment (Govt Schemes).
- (d) Self Employment (Govt/DGR Schemes).
- (e) Reservation Monitoring Cell (RMC) (For Central/State Job Reservations).
- (f) Statistics and Records (ESM Data Analysis for planning rehabilitation efforts).

(g) **Publicity** (For Promoting Govt Schemes).

(h) **Legal** (To Resolve Issues).

(j) **Registration** (For Retiring/ESM Fraternity).

Directorate of Zonal Resettlement (DRZ)

4. There are five DRZs co-located with Indian Army Commands, of DGR and for assistance to retiring soldiers/ESM. Their location and area of responsibility is as below :-

Ser	DRZ	STATES/UTs (Responsibility)
(a)	DRZ (North) at Udhampur	Himachal Pradesh UT Jammu & Kashmir and UT Ladakh
(b)	DRZ (South) at Pune	Maharashtra, Karnataka, Kerala, Andhra Pradesh, Telangana, Goa, Gujrat & Tamil Nadu. UT Dadar Nagar Haveli & Daman Diu, Lakshadweep, Pondicherry
(c)	DRZ (Central) at Lucknow	Uttar Pradesh, Bihar, Chhattisgarh, Madhya Pradesh
(d)	DRZ (West) at Chandigarh	Punjab, Haryana, Uttarakhand, Rajasthan UT Chandigarh & NCT New Delhi
(e)	DRZ (East) at Kolkata	West Bengal, Arunachal Pradesh, Sikkim, Meghalaya, Nagaland, Tripura, Assam, Manipur, Mizoram, Odisha, Jharkhand UT Andaman & Nicobar Island

EMPLOYMENT OPPORTUNITIES

5. Entry/Exit Policy for DGR.

(a) **Entry Policy.** Entry to DGR schemes to be based upon the following priorities :-

Priority-I. Officers who retire after completion of their **full tenure** of service including **SSC officers** who have served their full term. This will include **medically boarded out officers** who are **fit to undertake** DGR Schemes.

Priority-II. Officers who have sought **Pre Mature Retirement (PMR)**.

Note : The **sponsorship** between **Priority-I** and **Priority-II** will be in the ratio of **80:20**.

(b) **Exit Policy.** The benefits of DGR schemes will be extended to officers for a **period of five years** or **60 years of age**, **whichever** is earlier except for '**Coal Loading & Transportation Scheme**' where a company must run for **five years irrespective** of the age of directors. This may be **extended by another four years** in case no waiting list exists. This is so because the scheme is not viable if run for a lesser duration.

(c) **Age of Registration for DGR.** **Maximum age** for seeking any benefit from DGR is **59 years** i.e. ESM must not be more than 59 years old when he applied for resettlement.

6. Registration.

(a) Registration in DGR by **eligible ESM, Widows and their wards** of the three Services is an **online process** through the interactive official website

of DGR. It is a onetime procedure and common to all schemes managed at DGR. Details of **eligibility criteria** for registration as well as for all the schemes offered by DGR are **available on the official website of DGR**.

(b) Requisite supporting documents (**details available on DGR website**) are also required to be uploaded online.

(c) **Provisional registration number** of the selected scheme is allotted.

(d) **Final registration number** is sent **after verification** of the documents and other eligibility conditions.

(e) In case the **documents are not uploaded** within the **stipulated time** given at DGR, provisional registration allotted, **stands cancelled**.

Note: **Change of Scheme (One Time Only)** : Registered ESM/Widows can submit an application/e-mail to the **concerned branches in DGR** with a copy to Registration Branch in case he/she desires to **opt for a change** of any scheme.

EMPLOYMENT ASSISTANCE FOR ESM

7. All vacancies received from environment (**Govt/Private**) at DGR are uploaded on its official **website dgrindia.gov.in**. Same can be perused and opted by the ESM/Retiring soldiers.

RESERVATION FOR ESM

8. **Reservation** is provided in **Central Ministries / Departments, Central PSUs** and **Nationalized Banks** for ESM to the extent mentioned in relevant Govt. of India orders on the subject. **Details of the same are available** on DGR website, at **dgrindia.gov.in** and at **Appx 'A'**.

GOVT AIDED SCHEME

9. **Security Agency Scheme**. DGR empanelled Security Agencies are providing quality security services to CPSEs, Autonomous bodies, Banks and various Govt. Ministries & Departments as mandated by the DPE/DESW. DESW/MoD has issued comprehensive guidelines for administration of this scheme. The scheme provides adequate remuneration, wages and substantial employment/entrepreneurship opportunities for ESM. Complete details are available on DGR website, at dgrindia.gov.in.

10. **Training Scheme**. Training, for preparing both retiring service personnel and ESM for their resettlement in civil life, is one of the major functions entrusted to the DGR. The DGR organizes employment oriented training programmes for serving Armed Forces Personnel, ESM, and their widows to enhance their existing skill level and enable to seek suitable employment post retirement by re/up skilling themselves.

(a) **Officers' Training**. The DGR organizes the Resettlement Training Programmes in the form of reskilling courses. The courses are conducted in multifarious fields at various premier Govt institutes e.g. IIM/IIT/IIFT etc. Full details wrt Institutes, duration of courses, location, vacancies and schedule is made available on DGR website on regular basis.

(b) **JCO/OR**. Courses for Corporate, Industrial Security, Management and IT Skill Development Courses, especially designed programmes in Retail Management, Disaster Management and Entrepreneurship/Small Business Management have also been introduced

for soldiers/ESM this time looking to build successful careers in the corporate/self- entrepreneurial sectors. **Full details** wrt Institutes, duration of courses, location, vacancies and schedule **is made available on DGR website on regular basis.**

11. **Coal Loading and Transportation Scheme.** For ESM, the Scheme is administered on the basis of **MoU between Coal India Ltd and DGR.** In this Scheme, Retired ESM (Officers) **form a Company** and register as a Pvt. Ltd. Company, under **Companies Act of 1956**, which will carry out work of Coal Loading and Transportation in the designated Coal Subsidiaries. Each ESM Company can have up to **three Pay loaders and 30 Tipper trucks** in which **10 trucks** will be **reserved for allotment to widows/disabled soldiers and 20 trucks for JCOs/ORs and equivalent.** In **exceptional circumstances** the fleet size may be increased up to **four Pay loaders and 40 Tipper trucks.** Details are available in DGR. ESM/Retiring Defence Personnel can approach the **desk officer** to understand the same. ESM can **register directly at DGR/online.** Tipper owners are required to provide a seed money for Tippers ranging between Rs. **Five to Eight Lakhs** depending upon the loan from banks.

12. **Allotment of Oil Product Agency (OPA) Distributorship by Oil Marketing Companies.** Ministry of Petroleum and Natural Gas has a **reserved quota of 8%** for distributorship of Oil Product Agency i.e. **Retail Outlets (Petrol/Diesel) and LPG distributorship** under Government Personnel **category under 'CC1' and GP category** respectively, for eligible Armed Forces Personnel and their widows. **Location** for developing Retail Outlets and LPG distributorship are **identified by the Oil Company** after carrying out requisite feasibility study. Requirements for Retail

Outlets and LPG distributorship in the particular locality are advertised through newspapers and on the Company's website. After publication of advertisement, applicant is to apply directly to the Oil Company. Simultaneously, applicant should obtain the DGR eligibility certificate which is required to be submitted to the Oil Company in original at time of selection. The final selection is done by the Oil Company and office of DGR has No Say in it. Policy guidelines and eligibility are available on DGR website. Percentage of ESM quota is appended below :-

	SC	ST	Open	Total	Remarks
CCI	2%	2%	4%	8%	For Petrol Pump
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13. Management of Company Owned Company Operated Retail Outlets.

Company Owned Company Operated (COCO) Retail Outlets are made available for Management by Retired Defence Officers & JCOs on contractual basis for a maximum period of three years. This scheme is operational Pan India. ESM Officers and JCOs should not be above 60 years of age at the time of sponsorship and willing to provide bank guarantee as per the company's requirement. Officers and JCOs are sponsored by the office of DGR. The Oil Company pays a Rs 30000/- pm as fixed remuneration plus incentive on sale of oil product. The policy guidelines are available on the websites of all major Oil Companies. Guidelines for the sponsorship through DGR is also available on DGR website.

14. **Management of CNG Stations by ESM (O)/ Widows in NCR & Pan India.**

The scheme for management of CNG stations of Indraprastha Gas Ltd (IGL) is currently run on "Company Owned Company Operated" (COCO) for outlets of IGL Pan India now. The eligibility criteria for the ESM (O) is available on DGR website. Retired ESM(O) up to the rank of Brigadier & equivalent registered with DGR are sponsored to IGL from the seniority list maintained at DGR and are selected on the basis of interview held at IGL. The selected retired Officer is then contracted for management of the CNG station by IGL on a yearly contractual basis. Registration of ESM(O) is up to age of 59 years and registered officer will be sponsored up to the age of 60 years only.

15. **Management of MNGL Station in Maharashtra.** MNGL a subsidiary unit of GAIL (INDIA) & BPCL located in Maharashtra is operating CNG Stations similar to IGL at Delhi/NCR. MNGL in consultation with DGR has started employing ESM/Widows for providing operating services to MNGL owned CNG Stations in Maharashtra as part of DGR Resettlement Scheme. The scheme and rules for applying/registration is similar to that of CNG in Delhi & NCR.

16. **Pradhan Mantri Bhartiya Jan Aushadhi Pariojna (PMBJP) Scheme.**

PMBJP was launched by Govt with the objective of making available reasonably priced quality generic medicines for the benefit of everyone through dedicated sales outlets called Pradhan Mantri Bharatiya Janaushadhi Kendra (PMBJK), in various districts of the country. Pharmaceuticals & Medical Devices Bureau of India (PMBI), Dept of Pharmaceuticals, Ministry of Chemicals & Fertilizers, Govt of India is the implementing agency for this scheme. A special incentive of a one-time grant of Rs. 2 lakhs, in addition to normal incentives (Rs. 5 Lakhs @ 15% of monthly

purchase) as applicable, is granted as re-imbursement of Furniture & fixtures, Computers, Internet, Printers, Scanners etc to Women entrepreneurs, Divyang, SC, ST & those opened at aspirational districts (backward districts). Dept of pharmaceuticals, Ministry of Chemicals & Fertilizers, Govt of India has offered the same incentive for the ESM/Widows joining the scheme. Details are available with the Desk officer at DGR.

DGR SCHEMES

17. Mother Dairy Milk Booths And Fruits & Vegetable (Safal) Outlets.

Under this scheme a fully furnished shop is offered by Mother Dairy to ESM/Retiring Soldier for sale of milk and fruit, fresh vegetables. Individual can register with DGR for one Milk/SAFAL (Fruit and Vegetable) booth only. For Mother Dairy, the ESMs are sponsored in the ratio of 3:1. The selected ESM is required to sign an agreement with Mother Dairy and deposit a security deposit of Rs. One lakh only (refundable). He is imparted two weeks of training and then allotted the nominated booth. (A security deposit is also made for an amount of Rs. 50,000/- (Rupees Fifty Thousand only) at the time of allotment of booth). ESM earns a commission on all the products sold, the commission is revised from time to time by Mother Dairy. However an assured amount of Rs. 15,000/- (Fifteen Thousand) per month through out in terms of commission is ensured by Mother Dairy for Milk booths and Rs. 45,000/- (Forty Five Thousand) per month (for first six months only) for SAFAL booths. ESM is allowed to run booths up to age of 60 years and extendable by two years for ESM who are exceptionally good.

18. **Amul Dairy.** Amul India has offered Amul Milk Booths/Parlours to be operated by ESMs in the areas where Amul supply exists. Three models of Amul booths have been proposed for the Defence Forces. These are as under :-

(a) **Military Booth.** To be established in **Military Station** with shop size **150-200 Sq ft** with Prefab/Concrete structure being **provided by the Defence Establishment (Local Military Authority)** by including the infrastructure like **deep-freezer** etc. The expected sales would be in the range of **15,000/- to 20,000/- per day**. ESM will be allotted monthly salary.

(b) **Retail Booth.** To established in **Residential Colony/ Commercial Areas/Highways** with shop size of **150-200 Sq ft**. The rent to be paid by landlord or ownership by **ESM Franchise**. All equipment will be installed by the ESM at his cost (**approx. Rs. 10 Lakh**). Amul has given rebates to ESM in this case. The expected sale is **Rs. 10,000/- to 18,000/- per day**. The **ESM take all the profit** as laid down by M/s Amul.

(c) **MCD Booth Model at Delhi.** For this model a ready-made kiosk is given by M/s Amul (**150-400 Sq ft**). Electricity charge are paid by the franchise. **Security Deposit of Rs. 2.5 lakhs** and **cost of equipment Rs. 1.8 lakhs** to be borne by ESM. Expected sales is **Rs. 28,000/- to 32,000/- per day**. Profit is approx 5% on various products.

19. **VITA Dairy.** Haryana Govt has offered **10% reservation for ESM** and **10% for War Widows/Veer Naris** in running the **VITA Milk Booths** of the Haryana Dairy Development Cooperative Federation (HDDCF). MoU for the same has been finalised between DGR and HDDFC.

EMPLOYMENT SEMINARS

20. DGR coordinate the **participation of Corporates/Industry** in **Employment Seminar/Job Fair** organised by DGR for ESM all over India in collaboration with the Service HQs. These Employment Seminars/Job Fairs provide **walk-in**

opportunities at No Cost to ESM to find a suitable job. These Fairs are very popular and are given maximum publicity with an aim to provide on the spot jobs to ESM. Updates of Employment Seminars/Job Fairs are available on DGR website as and when the Seminars are conducted Zone-wise.

21. **Grievances.** A Grievance Module has been created on DGR website which is functional since Apr 2022. The aim of creating this module is to provide a platform to all servicemen/ex-servicemen to post any query or grievance pertaining to DGR's charter. The grievance or any post fed into the grievances module is replied to on priority and the same is monitored at the highest level in DGR. It has provided an effective means to address all DGR related issues of servicemen/ex-servicemen in a timely manner.

Note: All suggestion are welcomed at DGR from ESM/ Retiring Defence Community:-

Note: For latest update and information wrt DGR kindly visit :-

Website : www.dgrindia.gov.in

Twitter : @dgrindia

Facebook : @dgrindia

} Follow on for immediate, current and future happenings.



DIRECTORATE GENERAL RESETTLEMENT
Department of Ex-Servicemen Welfare, Ministry of Defence, Govt. of India,
WEST BLOCK-IV, RK PURAM, NEW DELHI-110066
DGR - BRIDGING THE GAP BETWEEN ESM AND OPPORTUNITY



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Role

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(c)	DRZ (Central) at Lucknow	Uttar Pradesh, Bihar, Chhattisgarh, Madhya Pradesh
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EMPLOYMENT SEMINARS

20. DGR coordinate the participation of Corporates/Industry in Employment

Seminar/Job Fair organised by DGR for ESM all over India in collaboration with the Service HQs. These Employment Seminars/Job Fairs provide walk-in opportunities at No Cost to ESM to find a suitable job. These Fairs are very popular and are given maximum publicity with an aim to provide on the spot jobs to ESM. Updates of Employment Seminars/Job Fairs are available on DGR website as and when the Seminars are conducted Zone-wise.

21. Grievances. A Grievance Module has been created on DGR website which is functional since Apr 2022. The aim of creating this module is to provide a platform to all servicemen/ex-servicemen to post any query or grievance pertaining to DGR's charter. The grievance or any post fed into the grievances module is replied to on priority and the same is monitored at the highest level in DGR. It has provided an effective means to address all DGR related issues of servicemen/ex-servicemen in a timely manner.

Note : All suggestion are welcomed at DGR from ESM/ Retiring Defence Community:-

Note : For latest update and information wrt DGR kindly visit :-

Website : www.dgrindia.gov.in

Twitter : @dgrindia

Facebook : @dgrindia

Follow on for immediate, current and future happenings.



DIRECTORATE GENERAL RESETTLEMENT

Department of Ex-Servicemen Welfare, Ministry of Defence, Govt. of India,
WEST BLOCK-IV, RK PURAM, NEW DELHI-110066

DGR – BRIDGING THE GAP BETWEEN ESM AND OPPORTUNITY