

**NAVY FOR LIFE AND BEYOND**

# **DIRECTORATE OF ESM AFFAIRS**

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**E-NEWS LETTER – SEP 2018**



**NAVY CARES FOR ITS VETERANS**

# NAVY FOR LIFE AND BEYOND

2

## INDEX

Ser	Topic	Page No.
1.	<a href="#">From Cmde (ESM Affairs) Desk</a>	3
2.	<a href="#">Naval Regimental System</a>	4
3.	<a href="#">Navy Foundation</a>	4
4.	<a href="#">Veteran Sailors' Forum</a>	5
5.	<a href="#">INPA</a>	5
6.	<a href="#">ECHS</a>	6
7.	<a href="#">DGR News</a>	10
8.	<a href="#">KSB News</a>	11
9.	<a href="#">Canteen News</a>	11
10.	<a href="#">INBA News</a>	12
11.	<a href="#">Welfare News</a>	14
12.	<a href="#">Pension Related issues/ NAVPEN</a>	17
13.	<a href="#">Important Contact Details</a>	19
14.	<a href="#">Important Websites</a>	19
15.	<a href="#">Compendium of Important Letters</a>	22

# NAVY CARES FOR ITS VETERANS

# NAVY FOR LIFE AND BEYOND

3



Commodore Vivek Karnavat  
Cmde (ESM Affairs)  
Directorate of Ex-Servicemen Affairs



## FROM CMDE (ESM AFFAIRS) DESK

1. It gives us immense pleasure to bring out another edition of the e-newsletter for benefit of naval veterans, veer naris and their dependents.
2. The 10<sup>th</sup> AGM of VSF is scheduled on 26 Oct 2018 at Chennai. All members are requested to forward agenda points/ issues which merit attention of the Forum to DESA at the earliest. VSF members are requested to be present for the AGM in large numbers and contribute constructively in the proceedings to make it successful.
3. Welfare of ESM has been accorded high priority by the Navy. Continuous efforts are being made to resolve the problems being faced by the ESMs or their NoK/ dependents. Organisations are working to improve/ upgrade various schemes being run for them. Problems were being faced in record office verifying the ECHS smart card applications submitted online. They have been resolved and dispatch of new ECHS cards has commenced wef Jul 2018. Also, to mitigate likely hardship to the veterans, validity of 16kB ECHS cards has been extended till 31 Dec 2018.
4. The tie up by Indian Naval Placement Agency with Monster.com is yielding fruit. The number of jobs on offer for the naval community has increased manifold and the cumulative number has crossed 2,00,000 since launch in Mar 2018. Monster.com is also providing career services at discounted rate to the members of INPA.
5. Many pension related queries are received at DESA. DESA in coordination with the DPA and NAVPEN undertook a dedicated exercise to resolve the issue of non-commencement of family pension to the families of in-service death cases. It gives me great satisfaction to inform that about 40percent of these cases have been resolved in less than three months.
6. We sincerely hope that the information brought out through this e-newsletter helps the veterans not only to remain updated with the developments but also well connected with the Navy.

Best wishes and warm regards,

NAVY CARES FOR ITS VETERANS

New Delhi  
30 Sep 18

## UPDATE ON DESA ACTIVITIES

### Naval Regimental System (NRS)

[Back to Index](#)

1. The Naval Regimental System (NRS) has been functional since Dec 2010 to provide support to spouse/ NoK/ dependents after the demise of naval personnel irrespective of the time of the incident i.e. whether it occurred whilst in harness or after retirement. NRS has now emerged as a platform where issues pertaining to widows/NOK are being dealt with in a speedy manner. Command Regimental System Officers (CRSO) have been appointed at Command Headquarters. To cover the areas that are not in immediate vicinity of Command Headquarters, additional officers have been appointed as CRSOs. Details of CRSOs as per the geographical responsibility are given below:-

SI No	Geographical Area	CRSO Address	Contact Nos	E-mail id
1.	Delhi, NCR, Haryana, Himachal Pradesh, Jammu & Kashmir & Punjab	The Commanding Officer [for CRSO (North)] INS India, Dalhousie Road New Delhi - 110011	011 - 24121429 011 - 24121430 (Fax)	crsonorth.navy@gmail.com
2.	Madhya Pradesh, Rajasthan, Uttar Pradesh & Uttarakhand	The Commanding Officer [for CRSO (Central)] INS India, Dalhousie Road New Delhi - 110011	011 - 24121429 011 - 24121430 (Fax)	crsonorth.navy@gmail.com
3.	Andhra Pradesh, Chhattisgarh, Orissa, Tamil Nadu & Pondicherry	The Flag Officer Commanding-in-Chief [for CRSO (East)] Headquarters Eastern Naval Command Visakhapatnam - 530 014	0891 - 2813067 0891 - 2752771 0891 - 2510275 (Fax)	crsoeast.navy@gmail.com
4.	Bihar, Jharkhand, West Bengal & NE States	The Naval Officer-in-Charge [for CRSO (NE)] West Bengal c/o Navy Office Hastings, Kolkata - 700022	033 - 22221400 Extn. 436 / 459 033 - 22420205 (Fax)	crsonortheast.navy@gmail.com
5.	Dadar & Nagar Haveli, Daman & Diu, Goa, Gujarat, Karnataka & Maharashtra	The Flag Officer Commanding-in-Chief [for CRSO (West)] Headquarters Western Naval Command Mumbai - 400 023	022 - 22751998 022 - 22698393 (Fax)	crsowest.navy@gmail.com
6.	Kerala & Lakshadweep	The Flag Officer Commanding-in-Chief [for CRSO (South)] Headquarters Southern Naval Command Kochi - 682 004	0484 - 2873333 0484 - 2873334 0484 - 2667398 (Fax)	snccrso-navy@nic.in
7.	Andaman & Nicobar Island & Kardin	The Commander-in Chief [for CRSO (A&N)] Headquarters Andaman & Nicobar Command Port Blair - 782014	03192 - 248294/3333 03192 - 232829 (Fax)	crso.an@gmail.com navccpb-navy@nic.in

Navy Foundation

[Back to Index](#)



2. **Publication of Navy Foundation Annual Magazine- Quarterdeck 2019.** Navy Foundation's annual magazine 'Quarterdeck-2019' will be published soon. Leading articles in the magazine are dedicated to themes adopted for each issue. Articles not exceeding 1500 words in MS Word supplemented with photographs (high resolution JPEG format) are invited on the following themes: -

- (a) Golden Jubilee of Western Naval Command
- (b) Diamond Jubilee of Signal School – From Flags to Quantum Communication
- (c) Navika Sagar Parikrama – All Women Crew Circumnavigation on INSV Tarani
- (d) Centenary year of Late Admiral NJ Cursetji – A Tribute
- (e) Sun Sets for Ganga
- (f) Mission Based Deployments

**Veteran Sailors' Forum**

[Back to Index](#)

3. **Annual General Meeting.** 10<sup>th</sup> AGM of VSF is scheduled on 26 Oct 2018 at Chennai. All members are requested to forward agenda points/ issues meriting attention of the Forum to DESA at the earliest. Members are also requested to be present for the AGM in large numbers and contribute constructively in the proceedings to make it successful.

4. **Policy on Membership – Navy Foundation and Veteran Sailors' Forum.** A vast range of issues are projected by veterans for necessary resolution through liaison with concerned agencies like MoD, Service HQs and NAVPEN etc. Navy Foundation and Veteran Sailors' Forum serve as channels to project these issues to the concerned authorities through DESA and also disseminate feedback/ important information to the veterans, on a regular basis. These organisations, therefore, serve as vital links between the retired fraternity and the Navy.

5. Presently, membership to these organisations is voluntary and one time membership fee is levied from ESM. While it is advisable for veterans to obtain membership of Navy Foundation/ Veteran Sailors' Forum on a voluntary basis, it has been observed that very few retiring naval personnel opt for it, thereby remaining isolated from the Service and losing out on an effective channel of communication.

6. VSF Membership forms will be provided along with other retiring forms by NAVPEN to retiring sailors. NF and VSF membership forms are available on DESA website. Retired personnel may fill the membership application form, indicate the preference for Charter and send it to DESA.

## Indian Naval Placement Agency

[Back to Index](#)

7. **Launch of Indian Naval Placement Agency New Website.** New website of Indian Naval Placement Agency was launched on 14 Mar 18. The new website is hosted as microsite of the Indian Navy website and is available at <https://www.indiannavy.nic.in/inpa>. This dedicated INPA website ([www.indiannavy.nic.in/inpa](http://www.indiannavy.nic.in/inpa)) provides a common meeting ground for employers and job seekers. Employers are allowed to post their job offers on the portal, fill in job vacancy card or email their requirements.

8. **MoU with Monster.com.** A tie up has been established with Monster.com, on 14 Mar 18, wherein the firm has agreed to provide various career services and render higher visibility for the registered members of INPA. Since the tie up with Monster.com on 14 Mar 18, increased job opportunities have been notified for registered candidates. Last three months have shown an increasing trend both in the number of ESM registering with INPA as well as the number of jobs posted.

9. **Salient Aspects of the Agreement with Monster.com.** The salient aspect of the agreement with Monster.com are as follows:-

- (a) INPA website's job section will provide the relevant job feeds from [www.monsterIndia.com](http://www.monsterIndia.com) ('Monster website').
- (b) INPA seekers opting to apply on the said Monster jobs on INPA website shall be redirected to Monster website to register themselves at Monster website and apply for jobs after completing the registration/application process.
- (c) Monster will provide appropriate discount as agreed upon with INPA on various career services to seekers coming through INPA website.

10. The increasing interest being shown by veterans indicate that INPA is moving in the right direction in its effort to provide second career options to the retiring/ retired naval community. With 399 new members in the month of Aug 2018, total membership of INPA has crossed 11,000.

## ECHS

[Back to Index](#)

11. **Revised Rates of ECHS Contribution.** Gol had revised rates of one time contribution for ECHS membership wef 29 Dec 17. However, PCDA (N), Mumbai is still deducting the contribution at old rates, thereby inconveniencing ESM retired after 29 Dec 17 as their cards are not being activated by the Stn HQs. PCDA (N) has verbally conveyed that the software is being amended for deduction of the correct amount for ECHS. In the meanwhile, PCDA (N) plans to deduct the difference in the contribution through the pension accounts of retired personnel (from whom lesser amount has been deducted).

12. **Extension of Validity – 16kB ECHS Smart Cards**. The validity of 16kB ECHS Smart Cards has been extended up to 31Dec 18. All 16kB card holders and temporary slip holders have been advised to apply online for new 64kB Smart Cards.

13. **Bank Charges on ECHS Card Applications**. As per GoI directives, payment up to Rs. 2000/- through means of debit cards and UPI are exempt from transaction charges for a period of two years wef 01 Jan 18 and the same exemption is also available for ECHS Smart Cards.

14. **White Cards**. White Smart Card is being provided to certain category of beneficiaries:-

(a) **Eligibility**. The eligibility for White Smart Card is limited to:-

(i) War Disabled/ Battle Casualty ESM.

(ii) Spouses of War Disabled/ Battle Casualty ESM.

(iii) Dependents eligible under Persons with Disability (PWD) Act-95.

(b) **Benefits of White Card**. As per existing provisions, white card holders are given priority treatment at all ECHS polyclinics, from reception to attendance by doctors and issue of medicines. Also, a case has been taken up with DESW for inclusion of PWD-2016 in the criteria for issuing White Cards.

15. **64 kB ECHS Smart Cards**. Despatch of 64kB ECHS Smart Cards has commenced with effect from Jul 2018. There had been certain delays in verification at Records Office. Steps have been initiated to rectify them and expedite the process. The backlog of pending applications is likely to be cleared soon.

16. **Procedure for Empanelment of Hospitals**. MoD had directed not to empanel any hospitals till revision of MoU for empanelment of hospitals is completed. The revised MoU is ready and the process for empanelment of hospitals has recommenced wef 20 Jun 18.

17. **Eye Clinic Facilities**. No eye specialist is authorised in ECHS Polyclinics. Therefore, veterans are referred to service hospitals/ empanelled hospitals for consultation and treatment as required. Besides substantial waiting time at ECHS Polyclinics, veterans have to move up and down, which needs to be minimised. Five eye hospitals in Lucknow and more than 10 in Delhi-NCR have volunteered to offer free consultation to ECHS patients. Efforts are in hand to increase the number of such eye clinics. Updates would be provided through DESA blog/ e newsletter/ ECHS website.

18. **Collection of Blood Samples**. Dr Lal's Path Labs has offered home collection services 'Free of Cost' to ECHS beneficiaries of special category within Delhi and NCR. The special category includes following:-

(a) Above 80 years of age, as on date booking of test and as per date of birth shown in the ECHS Card.

# NAVY FOR LIFE AND BEYOND

8

- (b) ECHS White Card holders, with relevant documentary proofs.
- (c) Cancer patients, as confirmed by relevant prescription and tests.
- (d) Dementia patients, as confirmed by relevant prescription and tests.
- (e) Parkinson's patients, as confirmed by relevant prescription and tests.

19. **Authorised Local Chemist (ALC) and Jan Aushadhi.** The criteria for empanelling ALC has been relaxed. Also, Jan Aushadhi stores are now considered empanelled with ECHS.

20. **Treatment under AYUSH.** In a significant move, MoD (DESW) has now authorised treatment under AYUSH (Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy) for all ECHS beneficiaries. Treatment in Govt AYUSH hospitals is now authorised on reimbursement basis at full rates, including the cost of prescribed medicines. Permission has to be taken from Oi/c of the Polyclinic or Director, Regional Centre or CO ECHS, for a particular disease. However, only one system of treatment can be authorised at any one time.

21. **Fixed Medical Allowance (FMA).**

- (a) FMA has been enhanced from Rs 500/- to Rs 1000/- per month.
- (b) ESM who retired on or after 01 Apr 03 have to become member of ECHS compulsorily and are not eligible to draw FMA.
- (c) These orders are applicable only in such cases, where the date of retirement of service personnel is prior to 01 Apr 03 and who had opted not to avail medical facilities at OPD of Armed Forces Hospitals/ MI Room and are not member of ECHS.

22. **Priority for Elderly ECHS Patients.** ECHS beneficiaries above 75 years of age can visit specialist OPDs at Naval hospitals directly (on OPD days), without referral from ECHS polyclinics.

23. **Beneficiaries Residing in Districts Not Covered by ECHS.** ECHS beneficiaries, who are holding a valid ECHS Card and are residing in districts not covered by ECHS, are eligible to obtain treatment from Govt (Central/ State/ Local Self Government) hospitals and submit the medical reimbursement claim to the ECHS Polyclinic (i.e. they can avail the treatment without obtaining referral from Polyclinic located outside their district). Reimbursement shall be limited to the CGHS rates applicable to the nearest ECHS Polyclinic and as per the ceiling rates and ward entitlements or as per actual, whichever is lower.

24. **Procedure of Referral to Empanelled Facility within AOR of Regional Center.** The choice of empanelled facility within the Area of Responsibility (AoR) of the Regional Center of that city for treatment would now rest with the ECHS beneficiary. Doctors at ECHS Polyclinics shall mention on the prescription the medical treatment procedures/ tests required by the ECHS beneficiary and then write – 'Referred to any ECHS empanelled medical facility located within the AoR of the Regional Centre (name of the city)'. CO ECHS and Directors of all Regional Centers will ensure that a complete list of empanelled facilities

## NAVY CARES FOR ITS VETERANS

(Regional Centre-wise), along with the medical treatment procedures/ tests for which they have been empanelled within their AoR, is displayed prominently on the website of ECHS. Oi/c of all Polyclinics will ensure that these lists are downloaded and shared with the ECHS beneficiaries, whenever demanded.

25. **Additional Manpower for Polyclinics.** In order to provide quality healthcare services to ESM, additional manpower has been sanctioned for all Polyclinics, Station Headquarters and Senior Executive Medical Officers.

26. **Employment Policy – Reservation for ESM at Polyclinics.** Following reservation exists for ESM at ECHS Polyclinics: -

- (a) 100% reservation for ESM for the post of Oi/c Polyclinic.
- (b) 60% reservation for ESM for the post of medical staff (MOs, Specialists and Dental Officers)
- (c) 70% reservation for ESM for the post of para-medical staff and non-medical staff.

27. **Veteran Patients Care and Assistance (VPCA) Teams.** VPCA Teams formed by the Central Organisation ECHS address the difficulties faced by our Veterans. The pilot project was successful and these teams, under the Station Commanders, are now operating at 14 locations viz. Ambala, Bareilly, Chennai, Hyderabad, Jaipur, Kochi, Jabalpur, Jammu, Kolkata, Lucknow, Meerut, Patna, Pune and Ranchi.

28. **Disciplinary Action Against Members.** If an incident of misuse of ECHS membership or misconduct is reported against any member, then the Station HQs will conduct an inquiry for investigating the misuse/ misconduct. If the Station Commander finds the person blameworthy, then a show-cause notice would be issued, which would warrant a reply within 30 days. The Station Commander has the authority to suspend the membership of the person for a maximum period of six months in cases where the misuse/ misconduct is established and deemed to be of a minor nature. However, if the offence is considered to be major, then the Station Commander can recommend Central Organisation ECHS to terminate membership of the person. The Adjutant General is empowered to terminate ECHS membership of such persons.

29. **Complaints and Litigation Reduction Scheme (CLRS).** ECHS has launched the CLRS in order to reduce complaints & litigations. All stake holders, including veterans, their dependents, ECHS employees, hospitals and other service providers are invited for direct communication with Central Organisation, ECHS and ECHS Cell, Navy. All medical and non-medical complaints are being handled by the Director (Complaints and Litigation) on mobile number 9599916405. Further, in case of non-resolution of the complaints, Veterans may also call the MD ECHS on Tele No. 9971129265 or Director ECHS (Navy) on Tele No. 9650094237. In addition, an e-mail ID [dircomplaints-mod@nic.in](mailto:dircomplaints-mod@nic.in) has also been created for early settlement of issues.

30. **Channel of Grievances.** In order to enable the ECHS to provide better service, beneficiaries are requested to:-

# NAVY FOR LIFE AND BEYOND

10

- (a) Approach the concerned Oi/c of the Polyclinic/ Station HQ/ Regional Centre for complaints and their expeditious resolution.
- (b) If the issues are not resolved, then lodge grievances as stated below.

31. Beneficiaries of ECHS have the following options available for seeking redressal of their grievances:-

(a) **Online.**

(i) **CPGRAMS.** Centralised Public Grievances Redressal and Monitoring System (CPGRAMS), which is run by the Administrative Reforms and Public Grievances, Govt of India, can be accessed on <http://pgportal.gov.in>. Grievances related to ECHS are automatically routed to Department of Ex-Servicemen Welfare/ Central Organisation ECHS.

(ii) **E-mail.** PD ECHS (Navy) can be reached for addressing any grievance or litigation on [echsdelhi@navy.gov.in](mailto:echsdelhi@navy.gov.in). Additionally, complaints can also be registered by e-mail to the Director (Complaints and Litigation), Central Organisation on [dircomplaints-mod@nic.in](mailto:dircomplaints-mod@nic.in).

(b) **Direct Interaction with Veterans.** Whatsapp no 9868857972 is functional at Central Organisation, ECHS known as 'Shape Your Scheme' and 'Save Your Scheme' for enhancement of effectiveness on reporting of issues by beneficiaries.

(c) **Helpline.** A central helpline number 1800114115 has been operationalised by the Central Organisation, ECHS for assistance of Veterans and can be reached from 0900h to 1700h from Monday to Friday. Similarly, ECHS Cell, Navy can be reached on 011-24101319.

(d) **Telephone/ Mobile Numbers.** Telephone/ mobile numbers of all appointments of Central Organisation ECHS, Regional Centres and Polyclinics are available on the ECHS website.

(e) **Post.** Grievances can be forwarded to any of the following addresses:-

Director (Complaints and Litigation)  
Central Organisation, ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Lines

or

Principal Director ECHS (Navy)  
6<sup>th</sup> Floor  
Chanakya Bhawan  
Chanakya Puri  
New Delhi - 110 021

Delhi Cantt - 110 010

**DGR News**

**[Back to Index](#)**

32. **Relaxation of Terms and Conditions of Selection for Disabled Ex-Servicemen and Dependents of Armed Forces Personnel Killed in Action for Recruitment in**

## NAVY CARES FOR ITS VETERANS



**CPSEs.** All administrative Ministries and Departments have been advised by the Department of Public Enterprises, Ministry of Heavy Industries and Public Enterprises to consider making provisions for relaxed standards in respect of Disabled ESM/ Dependents of Servicemen killed in action. The Department of Public Enterprises office memorandum DPE-GM-12/0001/2016-GM-FTS-5410 dated 23 Nov 17 is reproduced along with important letters for information.

## **KSB News**

[Back to Index](#)

33. **Issue of Identity Cards to Dependents of ESM.** The dependents of ESM were not able to utilise some of the facilities/ concessions extended to them by different organisations due to non-availability of identity cards. To obviate this lacunae, dependent identity cards will now be issued by the Zila Sainik Boards. Kendriya Sainik Board letter 061/Policy/Gen Pol/Vol-I dated 03 Aug 18 is reproduced along with important letters for information.

## **Canteen News**

[Back to Index](#)

34. **Access to Unit Run Canteens and Purchase of Stores.** There have been numerous cases where URCs were denying access to authorised beneficiaries citing dependency, address or other reasons. Issue was taken up with the Canteen Services Directorate of QMG Branch Army Headquarters. It has been clarified that URC cannot deny access/ refuse sale of store/ liquor to authorised beneficiaries in possession of individual canteen smart card unless security aspects are involved. In this regard Canteen Store Directorate letter 95350/Q/DDGCS/Policy dated 01 Jun 18 is reproduced along with other important letters for information.

35. **Courteous Behaviour towards Disabled Service Personnel.** Canteen Store Directorate letter 95350/Q/DDGCS/Advisory/2018 dated 22 Jun 18 is reproduced along with important letters for information.

36. **Assured Decent Last Rites Scheme (ADLRS).** Canteen Store Directorate letter 95357/Q/DDGCS/CIMS dated 04 Sep 18 is reproduced along with important letters for information.

37. **Consumer Satisfaction Redressal of Grievances.** Canteen facility has been authorised to defence services personnel and their dependents as welfare measure. With the increasing number of beneficiaries, Unit Run Canteens and products sold through URCs, there has been an increase in number of grievances and suggestions. In order to address the increasing number of grievances the DDG, Canteen Services has instituted a grievance redressal system for the Canteen Services. The mechanism caters for forwarding of queries/ complaints/ suggestions if not addressed by the concerned offices within five working days, directly to GM and DDG CSD. Canteen Store Directorate letter

# NAVY FOR LIFE AND BEYOND

12

95350/Q/DDGCS/Policy dated 26 Jun 18 is reproduced along with important letters for information.

## INBA NEWS

[Back to Index](#)

38. Benefits available from INBA to the retired naval pensioners:-

Ser	Grants	Rates
(a)	Merit Scholarship for Graduation/Post Graduation Courses for 1 <sup>st</sup> two children	Boarder - Rs 20,000/- p.a Day Scholar - Rs 15,000/- p.a
(b)	Merit Scholarship for Graduation/Post Graduation Courses to wards of deceased retired naval personnel	Rs 30,000/- for both day scholar and boarder.
(c)	Reimbursement of tuition fee for special/mentally challenged children	Rs 5,000/- p.m
(d)	33% re-imbursement of coaching fee for wards of serving/retired naval personnel and widows are limited to:- (i) Institutes providing admissions on JEE (Advance) score. (ii) MBBS courses offered by colleges run Central/State government.	
(e)	Death Grant to NOK	Rs 30,000/-
(f)	Special Scholarship Scheme (SSS) for wards of naval personnel who die in Harness (Annual)	(i) Play School to KG Rs 10,000/- (ii) Class I-VIII Rs 20,000/- (iii) Class IX-XII Rs 30,000/- (iv) Graduation Rs 30,000/- (v) Post Graduation Rs30,000/- (vi) Legal/Vocational Rs 40,000/- (vii) Computer/Management Rs 50,000/- (viii) Engg/Medical Rs 75,000/- (ix) Boarding/Lodging Rs 50,000/-
(g)	Scholarship from NWWA to wards of naval personnel who die after retirement	(i) Class I-VIII Rs 4,000/- p.a (ii) IX-XII Rs 5,000/- p.a (iii) Graduation Rs 10,000/- p.a (iv) Post Graduation Rs 15,000/- p.a (v) BTECH/MBBS Rs 20,000/- p.a
(h)	Financial assistance to widows for starting self-help economic venture	Up to Rs 1 Lakh, on case to case basis.
(j)	Financial assistance to widows for vocational courses	Up to Rs 50,000/-, on case to case basis.
(k)	Grant to widows for daughter's marriage	Rs 50,000/-

## NAVY CARES FOR ITS VETERANS

# NAVY FOR LIFE AND BEYOND

13

(l)	Scholarship to orphaned children of naval personnel (serving/retired)	Rates as per Special Scholarship (SSS)
(m)	Financial assistance to family members of unmarried officers/sailors who die in harness.	(i) Grant of Rs 50,000/- for marriage of one sister. (ii) Re-imbursement of fees for vocational course up to Rs 50,000/- to mother, on case to case basis. (iii) Self-help economic venture up to Rs 1 Lakh to mother, on case to case basis. (iv) Scholarship to maximum two unmarried sisters. Rates as per Special Scholarship (SSS)
(n)	Special Scholarship for pursuing professional courses in Engineering and MBBS for the 'Girl Child' of the following categories:- (a) Naval personnel who die in harness. (b) Orphan children of a naval personnel (serving/retired). (c) Two dependent unmarried sisters of unmarried naval personnel who die in harness.	Upper limit of Rs 1,00,000/- p.a or actual fees paid to the University/College by the girl child, whichever is less.

39. The contact details of this directorate is as follows:-

<b>SECY NGIF - TELE/FAX</b>	<b>011-23092644</b>
<b>SECY INBA – TELE</b>	<b>011-23093781 (M) 9315796161</b>
<b>E-MAIL</b>	<b>dnpf@navy.gov.in</b>
<b>WEBSITE</b>	<b>www.indiannavy.nic.in</b>
<b>ADDRESS</b>	<b>COMMDORE (NPF) DIRECTORATE OF NON PUBLIC FUNDS (DNPF) IHQ OF MOD (NAVY) TALKATORA ANNEXE BUILDING GROUND FLOOR, TALKATORA INDOOR STADIUM NEW DELHI – 110 001</b>

[WelfareNews](#)

[Back to Index](#)

40. **Job Opportunities for Dependent Children in Indian Navy.** Dependent children of naval personnel are given opportunity to be enrolled as a sailor based on the academic qualifications, age and selection criteria. All naval personnel (serving/ retired) and widows of

## NAVY CARES FOR ITS VETERANS

# NAVY FOR LIFE AND BEYOND

14

naval personnel who died whilst in service/ after retirement may sponsor one candidate per batch. The categories of naval personnel whose sons are eligible for sponsorship scheme in decreasing order of benefits are as follows:-

(a) **Battle Casualty/ Accident.** Sons of naval personnel under battle casualties/ battle accidents/sea/air raid casualties who satisfy all eligibility conditions may be given instant enrolment as SSR/MR. The candidate is required to fulfil minimum educational qualification for respective entry. They will be enrolled without appearing in the examination provided they qualify PFT and medical examination. Such candidates will also be entitled for relaxation in age up to 12 months.

(b) **Died Whilst in Service.** The sons of naval personnel who died whilst in service may be sponsored by the widow of the naval personnel. Such candidates will also be entitled for relaxation in age up to 12 months. Special relaxations for sons of naval personnel who died whilst in service are as follows:-

(i) **SSR Entry.** Sons of naval personnel who died whilst in service, with 50% or above marks in 10+2/ equivalent with Physics and Maths and at least one of the optional subject of Chemistry/ Biology/ Computer Science will be enrolled without appearing in the examination provided they qualify the PFT and medical examination. However, candidates with less than 50% marks in 10+2 /equivalent with Physics and Maths and at least one of the optional subject of Chemistry/ Biology/ Computer Science will have to appear and pass the written examination, PFT and medical examination. The candidate will be awarded additional 08 marks above those obtained in the written examination. Alternatively such candidates will have the option of applying for MR.

(ii) **MR Entry.** Sons of naval personnel who died whilst in service, who have passed in 10+2/ equivalent with Physics and Maths and at least one of the optional subject of Chemistry/ Biology/ Computer Science with less than 50% marks or who have passed in Matric/ equivalent with more than 50% marks, will be enrolled directly as MR (Chef/ Steward/ Hygienist) without appearing for the examination, provided they qualify in the PFT and medical examination. However, candidates with less than 50% marks in Matric/ equivalent will have to appear and pass the written examination, PFT and medical examination. The candidate will be awarded additional 08 marks above those obtained in the written examination.

(c) **In-Service.** Sons of serving naval personnel, who have qualified 10+2 or equivalent with Physics & Mathematics and at least one of the optional subject of Chemistry/ Biology/ Computer Science are eligible for SSR entry. They will be called to appear for written examination irrespective of qualifying cut off percentage of the respective State. Such candidates will also be entitled for relaxation in age up to 06 months and will be awarded additional 05 marks above those obtained in the written examination.

# NAVY CARES FOR ITS VETERANS

(d) **Retired/ Died after Retirement.** Sons of naval personnel (retired/ died after retirement), who have qualified 10+2 or equivalent with Physics & Mathematics and at least one of the optional subject of Chemistry/ Biology/ Computer Science are eligible for SSR entry. They will be called to appear for written examination irrespective of qualifying cut off percentage of the respective State. Such candidates will also be entitled for relaxation in age up to 06 months and will be awarded additional 04 marks above those obtained in the written examination.

## 41. **Guidelines for Sponsorship of Candidate**

(a) **Sponsored Candidates.** The sponsorship is only for SSR entry and in special cases, for MR entries. The procedure for 'sponsorship' is laid down in the NO. 27/2015 and IHQ MoD (N)/ DMPR letter NR/0101/RECT/Policy dated 01 Jun 17. The salient aspects of the procedure for sponsorship are as follows:-

(i) The applications for sponsored candidates for SSR entry will be accepted through '**Online**' mode only.

(ii) The sponsorship form is to be countersigned by the Commanding Officer (for serving naval personnel) or Secretary, Zila Sainik Board/ Tehsildars (for others).

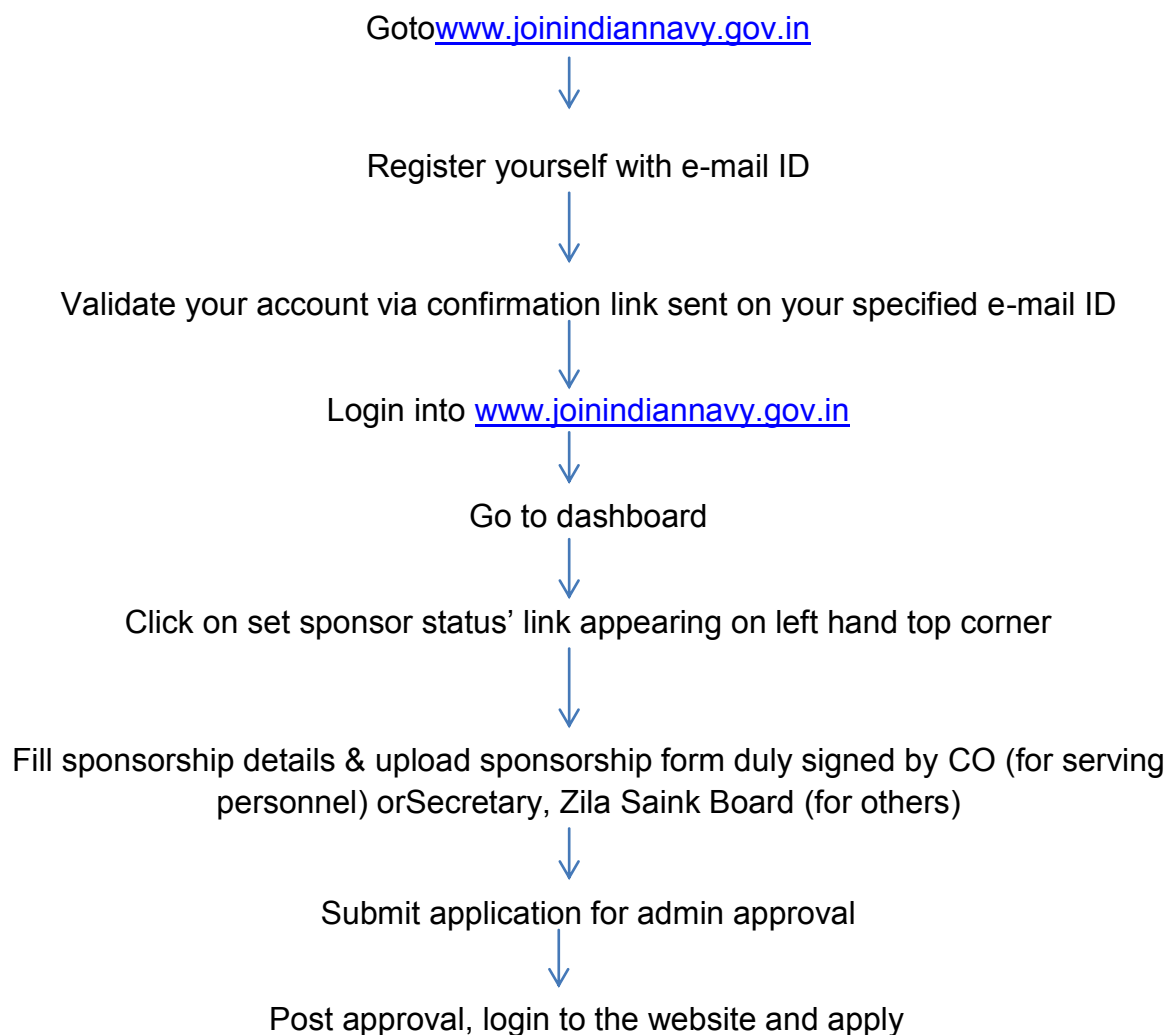
(iii) The Commanding Officers are requested to ensure that the SD of the sailor who is sponsoring a candidate is invariably checked before countersigning the sponsorship form. If SD is not held, written confirmation is to be obtained from CABS. **Certificate "to Whom it May Concern" instead of sponsorship form and Domicile Certificate are not accepted.**

(iv) Sponsorship form duly filled and countersigned by the authority mentioned in para 6(a)(ii) above, is to be uploaded by the candidates on the 'Personal Profile' section on the Indian Navy website [www.joinindiannavy.gov.in](http://www.joinindiannavy.gov.in) within the promulgated dates of entry. **Sponsorship forms received separately are not accepted.** Age relaxation, if applicable, will be authorised only after verification of sponsored status.

(v) **The examination center for sponsorship candidates will be allotted on the basis of their correspondence address mentioned in the application form. Request for change of examination center will not be entertained.** Sponsorship of more than one candidates can be enrolled by any naval personnel in his life time i.e. during service in the Navy or after retirement.

(b) **Sponsorship by Widows.** Application of wards of widows (naval personnel expired whilst in service) are to be forwarded by the Command Headquarters (CRSO)/DESA along with sponsorship and age relaxation form (if applicable) after verifying the fact that the individual had expired whilst in service. Applications from the candidates will be accepted through '**Online**' mode only.

## **PROCEDURE FOR SPONSORSHIP CANDIDATES**



42. **Concession in Fees for Professional Courses.** The institutes that have offered professional course admissions at concessional rates to children of naval personnel for academic year 2018-19 are as follows:-

Ser	Name of University /College/ Institute
(a)	St. Soldier Group of Institutions, Jalandhar (Punjab)
(b)	Lovely Professional University, Jalandhar (Punjab)
(c)	Shivalik College of Engineering, Dehradun
(d)	Sharda University, Greater Noida
(e)	School of Inspired Leadership (SOIL), Gurgaon
(f)	HR Institute of Technology (HRIT), Ghaziabad
(g)	Apeejay Stya University, Gurgaon
(h)	CT Group of Institutions, Jalandhar
(j)	Pratap Institute of Technology and Science, Sikar



(k)	Raisoni Group of Institute, Nagpur
(l)	NRI Group of Colleges, Bhopal
(m)	Priyadarshini Group of Institutions, Nagpur
(n)	Rajagiri College of Business Studies, Kochi
(p)	SRM University, Chennai
(q)	Dr MGR Educational and Research Institute University, Chennai
(r)	Hindustan Institute of Engineering and Technology, Chennai
(s)	Sri Chandrasekarandra Saraswathi Viswa Maha Vidyalaya, Kancheepuram
(t)	Centurion University of Technology and Management, Bhubaneswar
(u)	NSHM Knowledge Campus, Kolkata and Durgapur
(v)	JIS Group Educational Initiatives, Kolkata
(w)	Don Bosco College of Engineering and Technology, Guwahati, Assam
(x)	Kalasalingam University Srivilliputtur, Tamilnadu
(y)	Karpagam University, Coimbatore, Tamilnadu

## Pension Related Issues

[Back to Index](#)

43. **Revision of Pay on Implementation of 7<sup>th</sup> CPC Pre-2016 Retirees**. Pension of all pre-2016 retirees was to be revised by notionally fixing their pay in the pay in the matrix recommended by the 7<sup>th</sup> CPC in the level corresponding to the pay in the pay scale/ pay band and grade pay at which they retired/ expired. The delay in revision of pension on implementation of 7<sup>th</sup> CPC for pre-2016 retirees is linked to the concordance table for fixation of notional pay for all pre-2016 retirees forwarded to the Ministry of Defence in Jan 2018. The concordance tables for fixation of notional pay as on 01 Jan 2016 are awaited from the Ministry of Defence.

44. **Classification of Casualties of Ammunition Accidents**. Department of Ex-Servicemen Welfare letter 16(5)/2016/D (Pen/Pol) dated 31 May 18 regarding classification of casualties of ammunition accidents of 31 May 16 at Central Ammunition Depot (CAD) Pulgaon and grant of liberalised family pension (LFP) to NoK is reproduced along with important letters.

45. **Fixation of Pension of Commissioned Officers of Army Medical Corps/ Army Dental Corps/ Remount & Veterinary Corps retired during 01 Jan 16 to 30 Jun 17**. Department of Ex-Servicemen Welfare letter 1(7)/2014//D (Pen/Pol) dated 24 May 18 regarding implementation of Government's decision on the recommendations of 7<sup>th</sup> CPC regarding above category is reproduced along with important letters.

46. **Digital Life Certificate**. It was mentioned in the e-newsletter edition of 30 Jun 18, that the Government has instituted the system of Digital Life Certificate for pensioners using Aadhar Card. The procedure for the same has been promulgated and is available on the

internet at <https://jeevanpramaan.gov.in>. A copy of the same is reproduced along with important letters.

# NAVY FOR LIFE AND BEYOND

19

## IMPORTANT CONTACT DETAILS

[Back to Index](#)

<u>DIRECTORATE OF ESM AFFAIRS (DESA)</u>	
TELE NO.	011-24121068, 24102305
TOLL FREE NO.	1800-113-999
FAX	011- 26880943, 24121068, 26881019
E-MAIL ID	desa@navy.gov.in
<u>NAVAL PENSION OFFICE (NAVPEN)</u>	
TELE NO	022-25075455, 022-25075620, 1800-220-560 (Toll Free)
FAX	022-25075653
E-MAIL ID	<a href="mailto:navpen-navy@nic.in">navpen-navy@nic.in</a>
<u>INDIAN NAVAL BENEVOLENT ASSOCIATION (INBA)</u>	
TELE NO	011- 23093781
FAX	011- 23013656
E-MAIL ID	<a href="mailto:dnpf-navy@nic.in">dnpf-navy@nic.in</a>
<u>ECHS (NAVY)</u>	
TELE NO	011-25684946, 24101319
HELP LINE NO	080-43004300
TOLL FREE	1800- 114- 115
E-MAIL ID	<a href="mailto:echsdelhi@navy.gov.in">echsdelhi@navy.gov.in</a>

## SOME IMPORTANT WEBSITES

[Back to Index](#)

1. **Indian Navy Website ([www.indiannavy.nic.in](http://www.indiannavy.nic.in))**. This is the official website of Indian Navy. It provides vision document of Indian Navy. All information of relevance to veterans is hosted in the website under “Personnel” section of the website. It provides links to all other naval agencies.
2. **ECHS Website ([www.echs.gov.in](http://www.echs.gov.in))**. This webpage of Ex-servicemen Contributory Scheme provides information about ECHS policy letter, list of polyclinics, FAQ, guide lines for ECHS members.

# NAVY CARES FOR ITS VETERANS

# NAVY FOR LIFE AND BEYOND

20

3. **Naval Pension Cell ([www.indiannavy.nic.in/navpen](http://www.indiannavy.nic.in/navpen))**. All policy letters and latest updates on matters related to pensions as well as links to other pension related portals are available at the NAVPEN site.
4. **PCDA Allahabad ([www.pcdapension.nic.in](http://www.pcdapension.nic.in))**. The Website of the Principal Controller of Defence Accounts (Pensions), Drupadi Ghat, Allahabad. E-mail id of PDCA is also mentioned below; personnel can directly send e-mail to CDA regarding their grievances.
5. **PCDA Navy ([www.pcdanavy.nic.in](http://www.pcdanavy.nic.in))**. This site provides information regarding latest orders/circulars of pensioners. They can be contacted for pending claims regarding revision of pension and TA/DA claims etc.
6. **Pension Information ([www.pensionersportal.gov.in](http://www.pensionersportal.gov.in))**. This site provides important information about pensions.
7. **Pension Grievances ([www.pensionportal.gov.in](http://www.pensionportal.gov.in))**. Information related to grievances of pensioners is hosted on this website. CPENGRAMS (Centralised Pensionary Grievances Redressal and Monitoring System) is also hosted on this site.
8. **Canteen Stores Department ([www.csdindia.com](http://www.csdindia.com))**. All important information in respect of Canteen Stores Department like revised monetary limits, authority letter regarding purchase of car by PBOR, CSD bulletin, AFD item list depot wise are available on this site.
9. **Indian Naval Placement Agency ([www.indiannavy.nic.in/inpa](http://www.indiannavy.nic.in/inpa))**. Indian Naval Placement Agency site provides job assistance to all ex-naval personnel including widows. This site provides job information to all ESM including those who are not the members of INPA.
10. **Naval Children School ([www.nesnavy.com](http://www.nesnavy.com))**. This is official site of Navy Children School. You can visit this site for career options, counselling, admission, etc.
11. **Naval Recruitment ([www.joinindiannavy.nic.in](http://www.joinindiannavy.nic.in))**. This site provides detailed information about various entries in Navy, recruitment criteria, eligibility, and contact information of DMPR for Officers and Sailors entries.
12. **Air Force – Navy Housing Board ([www.afnhb.org](http://www.afnhb.org))**. This official website provides details of AFNHB schemes, demand survey, updated reports on housing projects etc.
13. **Naval Pay Office (<https://navypay.gov.in>)**. This is Website of the Naval Pay Office. After logging in you can communicate with Naval Pay Office and find all forms/information related to pay, perks and other entitlements.

## NAVY CARES FOR ITS VETERANS

14. **DGR Website ([www.dgrindia.com](http://www.dgrindia.com))**. This website is maintained by the Director General Resettlement and contains valuable information regarding resettlement opportunity, employment assistance provided to ESM, various Forms, and News updates from the Kendriya Sainik Board (KSB).
15. **Ministry Of Defence ([www.mod.nic.in](http://www.mod.nic.in))**. This is official website of Ministry of Defence, which provides all MoD/Gol orders/circulars and publications which are useful to ESM for eg 'Sainik Samachar'.
16. **Ministry of Personnel ([www.persmin.nic.in](http://www.persmin.nic.in))**. The Website of Ministry of Personnel, Public Grievances and Pensions.

[Back to Index](#)

**Published by** Directorate of Ex-Servicemen Affairs  
Integrated Headquarters Ministry of Defence (Navy)  
6<sup>th</sup> Floor, Chanakya Bhawan, Chanakyapuri  
New Delhi – 110 021

**Disclaimer** Details provided in this document are for information purpose only.

## COMPEDIUM OF IMPORTANT LETTERS

F. No. DPE-GM-12/0001/2016-GM-FTS-5410  
Government of India  
Ministry of Heavy Industries & Public Enterprises  
Department of Public Enterprises

Public Enterprises Bhavan,  
Block No. -14, CGO Complex,  
Lodhi Road, New Delhi-110 003.

Dated: 3<sup>rd</sup> November, 2017

### OFFICE MEMORANDUM

**Subject: Relaxation of terms and conditions of selection while selecting disabled Ex-servicemen and dependents of Armed Forces Personnel killed in action for recruitment in CPSEs – regarding.**

The undersigned is directed to refer to D/o Ex-servicemen Welfare OM No. 28(48)/2017/D(Res-I) dated 04-09-2017 and 13-10-2017 on above stated subject vide which DPE has been requested to make provisions in the extent guidelines for relaxed standards in respect of disabled ex-serviceman/ dependents of ex-servicemen killed in action for recruitment in Central Public Sector Enterprises (CPSEs). As per extent reservation policy for recruitment of ex-servicemen in CPSEs, there is a reservation to the extent of 14.5% and 24.5 % in non-executive level posts comparable with Group 'C' & 'D' posts respectively in Government setup. This includes 4.5% reservation for disabled ex-servicemen and dependents of servicemen killed in action.

2. In view of above mentioned OMs No. 28(48)/2017/D(Res-I) dated 04-09-2017 and 13-10-2017 of D/o Ex-servicemen Welfare, all Administrative Ministries / Departments concerned with CPSEs are requested to advise CPSEs under their jurisdiction to consider making provisions for relaxed standards in respect of disabled ex-serviceman/dependents of servicemen killed in action, if sufficient number of candidates belonging to these categories are not available on the basis of general standards to fill up all the vacancies reserved for them. The candidates belonging to these categories may be selected under a relaxed standard of selection in terms of DoPT notification no.15012/8/82-Estt.(D) dated 12-02-1986 (copy enclosed) to make

P.T.O.



up the deficiency in the reserved quota subject to the condition that such relaxation will not affect the level of performance by such candidates.

3. This issues with the approval of Hon'ble Minister(HI&PE).

Encl: as above.

  
(J. N. Prasad)  
Director

**To.**

All Administrative Ministries / Departments concerned with CPSEs.

**Copy to:**

- (i) Chief Executive of all CPSEs.
- (ii) NIC, Cell DPE, for placing this OM on DPE web-site under the head Guidelines / Chapter-2 / reservations.
- (iii) D/o Ex-servicemen Welfare, Sena Bhawan, New Delhi in reference to OM No. 28(48)/2017/D(Res-I) dated 04-09-2017.
- (iv) DoPT in reference to ID note no. 1260069/2017/CR dated 01.08.2017.

Tele: 26188098, Fax: 26192362  
Email ID: jdpolicyksb@gmail.com

Kendriya Sainik Board  
Ministry of Defence  
Government of India  
West Block-IV, Wing-VII,  
RK Puram  
New Delhi – 110066

No. 061/Policy/Gen Pol/Vol-I

03 Aug 18

All RSBs/ZSBs

## GUIDELINES FOR ISSUE OF I-CARDS TO DEPENDENTS OF ESM

### Introduction

1. A number of representations are being received from ESM for issue of dependent Identity Cards. The main reason for these representations being that dependents of ESM are unable to utilize various facilities/benefits extended to them by organizations due to non availability of Identity cards. The case in point is air travel concession offered by the airlines to dependents of ESM, however, many dependents of ESM are not able to make use of the concession due to want of Dependents ID card which is a mandatory requirement instituted by the airlines offering the concession.

2 During third south Zone Meeting held at Hyderabad this issue was deliberated upon in detail in light of various representations and recommendations of Directors of all Rajya Sainik Boards on the need of issuing dependent I Cards. It was decided by the Chairman that dependent I - cards be issued and policy in this regard be formulated.

### Eligibility for Dependent Identity Cards

3. It is to be clearly understood that the definition of dependents which is in vogue while being in service will continue to govern the criteria to establish the eligibility of dependents of ESM. The onus to verify and authenticate the details of dependents will lie on the Zila Sainik Board where the ESM is registered based on the entry in their discharge book. Following will be eligible for issue of Dependent I-card:-

- (a) Spouse and dependent children of ESM.

(b) War Widows/Dependent parents of defence personnel killed in war/action. Widows of ESM and their dependent children including step and legally adopted children.

(c) Dependent parents whose monthly income from all sources does not exceed Rs. 9000/- plus the amount of dearness relief on basic pension of Rs. 9000/- as on the date of consideration. (GOI MOH and Family Welfare letter 11012/1/2/2016-CGHS-P dated 08 Nov 2016).

## Procedure for Issue of Dependents Identity Card

4. The following guidelines are to be adhered to by the Deptt of Sainik welfare/ Zila Sainik Welfare while issuing the Dependents Identity Cards:-

(a) Identity cards to be issued to all dependents of ESM as brought out at para 3 above. The format of I card is placed at **Appendix 'A'**.

(b) The card is to be issued (first time) on payment of Rs 100/- per card. The money is to be taken on charge and accounted for. The Amount realized towards making of Dependent Card should be forwarded to Kendriya Sainik Board in the form of a Demand Draft drawn in favour of "ARMED FORCES FLAG DAY FUND".

(c) Separate application for issue of Identity cards is to be submitted by ESM for each dependent. The format is placed at **Appendix 'B'**.

(d) The dependent card is to be linked to ESM I card to ensure only eligible dependents are issued with the dependent card.

(e) The dependent card is to be issued only to the dependents mentioned in the discharge book of ESM.

(f) The following documents are to be produced by an ESM for issue of dependents card:-

- (i) Application with photograph pasted, for issue of dependent card.
- (ii) Registration form.
- (iii) Copy of Discharge book.
- (iv) Copy of PPO.
- (v) NoC form previous ZSB, if applicable.
- (vi) Copy of Birth Certificate,
- (vii) Copy of Aadhar card.

## Validity of Dependent Identity Card

5. (a) In case of War/ Pensioner's Widow the Identity Card will be of permanent nature and remain valid till she gets remarried, to be renewed every five (05) years.
- (b) The identity card in respect of spouse of ESM will also of permanent nature and would necessitate change only on change of status (if divorced etc), to be renewed every five years.
- (c) Dependent identity card to the children of ESM will be issued initially for a period of five years and will be renewed thereafter for another five years subject to the following:-
- (i) **Sons** - Attaining the age of 25 years or on ceasing to be dependent whichever is earlier or unemployed due to disabled life time.
  - (ii) **Daughters** - Till married or unemployed due to disability life time.
  - (iii) **Permanently Disabled children** – Valid for life time.
- (d) Renewed Identity Card to be treated as first issue and charged Rs 100/- only.

## Measures to Obviate Misuse of Dependent Identity Card

6. The following security measures are to be ensured to obviate its misuse:-
- (a) It is to be understood by all that this card does not provide access to restricted areas and orders issued by local formations in this regard are to be adhered to.
- (b) This card is not to be photo copied. Photocopies of the card will be considered as invalid.
- (c) Any misuse/tempering of the card will lead to ceasing benefits to ESM.
- (d) The safe custody of these Identity cards is the responsibility of the individual holding the same. In case of minor, its safe custody is the responsibility of the ESM/Widow.



(e) Before issue of I cards to the dependents of ESM, the sanctity of the document, its safe custody by the card holder and the repercussions as a result of its loss and reaching in the hands of anti- national elements should be explained to him/her.

(f) The ESM and applicant be explained that it is their responsibility to ensure that the dependent card is not misused.

## Issue of Duplicate Dependent Identity Card

7. The under mentioned procedure is to be followed for issuance of duplicate Dependent Card:-

(a) FIR is to be lodged in an event of loss of dependent card by ESM/dependent. After one month from the date of FIR, an endorsement of Police Station needs to be obtained on the status of the complaint.

(b) The ESM/dependent should approach ZSWO along with the copy of FIR and application containing the facts leading to the loss of Card. Further, an application for issue of duplicate I card is to be submitted. Thereafter, the ZSWO will carry out one man investigation on the spot to ascertain that there is no malafide intent and insurgency angle is not involved. The comments of ZSWO are to be endorsed on the application and then only duplicate card is to be issued.

(c) No duplicate card is to be issued after the third loss. The following penalty is to be levied for first three losses:-

(i)	First loss	-	Rs 300/-
(ii)	Second Loss	-	Rs 600/-
(iii)	Third Loss	-	Rs 900/-

(d) An undertaking is to be obtained from the ESM/widow that the duplicate identity card will be surrendered immediately to the issuing authority in case the lost Dependent card is found subsequently.

(e) A notation of loss is to be made in Discharge book and other relevant register in Red ink indicating the number of loss (I<sup>st</sup>/II<sup>nd</sup>/III<sup>rd</sup>).

(f) Following documents are to be kept at ZSB for record:-

(i) Copy of FIR registered with the police station.

- (ii) Application from the individual for issue of duplicate card along with photographs.

## Replacement of Dependent Identity Card due to Fair, Wear and Tear

8. Consequent to any damage to the Dependent Identity Card because of fair wear and tear. Fresh Dependent Identity Card will be issued on request of Ex-servicemen enclosing there with damaged Dependent Identity Card after ascertaining the facts and genuineness of the case and completion of the period of five years from the date of issue of the Dependent Identity Card. Fee of Rs. 100/- (Rupees one hundred only) is to be charged for issue of new card, in such cases.
9. Dependent identity cards are to be returned to the issuing authority for cancellation on following occasions:-
- (a) Whilst applying for renewal due fair/wear and tear.
  - (b) On demise of the holder.
  - (c) On becoming ineligible i.e. widow/daughters getting married and sons crossing the age of 25 years or the day individual ceases to be dependent, whichever is earlier.
10. Serial number for each category is to be maintained separately under following head with separate registers: -
- (a) **Dependent Identity Card – Initial / replacement issue Register.**
  - (b) **Dependent Identity Card issued due to loss – Register.**

## Demand / Submission of Return

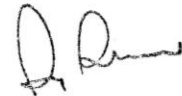
11. Directors, Deptt. of Sainik Welfare or Secretaries, Rajya Sainik Boards to forward half yearly demand / report to Kendriya Sainik Board (Jt Director, Accounts) commencing from half year ending 31 Mar and 30 Sep as per format placed at **Appendix 'C'**.
12. Amount charged as fee for making dependent I card and realized towards penalty for loss of Dependent Identity Card should be forwarded to Kendriya Sainik Board in the form of a Demand Draft drawn in favour of **"ARMED FORCES FLAG DAY FUND"** along with this return.



# NAVY FOR LIFE AND BEYOND

29

13. These instructions should be circulated to all ZSWOs under your organization and should form the part of important policy letters which need to be handed over to the new incumbent at the time of transfer/relinquishment of the charge.
14. Please acknowledge receipt.
15. This letter supersedes all our previous letters on the subject.



(Sanjay Sahrawat)  
Capt (IN)  
Offg JD Policy, KSB

Encl: As above.

Copy to:

JS (ESW), DESW, MoD

# NAVY FOR LIFE AND BEYOND

30

Tele 26182117

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
Integrated HQ of MoD (Army)  
क्वार्टरमास्टर जनरल शाखा  
Quartermaster General's Branch  
कैंटीन सेवाएँ निदेशालय  
Canteen Services Dte  
विंग-3, पश्चिमी ब्लॉक-3 आर के पुरम  
West Block-3 Wing-III, R.K. Puram,  
नई दिल्ली-110066, New Delhi-110066

No 95350/Q/DDGCS/Policy

01 June 2018

HQ Northern Command(OL)  
HQ Eastern Command(OL)  
HQ Central Command (OL)  
HQ ARTRAC (Q)  
Air HQ (Accts)  
HQ DG Assam Rifles  
DGBR (Q), DG NCC(Lgs)  
E in C Branch, DAD

HQ Southern Command (OL)  
HQ Western Command (OL)  
HQ South Western Command (OL)  
Naval HQ (PDPS)  
HQ SFC, HQ IDS, HQ ANC  
HQ Coast Guard (AD)  
DGQA, OFB, DRDO(DMS)  
KSB, DIAV

## ACCESS TO UNIT RUN CANTEENS AND PURCHASE OF STORES

1. Refer the following:-
  - (a) CS Dte letter No 96301/Q/DDGCS/NCC dated 29 June 2015.
  - (b) CS Dte letter No 96001/Q/DDGCS dated 21 February 2018.
  - (c) CS Dte letter No 96036/Q/DDGCS dated 21 February 2018.
  - (d) CS Dte letter No 95350/Q/DDGCS/Policy dated 11 April 2018.
2. Complaints have been received from the environment wrt URCs denying access to authorized beneficiaries, into the URCs and purchase of stores.
3. Following issues are hereby clarified:-
  - (a) **No URC will deny access to any authorized beneficiary who is in possession of his individual canteen smart card unless, security aspects are involved.**
  - (b) **No URC will refuse sale of store/ liquor to serving personnel while on temporary duty/ leave, irrespective of their dependency.**
  - (c) Canteen smart cards are applicable pan India/ across all URCs, irrespective of from which URC the card has been issued.
  - (d) Issue of No Objection Certificate (NOC) by URC for transferring of individual's dependency to another URC has been done away with, vide para 13 of CS Dte letter No 95350/Q/DDGCS dated 11 April 2018.

# NAVY FOR LIFE AND BEYOND

31

2

(e) Distribution of Ex servicemen (ESM) to various URCs based on the preference exercised by ESM and availability of an URC, is the responsibility of station HQ. Station HQ will maintain a register and issue letter of dependency to the beneficiaries, due to introduction of e PPOs. ESM will approach the nearest Station HQ for any change in their dependency, if required.

(f) **However, ESM will purchase liquor from the URC allotted to them by the Station HQ in order to avoid shortage of stock at URCs, as URCs draw limited liquor as per extant policy on dependency and excise constraints.**

(g) **Issue of liquor against the individual's advance quota of next month is the prerogative of the URC, based on the availability of liquor stock with the URC.**

(h) Stores including liquor will be sold to entitled individuals, in possession of individual smart card. **Lending of smart card to anyone else is an offence.** In this connection, refer various advisories issued by CS Dte previously.

4. This letter may please be disseminated to all ranks/ URCs/ ZSWB under respective command.

5. Para 10 and Appendix (Details of URCs Run by NCC) of CS Dte letter No 96301/Q/DDGCS/NCC dated 29 Jun 2015 is hereby superseded. All URCs will adhere to the extant policies wrt demands based on server generated dependency certificate and sharing of URC profit given at para 1(b) and 1(c) above.

  
(Naveen N)  
Lt Col  
JDCS  
For DDG CS

## Copy to:-

Q1(E)/ QMG Branch

CSD HO

} For information please.

# NAVY FOR LIFE AND BEYOND

32

Tele 26182117

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
Integrated HQ of MoD (Army)  
क्वार्टरमास्टर जनरल शाखा  
Quartermaster General's Branch  
कैंटीन सेवाएँ निदेशालय  
Canteen Services Dte  
विंग-3, पश्चिमी ब्लॉक-3 आर के पुरम  
West Block-3 Wing-III, R.K. Puram,  
नई दिल्ली-110066 ,New Delhi-110066

No 95350/Q/DDGCS/Advisory/2018

22 June 2018

HQ Northern Command(OL)  
HQ Southern Command (OL)  
HQ Eastern Command(OL)  
HQ Western Command (OL)  
HQ Central Command (OL)  
HQ South Western Command (OL)  
HQ ARTRAC (Q)

Air HQ (Accts)  
Naval HQ (PDPS)  
HQ SFC, HQ IDS  
DG Assam Rifles  
HQ A & N Command  
HQ Coast Guard (AD)  
DIAV, KSB

## COURTEOUS BEHAVIOUR TOWARDS DISABLED SERVICE PERSONNEL

1. Refer the following :-
  - (a) Para 1(a) of CS Dte letter No 96001/Q/DDGCS/Monitoring of URC dated 06 Nov 2017.
  - (b) Representation received from disabled veterans.
2. Disabled Service personnel (both serving and veterans) will be provided all assistance (as applicable) in the URC. Further, they will be given priority over all other beneficiaries and will not be made to wait in the queue for billing of items.
3. This letter may please be disseminated to all URCs.



  
(Naveen N)  
Lt Col  
JDCCS  
For DDG CS

Copy to:-

Q1(E)/ QMG Branch - For info please.



# NAVY FOR LIFE AND BEYOND

33

Tele 26182117

Integrated HQ of MoD (Army)  
Quartermaster General's Branch  
Canteen Services Dte  
West Block-3 Wing-III, R.K. Puram,  
New Delhi-110066

No 95357/Q/DDGCS/CIMS

04 Sep 2018

HQ Southern Command(OL)  
HQ Central Command(OL)  
HQ Northern Command (OL)  
HQ South Western Command(OL)  
HQ Assam Rifles  
DIAV, KSB

HQ Eastern Command (OL)  
HQ Western Command (OL)  
HQ ARTRAC (Q)  
HQ SFC, HQ IDS, HQ ANC  
HQ SFF, DGNCC

## ASSURED DECENT LAST RITES SCHEME (ADLRS)

1. Refer CS Dte letter No 95350/Q/DDGCS/Advisory/05-2017 dated 08 May 2017.
2. Based on the feedback received from the Service HQ & environment, following issues are clarified:-
  - (a) Grant of ADLRS through URC will be applicable only to NoK of deceased Indian Army personnel (Including Assam Rifles and SFF) with immediate effect. Separate arrangements are already in vogue with Indian Navy and Indian Air Force for disbursement of grants to NoK of deceased service personnel of Indian Navy and Indian Air Force.
  - (b) ADLRS will be released to NoK of deceased Indian Army personnel by dependent Army/ NCC/ Assam Rifles/ SFF URCs only.
  - (c) All Indian Army/ Assam Rifles/ SFF personnel will register themselves with only one particular URC on whom they are dependent, through Station HQ/ URC Management for release of grant.
  - (d) The duration for applying for ADLRS by the NoK, post demise of the individual will be within one year only. URCs will not entertain claims which is more than one year old.
  - (e) ADLRS may be paid out of QD for NoK, in case of death while in service. In this connection, please refer para 6(f) of MoD Guidelines for disbursement & utilization of QD dated 05 Mar 2014 vide letter No. 8(19)/2013-D(Mov). If QD is not available, then the amount will be paid through URC profit.
  - (f) ADLRS for NoK of ESM will be paid out of URC profit. In connection, please refer para 4(g) of CS Dte letter No 96036/Q/DDGCS dated 21 February 2018.
3. This letter may please be disseminated to all URCs/ZSWB under respective command.



Copy to:-

QMG Branch/ Q1(E)  
Naval HQ (PDPS)  
Air HQ (Accts)  
HQ Coast Guard

For information please.

(Naveen N)  
Lt Col  
AQMG CS  
For Brig CS

# NAVY FOR LIFE AND BEYOND

34

Tele 26182117

Integrated HQ of MoD (Army)  
Quartermaster General's Branch  
Canteen Services Dte  
West Block-3 Wing-III, R.K. Puram,  
New Delhi-110066

No 95350/Q/DDGCS/Policy

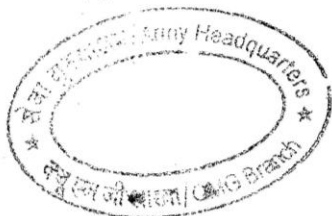
26 June 2018

HQ Northern Command (OL)  
HQ Southern Command (OL)  
HQ Eastern Command (OL)  
HQ Western Command (OL)  
HQ Central Command (OL)  
HQ South Western Command (OL)  
HQ ARTRAC (Q)

✓ Naval HQ (PDPS)  
Air HQ (Accts)  
HQ SFC, HQ IDS, DGBR(Q)  
DG Assam Rifles, E in C Branch  
HQ ANC, DIAV  
HQ Coast Guard (AD), DGNCC  
DGQA, OFB, DRDO (DMS), KSB

## CONSUMER SATISFACTION: REDRESSAL OF GRIEVANCES

1. Canteen facility has been authorized to defence services personnel and their dependents (as applicable) as welfare measure. With the increasing number of beneficiaries, Unit Run Canteens and products sold through URCs, there has been an increase in number of grievances and suggestions.
2. Following offices may be contacted for grievances/ suggestions/ queries wrt to issues given against each:-
  - (a) CSD HO. For issues pertaining to introduction/ deletion of items, availability/ non availability of products at CSD depots, complaints against dealers/ depots, quality of products and hygiene inspection of factories. All issues pertaining to CSD are available on the webpage [www.csdindia.gov.in](http://www.csdindia.gov.in).
  - (b) CS Dte. For issues pertaining to policy matters, entitlement, URCs, complaints against CSD HO/ URCs/ M/s SCPL, release of QD and special sanction wrt cards and four wheelers (as applicable). It may be noted that CS Dte does not deal with introduction of items or hold any data wrt availability of particular product and the rate list of products.
  - (c) Depots. For issues pertaining to availability of stores, issue of release order for purchase of AFD items, rate list of products and dealer details.
  - (d) M/s SCPL. For all queries wrt status of Canteen Smart Card application.



# NAVY FOR LIFE AND BEYOND

35

2

3. Contact details of offices mentioned at para 2 above are given below:-

CSD HO		
JGM-I	022-22016267	jgm1@csdindia.gov.in
AGM(Secy)	022-22051505	agmseey@csdindia.gov.in
Depots	Attached as Appendix A	
CS Dte		
JDCS	35205/ 011-26182117	For all Policy matters/ release of QD
DDCS	011-26181892	ddcs@csdindia.gov.in (For all complaints/ RTI/ legal issues)
Additional Offr	35222/ 011 - 26181959	For issues pertaining to canteen smart cards, special car sanction and sanction of commemorative liquor
M/s SCPL	Attached as Appendix B	

4. In order to facilitate early reply/ action, avoid duplicity and infructuous correspondence, complaints may please be addressed to concerned offices only. All policy letters are available with URCs/ local military authorities (LMA) and on the webpage of CS Dte (Armynet). **Ex-servicemen(ESM) are requested to approach URC management/ LMA to resolve the issues at an earlier time frame.**
5. All complaints/ suggestions from serving personnel/ formations will be routed through command channel. ARMAAN App (for serving Army personnel) may also be made use of, for the same.
6. In spite of previous advisories, depots/ ZSWB are still directing ESM to this Dte from far off locations for clarification on policy matters/ sanction of four wheelers, causing unnecessary harassment to ESM, which can be easily clarified from LMA or through telephone. CSD HO and KSB are requested to instruct depots & ZSWB not to refer ESM to CS Dte unnecessarily.
7. Further, there has been an increasing trend in forwarding official letters/ files to this Dte through individuals on temporary duty/ leave. The same may be strictly avoided, as it leads to unethical practices.



# NAVY FOR LIFE AND BEYOND

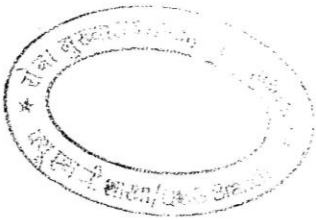
36

3

8. All queries/ complaints/ grievances/ suggestions not replied by concerned offices within five working days may be forwarded to GM CSD/ DDGCS on the following email address:-

- (a) GM CSD - gm@csdindia.gov.in
- (b) DDG CS - ddgcs@csdindia.gov.in

9. This letter may please be disseminated to all depots/ URCs/ ZSWB and displayed on the notice boards for the benefit of beneficiaries.



*(Signature)*  
(Naveen N)  
Lt Col  
JDCS  
For DDG CS

Copy to:-

Q1(E)/ QMG Branch

CSD HO

M/s SCPL

- For information please.

Appendix A

(Ref CS Dte letter No. 95350/Q/

DDGCS / Policy dated 24 June 2018)

CANTEEN STORES DEPARTMENT DEPOTS				
S No	Depot	STD Code	Office No	Fax No
(a)	Agra	0562	2421177 2421188	2421188
(b)	Ahmedabad	079	22867451 22850277	22863581
(c)	Ambala	0171	2611442 2611373	2611106
(d)	Baghdogra	0353	2480484 2480041	2480185
(e)	Bengaluru	080	25589982 25006808	25585982
(f)	Bareilly	0581	2510188 2406192	2427533
(g)	Bhatinda	0614	2290874	2291021
(h)	Bikaner	0151	2233897 2522201	2209217
(j)	BD Bari	01923	220481 22167	222365
(k)	Chennai	044	22235438	25672476
(l)	Delhi	011	25693620 25693774 25683254	25684635
(m)	Dehradun	0135	2711009	2711401
(n)	Dimapur	03862	232153 232995	225245
(o)	Hissar	01662	223581 223875	2235551
(p)	Jabalpr	0761	2677920 2622656	2677920
(q)	Jaipur	0141	2204923 2201563	2201563
(r)	Jalandhar	0181	2260202 2263890	2660998 2266482
(s)	Khadki	020	25813631 25819976 65105273	5816809
(t)	Kolkata	033	22485939	22130804
(u)	Kochi	0484	2207046 2203339	2207046
(v)	Leh	01982	260399	260399
(w)	Lucknow	0522	2450327	2464673
(x)	Masimpur	03842	278213	278510
(y)	Meerut	0121	2648257 2640983	2640983
(z)	Misamari	03714	253534	253575
(aa)	Mumbai	022	23744113 23744114	23732737
(ab)	Narang	0361	2642482	2644926
(ac)	Pathankot	0186	2224612	2254822

# NAVY FOR LIFE AND BEYOND

38

<u>CANTEEN STORES DEPARTMENT DEPOTS</u>				
S No	Depot	STD Code	Office No	Fax No
(ad)	Port Blair	03192	261284 260399	260887
(ae)	Ramgarh	06553	225385 226657	226657
(af)	Secunderabad	040	27794147 27990053	27990053
(ag)	Srinagar	0194	2468085	2466847
(ah)	Udhampur	01992	242237	242237
(aj)	Vizag	0891	2558218 2552360	2552360

# NAVY FOR LIFE AND BEYOND

39

Appendix-B

(Ref CS Dte letter No 95350/Q/DDGCS /Policy dated 26 June 2018)

S No	CPMC	Contact Person	Address	Contact Details
(a)	Noida	Customer Care	URC Project, Smart Chip Limited, D-216, Sector-63 Noida-201 301 (UP)	0120-4699900
(b)	Chandimandir	Mr. Naveen Kumar (Area Manager)	Smart Chip Ltd., Old KV2 Building, Near ECHS Hostel, Head Quarter Western Command, Chandimandir- 134 107 Panchkula ( Haryana)	7814251572 7814191572 0172-255474 9779555511
(c)	Kolkata	Mr. Parasnath Dubey (Area Manager)	Smart Chip Limited, Qtr No. 119/4, II Lines 10/11 Alipore Road Command Hospital Complex, Kolkata-700027	033-24490807 033-65350387 9874075852
(d)	Lucknow	Col Pradeep Sandhir(Retd) (RM)	Smart Chip Private Limited HQ Central Command Canteen (Surya Canteen) Near Account Section 2 Atal Road, Lucknow Cantt, Lucknow – 226002	0522-2480356 8800268889
(e)	Pune	Mr. Kedar Hinge (Area Manager)	Smart Chip Private Limited, Pune Sub Area Canteen , Lt Col Tarapore Road, Near Kendriya Vidhyalaya Camp Pune - 411001	020-26332613 9823710677
(f)	Udhampur	Mr. Bhupesh Tandon (RM)	Smart Chip Pvt Ltd., 1st Floor, Chinar Complex Near North Star Canteen Udhampur - 182101 (J&K)	01992-243308 9815291170
(g)	Chandimandir	Mr. Dayanand Verma (AM-Tech)	Smart Chip Pvt Ltd., Old KV2 Building, Near ECHS Hostel, Head Quarter Western Command, Chandimandir- 134 107 Panchkula ( Haryana)	7814251572 7814191572 0172-2554747 9872778221
(h)	Ambala	Mr. Arun Lakhanpal (Sr. TSE)	Smart Chip Pvt Ltd Kharga Canteen No-1 Kharga Welfare Utility Complex Ambala Cantt-133001	8901887704 0171-2630704
(j)	Jalandhar	Mr. Baljit Singh (AM- Tech) Mr Suraj Bali (AM - Sales)	Smart Chip Pvt Ltd C/o Vajra Golden Lion Canteen, Opp. 91 Sub Area, Jalandhar Cantt-144 005. (Punjab)	0181 -2660733 9815523655 9878473735



# NAVY FOR LIFE AND BEYOND

40

S No	CPMC	Contact Person	Address	Contact Details
(k)	Amritsar	Mr. Rachpal Singh (Sr.TSE)	C/O Col Q, HQ 15 Inf Div PIN- 908415 C/O 56 APO	8872644500
(l)	Shimla	Mr. Pawan Sharma	Smart Chip Pvt Ltd. Head Quarter ARTRAC Canteen, Hamirpur-177 001 (Himachal Pardesh)	9418147704
(m)	Bhatinda	Mr. Maninder Singh (Sr. TSE)	C/o 174 Military Hospital PIN-900307 C/o 56 APO Ph- 0164-2290104	0164 -2290104 9988636768
(n)	Ganganagar	Mr. Manoj (TSE)	C/o AQMG, HQ 16 Inf Div, C/o 56 APO	7891040266
(o)	Bikaner	Mr. Kapil Sharma (Sr. TSE)	C/o CSD Canteen 24 Inf Div C/O 56 APO	9784555195
(p)	Lucknow	Mr. Ambrish (AM-Tech)	Smart Chip Private Limited HQ Central Command Canteen (Surya Canteen) Near Account Section 2, Atal Road, Lucknow Cantt, Lucknow – 226002	0522-2480356 8795821773
(q)	Allahabad	Mr. Dheeraj Raizada (Sr.TSE )	Smart Chip Pvt Ltd. CCTSC Allahabad, T-7 Kabir Road, New Cantt Allahabad – 211001 (UP)	0532-2420208 9456213082
(r)	Jabalpur	Mr. Dharm Sheel (Sr. TSE)	Smart Chip Pvt Ltd Behind Cobra Canteen 1st Floor, Near HRDC Class, HQ M. B. Area Jabalpur M.P. -482001	0761-2624072 9685404282
(s)	Dehradun	Mr. Ashish Mohan (Branch Manager) Mr. Upendra Nautiyal (Tech Lead)	Smart Chip Pvt Ltd C/O Stn Sub Area Canteen Garhi Cantt, Dehradun ( U.K ) Pin 248003	0135-2750628 9456754919 8859670413
(t)	Danapur	Mr. Ritesh Kumar (Sr. TSE)	Smart Chip Pvt Ltd, HQ Job Sub-Area Canteen Beside Server Room Danapur Cantt. Bihar - 801503	0611-5222118 9973094704

# NAVY FOR LIFE AND BEYOND

41

<u>M/s SCPL CONTACT NUMBERS</u>				
<u>S No</u>	<u>CPMC</u>	<u>Contact Person</u>	<u>Address</u>	<u>Contact Details</u>
(u)	Ranchi	Mr. Gopal Krishna (Sr. TSE)	Smart Chip Pvt Ltd. C/o Cockerel canteen ESM helpline, Near Sainik theatre, Booty road Ranchi Cantt, Jharkhand-834008	9297900039 9708518397
(v)	Bhubneshwar	Mr. Tara Prasad Das (TSE)	Smart Chip Pvt Ltd CCTSC Bhubaneswar ,C/o Station Headquarters Bhubaneswar, Kalinga Enclave, Bhubaneswar Cantt-751001 (Odisha).	0674-2973535 9776889788
(w)	Bareilly	Mr. Bablu Yadav (Sr. TSE)	Smart Chip Pvt Ltd Sainik Suvidha Parisar. C/o HQ UB AREA Canteen. Bareilly Cantt. Pin 243001	0581-2510210 9756529711
(x)	Kolkata	Mr. Uttam Kumar Biswas (AM-Tech)	Smart Chip Pvt Ltd Qtr No. 119/4, II Lines, 10/11 Alipore Road, Command Hospital Complex, Kolkata-700027	033 - 24490387 & 033 - 24490807 9836441196
(y)	Siliguri	Mr. Sandeep Saha (Sr TSE)	Smart Chip Pvt Ltd Stn HQ Siliguri Pin:- 900075,C/o 99 APO	9903245604
(z)	Dimapur	Mr. Shankar Matho (TSE)	Smart Chip Pvt Ltd. C/o Spear CSD, HQ 3 CORPS Pin: 908503, C/o 99 APO	8794277323
(aa)	Guwahati	Mr. Bhaskar Ganguly (Sr TSE)	Smart Chip Pvt Ltd C/O 952 TP1 Coy ASC Type 'A' 51 Sub Area, Pin: 905952, C/O 99 APO	9954687384
(ab)	Tejpur	Mr. Roopam Dowrah (Sr TSE)	Smart Chip Pvt Ltd 189 FD WKSP COY 7004 EME BN PIN: 906189, C/O 99 APO	9508554022
(ac)	Masimpur	Mr. Rajat Bhowmik (Sr TSE)	Smart Chip Pvt Ltd,C/O.CSD 444 COY ASC Sup, Type 'A' PIN-905444, C/O:99 APO.	9954523044



# NAVY FOR LIFE AND BEYOND

42

M/s SCPL CONTACT NUMBERS				
S No	CPMC	Contact Person	Address	Contact Details
(ad)	Udhampur	Mr. Pradeep Kumar (AM-Tech )	Smart Chip Pvt Ltd., 1st Floor, Chinar Complex Near North Star Canteen Udhampur - 182101 (J&K)	01992-243308 9419902680
(ae)	Jammu	Mr. Puneet Gupta (AM- sales)	Smart Chip Pvt Ltd.5/11 Tiger Sainik Institute, Nr. Tiger Canteen Satwari Cantt.Jammu-180004 (J&K)	01912436100 9419281631
(af)	Pathankot	Mr. Vikrant Sharma (Sr. Exe - Ops)	Smart Chip Pvt Ltd, C/O 21 Sub Area Canteen Complex, Pathankot-145 001	9888272321
(ag)	Srinagar	Mr. Sandeep Singh (TSE)	Smart Chip Pvt Ltd., Near HQ 31 Sub Area CSD Canteen, 216 Transit Camp, Srinagar-180001 (J&K)	9419266760
(ah)	Leh	Mr. Amit Dalotra (Sr. TSE)	Smart Chip Pvt Ltd., C/O Fire & Fury CSD Canteen Near 246 Transit Camp Leh. (J&K)	9797352188
(aj)	Pune	Mr. Unni Krishnan (AM-Tech)	Smart Chip Private Limited, Pune Sub Area Canteen , Lt Col Tarapore Road, Near Kendriya Vidhyalaya Camp Pune - 411001	020-26332613 8983095586
(ak)	Ahmedabad	Mr.Sudhir kardam (BM) Mr. Mantoo Chaurasia (TSE) Mr. Amit Kumar Kunwar (TSE)	Smart Chip Pvt Ltd PS-06, Building, Near CSD Depot Sadar Bazar, Ahmedabad-380003	9099042303 7048511239
(al)	Mumbai	Mr.Varushant Dalvi (TSE) Mr. Vijay Mane (TSE)	Mr. Vrushant Dalwi Smart Chip Pvt Ltd Station Health Organisation, MG&G Area,Near Afgan Church Colaba, Mumbai-400005	9821962579 9500467028
(am)	Chennai	Mr. Karuppasamy M (TSE)	Smart Chip Private Limited Station HQ, Fort St George Chennai - 600 009	9791765145



# NAVY FOR LIFE AND BEYOND

43

<u>M/s SCPL CONTACT NUMBERS</u>				
<u>S No</u>	<u>CPMC</u>	<u>Contact Person</u>	<u>Address</u>	<u>Contact Details</u>
(an)	Jodhpur	Mr. Shantanu Gaur (TSE)	Smart Chip Pvt Ltd Station Cell, HQ Jodhpur Sub Area Pin-900066, C/O 56 APO	9461758978
(ao)	Bengaluru	Mr. Sunil Kalantre (TSE)	Smart Chip Private Limited, Station HQ Cell HQ K & K Sub Area Cubbon Road Bengaluru - 560001	8861848312
(ap)	Bhopal	Mr. Ankit Dubey (TSE)	Smart Chip Private Limited, Military Station Near Sub Area Canteen HQ 21 Corps, SI Line, Shajahanabad, Bhopal-462001	9907285364
(aq)	Secunderabad	Mr. CK Laxmikant (Asst Mgr)	Smart Chip Private Limited Room No - 5, Sainik Suvidha Kendra Opp Bison CSD Canteen Trimulgheery, Secunderabad - 500015	8885280589
(ar)	Jaipur	Mr. Pankaj Saxena (Asst Mgr)	Smart Chip Pvt Ltd. Sapta Shakti Canteen Bani Park, Jaipur- 302006, Rajasthan	9928012212
(as)	Thiruvananthapuram	Mr. Sarath Kumar (TSE)	Smart Chip Pvt Ltd C/o Stn HQ Pangode PO Thirumala Thiruvananthapuram - 695006 Kerala	9446173135
(at)	Visakhapatnam	Mr. Ravi Gangadhar (TSE)	CCTSC Visakhapatnam INCS Main Complex Naval Base (PO) Visakhapatnam (A.P.) Pin - 530 014	9885661494 0891- 2762310
(au)	Delhi	Mr Viharsh Tiwari	Smart chip Ltd, C/o Army HQ Canteen, Opposite Sena Bhawan, Q Block Delhi-110011	9654836426

# NAVY FOR LIFE AND BEYOND

44

No.16(5)/ 2016/D(Pen/Pol)  
Government of India  
Ministry of Defence  
Department of Ex-Servicemen Welfare

New Delhi, Dated: 31 May, 2018

To

The Chief of the Army Staff  
The Chief of the Naval Staff  
The Chief of the Air Staff

Subject: Classification of casualties of ammunition accidents of 31.5.2016 at Central Ammunition Depot(CAD) Pulgaon and grant of Liberalized Family Pension(LFP) to NoK-reg.

Sir,

I am directed to refer to IHQ of MoD(Army) letter No. 12841/13/2016/PC/AG/MP 5(d). (Cas Sec) dated 20.12.2016 on the subject mentioned above wherein it was informed that on 31.5.2016 a fire broke out in the Central Ammunition Depot (CAD) Pulgaon. While fire-fighting operations were in progress, at about midnight the entire quantity of mine stores in Explosive Stores House 192 with net explosive content of 135,275 Kgs detonated resulting in death of 19 and grievous injuries to 17 military, DSC and civilian personnel. As per the existing provisions, the death/disability of Armed Forces Personnel were classified as Physical Casualty(PC), attributable to Military Service.

2. Representations were received from Next of Kin (NoK) of the casualties for the classification of the aforesaid casualty as Battle Casualty(BC) to make them eligible for Liberalized Family Pension and Ex-gratia compensation under Category D of MoD letter No. 1(2)/97/D(Pen-C) dated 31.01.2001.

3. High number of casualties has resulted due to detonation of huge amount of explosive material contained in mine Stores of CAD, Pulgaon. The case for classification of said casualties as BC has been considered in this Ministry. It has been decided with the approval of the Competent Authority that as an exception, Military Personnel who died/disabled/injured in the above mentioned ammunition accident shall be eligible for BC status for compensation/pension/gratuity as is admissible in terms of MoD letter No. 1(2)/97/D(Pen-C) dated 31.01.2001.



# NAVY FOR LIFE AND BEYOND

45

-2-

5. This issues with the concurrence of the Finance Division of this Ministry vide their ID No.10(4)/2010/FIN/PEN dated 31.05.2018.

6. Hindi version will follow.

Yours faithfully,



(Manoj Sinha)

Under Secretary to the Govt. of India

Copy to:-

1. MoD(Finance/Pension)
2. PCDA(P), Allahabad
3. CGDA
4. MP-5(D), IHQ of MOD(Army)
5. CAD, Pulgaon
6. GS-Wing of MOD



Copy also to for information:-

1. PPS to Hon'ble Raksha Mantri
2. PPS to Defence Secretary
3. PPS to Secretary, ESW
4. PS to Jt. Secretary, ESW



# NAVY FOR LIFE AND BEYOND

46

No. 1(7)/2014/D(Pen/Policy)  
Government of India  
Ministry of Defence  
Department of Ex-Servicemen Welfare,

New Delhi, 24<sup>th</sup> May, 2018

To

The Chief of the Army Staff  
The Chief of the Naval Staff  
The Chief of the Air Staff

Sub: Implementation of Government's decision on the recommendations of the Seventh Central Pay Commission on revision of provisions regulating Pension/Gratuity/Commutation of Pension/Family Pension including pensionary awards notified in terms of casualty pensionary award: - Fixation of Pension of Commissioned Officers of Army Medical Corps/Army Dental Corps/Remount & Veterinary Corps retired during 1.1.2016 to 30.6.2017.

Sir,

The undersigned is directed to refer to this Ministry's letter No. 17(02)/2016/D(Pen/Pol) dated 4<sup>th</sup> September, 2017. In accordance with Para 4.1.1 of said letter, the emoluments reckoned for calculation of pension include Non Practicing Allowance (NPA) granted to Medical officers of Army Medical Corps/Army Dental Corps/Remount & Veterinary Corps.

2. For Medical Officers of Armed Forces who have retired from 1.1.2016 to 30.6.2017, their pension is based on emoluments which included NPA @ 25% of the pre-revised pay. Orders have been issued by Ministry of Defence vide letter No. 4(10)/2017/D(Med) dated 28<sup>th</sup> September, 2017 for grant of NPA to serving medical officers @ 20% of basic pay w.e.f. 1.7.2017. Accordingly, the medical officers retired/retiring on or after 1.7.2017 are entitled to pension based on emoluments which include NPA at the rate of 20% of the revised basic pay.

3. The matter regarding revision of pension the Medical Officers of Armed Forces who retired during 1.1.2016 to 30.6.2017 based on revised rate of NPA has been examined by the Government. It has been decided that all kind of pension/family pension in respect of Medical officers of Armed Forces who retired/died during 1.1.2016 to 30.6.2017 and were drawing NPA at old rates on the date of retirement/death, shall be further revised w.e.f. 1.7.2017 by adding NPA @ 20% to the basic pay on the date of retirement. The fixation of pension/family pension of retired Medical officers of AMC/ADC/RVC in the above manner, shall be further subject to the condition that emoluments (i.e. Basic Pay + MSP + NPA) to be reckoned for pension do not exceed Rs. 2,37,500/- (Rupees two



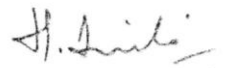
# NAVY FOR LIFE AND BEYOND

47

lakh thirty seven thousand and five hundred only). Amount of Gratuity and C' which has already been notified, shall remain unchanged.

4. This issues with the concurrence of Ministry of Defence(Finance/Pension) vide their ID No. 10(8)/2018/Fin.Pen dated 11.05.2018.
5. Hindi version will follow.

Yours faithfully,



(Manoj Sinha)

Under Secretary to the Government of India

Copy to:-

As per standard distribution list.

MoD (Finance/Pension)

CGDA



## **Procedure for Generating Jeevan Pramaan / Digital Life Certificate (ver1.0)**

### **1. What is Jeevan Pramaan (JP):**

There are more than one crore pensioners in the country including pensioners from Central Government and Defense personnel. These pensioners get their due pension through Pension Disbursing Authorities (PDAs) such as the banks, the post offices etc. Pensioners are required to furnish a “Life Certificate” to these PDAs in November every year either by presenting themselves personally or by delivering a life certificate in the prescribed format. The requirement to produce this certificate causes huge hardships particularly to the aged and or / infirm pensioners.

Launched by Hon. PM Shri. Narendra Modi ji, on 10th Nov 2014, **Digital Life Certificate for Pensioners Scheme of the Government of India, known as the Jeevan Pramaan (JP)** seeks to address this very problem by digitizing the whole process of securing the life certificate. It enables the pensioner to generate a digital life certificate using a software application and secure Aadhaar based Biometric Authentication System. The **Digital Life Certificate (DLC)** so generated is stored online & can be accessed by the pensioner & the Pension Disbursing Agency as and when required by them.

### **2. Components of the J P/ Digital Life Certificate**

There are three basic components of the Jeevan Pramaan /Digital Life Certificate:

#### **A. The Pension Sanctioning Authority (PSAs)**

It is the authority which approves and sanctions the pension of an individual. The Pension is to be delivered in the Pension Account specified in the Pension Payment Order (PPO).

#### **B. The Pension Disbursing Agency (PDAs)**

The Pension Disbursing Agencies process the DLC of the pensioners. The PDAs can register on the Jeevan Pramaan Portal to access the Life Certificates on-line. This account sign up facility has been created for the PDAs (Banks, Post Office etc), to process pension orders. The Agencies can securely login to view/ download a PDF copy of DLC of Pensioner for processing.

#### **C. The Pensioners:**

The JP uses the Aadhaar platform for biometric authentication of the pensioner. For the DLC generation the pensioners needs to have Internet Connectivity, a biometric device (list of supported devices is given on the JP portal) and JP Windows/Android Client Application Software for PC/Mobile/tablet which can be downloaded from the Jeevan Pramaan portal: <https://jeevanpramaan.gov.in/>



### **3. Pre-Requisites for Digital Life Certificate Generation**

- i) The pensioner must have a Aadhaar number
- ii) The pensioner must have an existing mobile number
- iii) Registration of the Aadhaar number with Pension Disbursing Agency ( bank Post Office etc) should have been done already
- iv) Biometric device (list of supported devices is given on the JP portal)
- v) PC with Windows 7.0 & above Android Mobile/Tablet 4.0 & above
- vi) Internet Connectivity

### **4. Generation of Digital Life Certificate – Where & How**

The Pensioners can either Generate DLC themselves or Let Others do it for them. The Pensioner can register and get a JP/DLC done at the below places:

- i) Pensioner can download the JP application (Generate DLC themselves) from the JP Portal <https://jeevanpramaan.gov.in/app/download> & install client application on android based smart Phone/tablet or Windows PC/Laptop for DLC generation.
- ii) **Pensioner can visit any nearest Centre** (having facilities for digital services) like the Citizen Service Centre (CSC), the Government Office /Banks designated for generating the DLCs and get themselves registered online using their services. Pensioner might have to pay nominally for this). The All India List of such CSCs (name & address) in various States across India is posted on JP portal at: <https://jeevanpramaan.gov.in/locater>

### **5. The Two Step process with Client Application for the Online DLC:**

The Pensioner can download the Jeevan Pramaan Windows & Android client software from the portal. The client software will take care of registration for the life certificate, for authentication it will use the Aadhaar Biometric Authentication platform.

To download the application, the pensioner has to provide their e-mail in the online form available at <https://jeevanpramaan.gov.in/app/download>

This link **will be made available after submitting the e-mail address**. The pensioner or the operator needs download the client application as per their requirement.

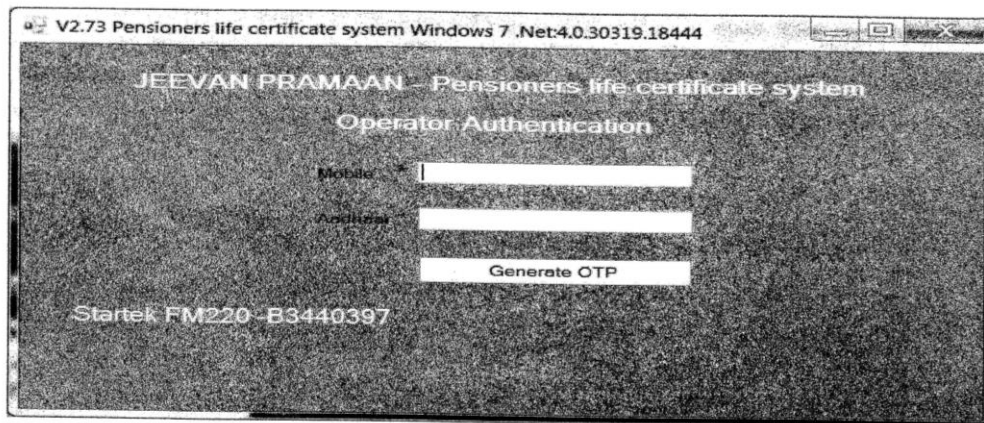
Generation of DLC using the Client Application Software (the registration and generation of Jeevan Pramaan) gets done in two basic steps:

#### **5.1 Operator Authentication /Device Registration**

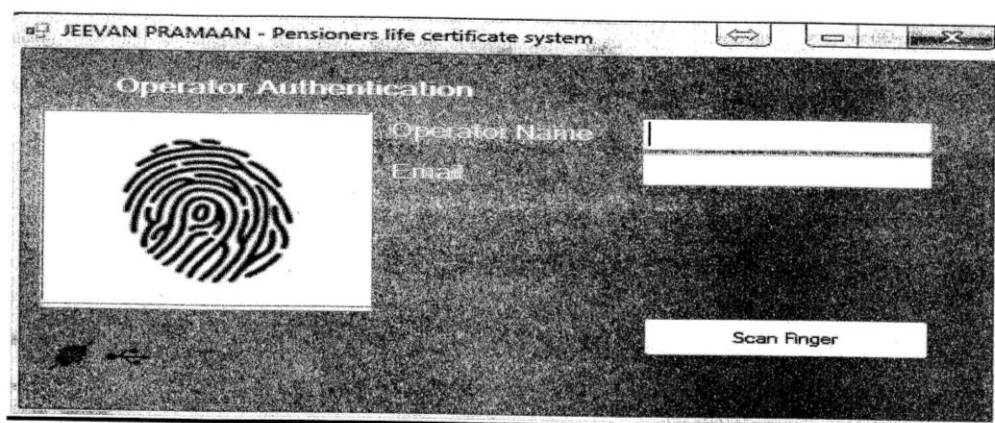
It is required to authenticate /register the biometric device (this one time only for a particular biometric device whether it's the agencies doing the DLC generation or it is



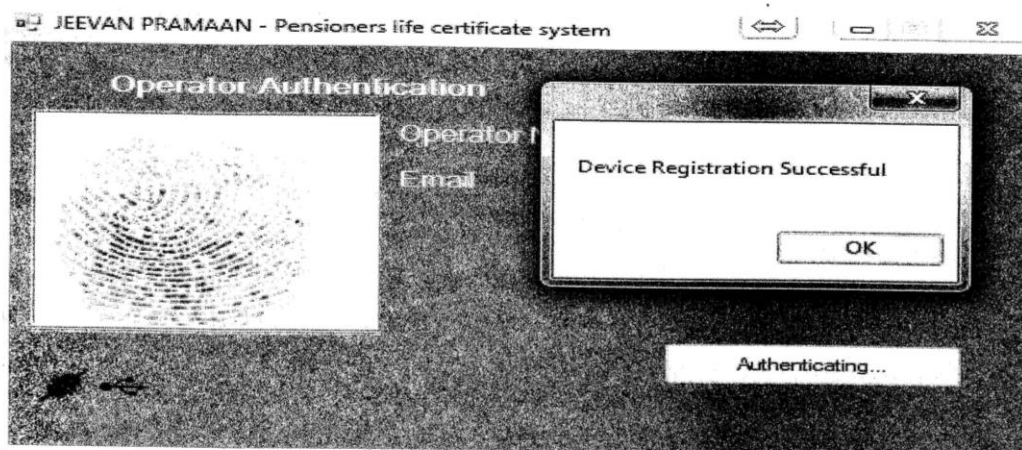
being done by the pensioners herself/himself). The operator / pensioner provide **Aadhaar Number and a Mobile number** and receive an OTP which is provided in the online application form/ software module for registration.



On entering correct OTP, below screen shall be presented. Provide Name & Email ID and click 'Scan Finger'. Scan finger-print on finger-print scanner or scan Iris (Eye) on Iris Scanner connected to PC/mobile/tab.



once the finger-print/Iris is authenticated, the system displays 'Device Registration successful' message on the screen as shown in the screen below. Click on OK.

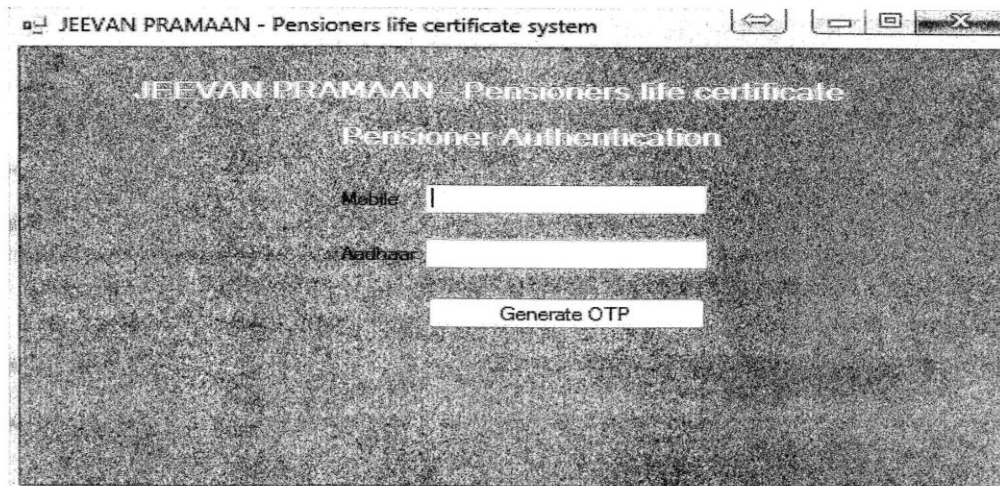




On clicking OK, Pensioner Authentication Screen appears. Pensioner now has to move to the Next step 2 -For Pensioner Authentication.

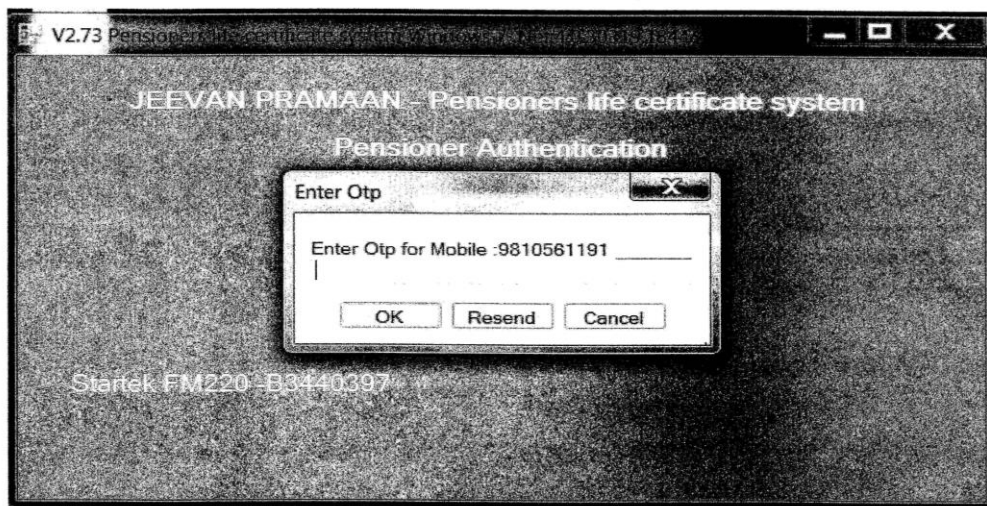
## 5.2 Authentication and Certificate Generation

The pensioner data **Aadhaar Number and Mobile number** is to be entered in the online application form after which the pensioner receives an OTP.



The screenshot shows a window titled "JEEVAN PRAMAAN - Pensioners life certificate system". Inside, the title "JEEVAN PRAMAAN - Pensioners life certificate" and subtitle "Pensioner Authentication" are displayed. There are two input fields: "Mobile" and "Aadhaar". Below these fields is a button labeled "Generate OTP".

The pensioner has to enter the OTP and click OK (See Screen shot below)



The screenshot shows the same window as before, but with a smaller dialog box titled "Enter Otp" in the foreground. The dialog box contains the text "Enter Otp for Mobile :9810561191" followed by a text input field. At the bottom of the dialog box are three buttons: "OK", "Resend", and "Cancel".

If correct OTP is entered, following screen is presented. On next screen given below, enter mandatory information like Pensioner Name, PPO Number, Type of pension, name of Sanctioning Authority, Disbursing Agency, email and Bank Account number etc. Select Remarried options, Re-Employed Options.



V2.6 JEEVAN PRAMAAN - Pensioners life certificate system

Name of Pensioner

PFI Number

Type of Pension

Sanctioning Authority

Disbursing Agency

Agency

Account Number (Pension)

Email

☐ Is He Employed?

☐ Is He Married?

☒ I have no objection in displaying details related to my pension account on the website

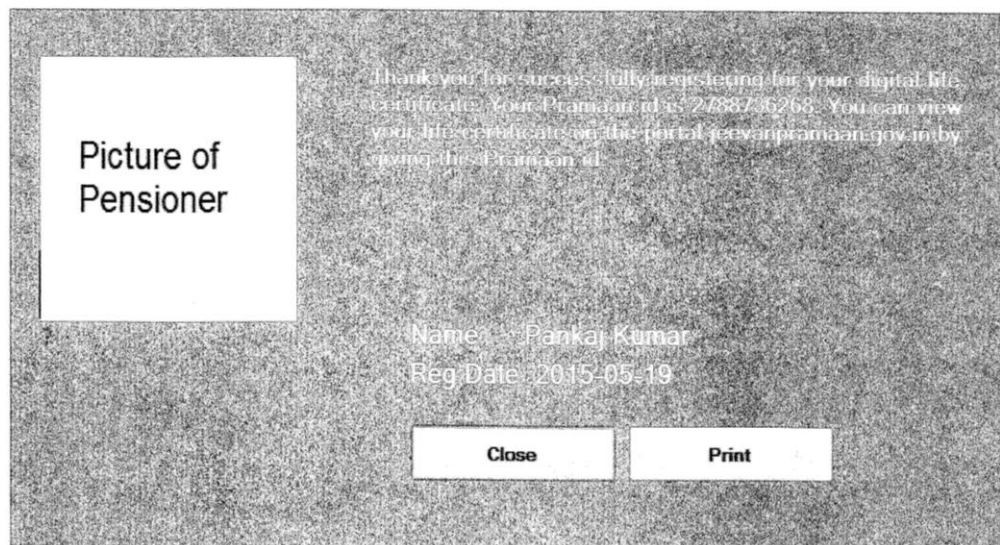
Scan Finger

Check small grey box as shown below. Then click 'Scan Finger' button & this will start the finger/Iris scanning process.

☒ I have no objection in displaying details related to my pension account on the website

Scan Finger

Once the Finger Print/Iris Authentication is successful, the life certificate of the pensioner is displayed as shown below and an SMS acknowledgement is sent to the pensioner's mobile number. This sms has Jeevan Pramaan Certificate ID. The generated certificates or DLCs are stored in the Life Certificate Repository and is available anytime & anywhere for use by pensioner & Pension Disbursing Agency.



**6. Electronic Delivery of DLC**

Once the certificate is generated, the Pramaan ID is sent in a sms to the pensioner for further use (print). The Digital Life Certificate or the Jeevan Pramaan can also be electronically delivered to the Pension Disbursing Agencies. The PDAs can access and view the Life Certificate on the Jeevan Pramaan website and also download the same. The PDAs can get in touch with Jeevan Pramaan team, to enable the e-delivery facility as well as for login access.

**7. Pensioner Access to the JP/DLC**

The Pensioner can have the DLC available not only at the time of DLC generation but the can also download a PDF copy of the generated digital certificate from Jeevan Pramaan website(<https://jeevanpramaan.gov.in/>) by using the generated Jeevan Pramaan ID or Aadhaar number.

The Jeevan Pramaan /Digital Life Certificate application is simple and easy to implement and leaves out the difficulties which the pensioners face in production of life certificates every year. It also reduces the chances of wrongful disbursal of pension.

**Quick Reference:**

Website address: <https://jeevanpramaan.gov.in/>

Contact JP Team at: [jeevanpramaan@gov.in](mailto:jeevanpramaan@gov.in)

Help Desk Service (Call Centre) Phone: (91)-0120-3076200

Version: Procedure for Generating Jeevan Pramaan/Digital Life Certificate ver.1.0

