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**STANDING COMMITTEE ON DEFENCE
(2023-24)**

(SEVENTEENTH LOK SABHA)

MINISTRY OF DEFENCE

**‘A REVIEW OF FUNCTIONING OF ZILA SAINIK
BOARDS IN THE COUNTRY’**

FORTY-SEVENTH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

February, 2024 / Magha 1945 (Saka)

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(2023-24)

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BOARDS IN THE COUNTRY’**

Presented to Lok Sabha on 08.02.2024

Laid in Rajya Sabha on 08.02.2024



LOK SABHA SECRETARIAT

NEW DELHI

February, 2024 / Magha 1945 (Saka)

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COMPOSITION OF THE STANDING COMMITTEE ON DEFENCE (2022-23)

SHRI JUAL ORAM

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CHAIRPERSON

Lok Sabha

2	Shri Nitesh Ganga Deb
3	Shri Rahul Gandhi \$
4	Shri Devaragunda Venkappa Sadananda Gowda
5	Shri Annasaheb Shankar Jolle
6	Choudhary Mehboob Ali Kaiser
7	Shri Suresh Kumar Kashyap
8	Shri Rattan Lal Kataria ^
9	Prof. (Dr.) Ram Shankar Katheria
10	Shri Durai Murugan Kathir Anand @
11	Kunwar Danish Ali
12	Dr. Rajashree Mallick
13	Dr. T.R. Parrivendhar %
14	Shri Reddeppa Nallakonda Gari*
15	Shri Uttam Kumar Reddy Nalamada
16	Shri Anumula Revanth Reddy
17	Shri Jugal Kishore Sharma
18	Dr. Shrikant Eknath Shinde
19	Shri Prathap Simha
20	Dr. Amar Singh #
21	Shri Brijendra Singh
22	Shri Mahabali Singh
23	Shri Kotagiri Sridhar @@
24	Shri Durga Das Uikey

Rajya Sabha

25	Dr. Ashok Bajpai
26	Shri Prem Chand Gupta
27	Shri Sushil Kumar Gupta
28	Shri Venkataramana Rao Mopidevi
29	Shri Kamakhya Prasad Tasa
30	Dr. Sudhanshu Trivedi
31	Smt. P.T. Usha
32	Shri G.K. Vasani
33	Lt. Gen. (Dr.) D. P. Vats (Retd.)
34	Shri K.C. Venugopal

NOTE:- \$ Ceased to be a Member of the Committee consequent upon his disqualification from Membership of Lok Sabha vide LSS Notification No. 21/4(3)/2023/TO(B) dated 24/03/2023; and disqualification ceased to be operate vide Lok Sabha Secretariat Notification No. 21/4(9)/2023/TO(B), dated 7th August, 2023 and re-nominated to the Committee on 16.08.2023.

^Sad demise on 18.05.2023.

@ Nominated w.e.f 08.12.2022.

%HS changed the nomination from SCoD to Committee on EWCY&S on 16.11.2022

★ Nominated w.e.f 16.11.2022.

nominated on 16.08.2023.

@@HS changed the nomination from SCoD to Committee on Railway on 16.11.2022

COMPOSITION OF THE STANDING COMMITTEE ON DEFENCE (2023-24)

SHRI JUAL ORAM

-

CHAIRPERSON

Lok Sabha

2	Shri Durai Murugan Kathir Anand
3	Kunwar Danish Ali
4	Shri Nitesh Ganga Deb
5	Shri Rahul Gandhi
6	Shri Reddeppa Nallakonda Gari
7	Shri Devaragunda Venkappa Sadananda Gowda
8	Shri Annasaheb Shankar Jolle
9	Choudhary Mehboob Ali Kaiser
10	Shri Suresh Kumar Kashyap
11	Prof. (Dr.) Ram Shankar Katheria
12	Dr. Rajashree Mallick
13	Shri Jugal Kishore Sharma
14	Dr. Shrikant Eknath Shinde
15	Shri Prathap Simha
16	Dr. Amar Singh
17	Shri Brijendra Singh
18	Shri Mahabali Singh
19	Shri Durga Das Uikey
	Vacant*
	Vacant@

Rajya Sabha

20	Dr. Ashok Bajpai
21	Shri Prem Chand Gupta
22	Shri Venkataramana Rao Mopidevi
23	Shri Kamakhya Prasad Tasa
24	Dr. Sudhanshu Trivedi
25	Smt. P.T. Usha
26	Shri G.K. Vasani
27	Lt. Gen. (Dr.) D. P. Vats (Retd.)
28	Shri K.C. Venugopal
29	Vacant [§]

*Shri Anumula Revanth Reddy ceased to be member of the Standing Committee on Defence w.e.f. 8th December, 2023 vide Lok Sabha Secretariat notification no 21/1(3)/2023/T(B) dated 8th December, 2023.

@ Shri Uttam Kumar Nalamada Reddy ceased to be member of the Standing Committee on Defence w.e.f. 13th December, 2023 vide Lok Sabha Secretariat notification no 21/1(5)/2023/T(B) dated 13th December, 2023.

§ Shri Sushil Kumar Gupta ceased to be Member(Rajya Sabha) due to retirement on 27.01.2024.

SECRETARIAT

1. Dr. Sanjeev Sharma - Joint Secretary
2. Shri Tirthankar Das - Director
3. Shri Rahul Singh - Deputy Secretary

INTRODUCTION

I, the Chairperson of the Standing Committee on Defence (2023-24), having been authorized by the Committee, present this Forty-seventh Report (17th Lok Sabha) of Standing Committee on Defence on the subject 'A critical review of functioning of Zila Sainik Boards in the country'.

2. The subject 'A critical review of functioning of Zila Sainik Boards in the country' was selected for the examination during the year 2022-23. A briefing by the representatives of the Ministry of Defence on the subject was held on 20 December, 2022. The subject was carried forward for examination by the successor Committee during 2023-24. The Committee took oral evidence of the representatives of the Ministry of Defence on 18 December, 2023. The draft Report was considered and adopted by the Committee at their Sitting held on 06 February, 2024. The Minutes of the Sitzings of the Committee are appended to the Report.

3. For facility of reference and convenience, Observations/Recommendations of the Committee have been printed in bold letters in Part II of the Report.

4. The Committee thank their predecessor Committee for having briefing and obtaining information on the subject.

5. The Committee wish to express their thanks to the officers of the Ministry of Defence for appearing before the Committee and furnishing the material and information which the Committee desired in connection with examination of the subject.

6. The Committee also place on record their appreciation of the assistance rendered to them by the Committee Secretariat.

New Delhi;
08 February, 2024
19 Magha, 1945 (Saka)

JUAL ORAM
Chairperson
Standing Committee on Defence

PART - I

Chapter – I

Introductory

The Committee have learned that in view of the expanding population of ex-servicemen (ESM) and widows, there were persistent demands from service Headquarters and various associations for a separate Department to look after the welfare, resettlement and rehabilitation of ESM, war widows and their dependents. In 1986, a decision was taken to create an independent resettlement division in the Department of Defence.

In this sequel the Committee have found that a new Department of Ex-Servicemen Welfare (DESW) was created in the Ministry of Defence on 22nd September, 2004 in order to pay focused attention to the welfare and resettlement of ESM. DESW is mandated to formulate and implement various policies and programmes for the welfare and resettlement of Ex-Servicemen in the country. The Department consists of two Divisions i.e. (i) Pension Division; and (ii) Resettlement Division.

The Pension Division of the Department of Ex-Servicemen Welfare deals with pension policies for the Armed Forces personnel and redressal of grievances of Ex-servicemen whereas the Resettlement Division looks after the remaining matters. Further, DESW has three attached offices namely, Kendriya Sainik Board Secretariat (KSB Sectt.), Directorate General of Resettlement, (DGR) and Central Organisation, Ex-servicemen Contributory Health Scheme (CO, ECHS). KSB Sectt. is responsible for the welfare of Ex-Servicemen and their dependents and also for the administration of welfare funds.

The welfare of the Ex-Servicemen and their dependents, as the Committee have learnt is the joint responsibility of the Centre and the States / UTs. A majority of the problems have to be resolved only by the States / UTs. Like the Kendriya Sainik Board at the Centre, the Rajya / Zila Sainik Boards are responsible for policy formulation and implementation of resettlement and welfare schemes for Ex-Servicemen, widows and their dependents residing in their respective States / UTs / Districts. To assist the

Central Government in this regard, there are 34 Rajya Sainik Boards and 412 Zila Sainik Boards in the country. **(Details in Appendix A).**

The expenditure on establishment of RSBs & ZSBs is shared between the Centre and the States/UTs on 75:25 basis for the special category States/UTs (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Uttarakhand, Jammu & Kashmir, Ladakh and Himachal Pradesh) and 60:40 basis for rest of the States.

Functioning of the department

1.2 During the briefing to the Committee, the representatives of the Ministry of Defence (Department of Ex-servicemen Welfare) apprised the Committee on the working of the department by stating as under:

“The Department of Ex-servicemen Welfare basically formulates policies and programmes for the welfare of ex-servicemen and their dependents. Its main function is pension, resettlement, re-employment and health services of ex-servicemen, both for officers and PBOR and their dependents. Under this Department are three attached offices – Directorate General Resettlement which looks after resettlement and re-employment; ECHS which looks after health services; and Kendriya Sainik Board जो राज्य सैनिक बोर्ड और जिला सैनिक बोर्ड के साथ मिल कर वैलफेयर स्कीम्स देखते हैं। केंद्रीय सैनिक बोर्ड भारत सरकार की एक एपेक्स बॉडी है, जो वैलफेयर ऑफ ईएसएम और उनके डिपेंडेंट्स को देखते हैं। इस एपेक्स बॉडी में 45 सदस्य हैं, जिसके अध्यक्ष माननीय रक्षा मंत्री जी होते हैं, वाइस प्रेसिडेंट ऑनरेबल आरआरएम साहब हैं। इसमें सारे राज्यों के मुख्य मंत्री, यूटी के ले. गवर्नर्स, तीनों सेनाओं के प्रमुख, 3 माननीय संसद सदस्य, डिफेंस सचिव, ईएसडब्ल्यू के सचिव, एमएचए के सचिव और रेप्स एक्स सर्विसमेन के होते हैं और उनका मेंबर सैक्रेट्री, सैक्रेट्री केएसबी होता है। केएसबी सैक्रेटेरिएट का जो मेन रोल है, वह है administration of Armed Forces Flag Day, administration of PM Scholarship Schemes, support through Rajya and Zila Sainik Boards, coordination of activities or grievances.”

1.3 During oral evidence, the representatives of the Ministry of Defence (Department of Ex-servicemen Welfare) gave a detailed view of the organization as under:

“डिपार्टमेंट ऑफ एक्स-सर्विसमेन के तीन अटैच्ड ऑफिसेज हैं, जो डीजीआर हैं, जो रीसेटलमेंट कोर्सेज ट्रेनिंग देखते हैं, जो पर्सनल्स रिटायर हो रहे हैं। सेकेंड ईसीएचएस है, जो हेल्थ स्कीम्ज देखते हैं और केंद्रीय सैनिक बोर्ड की वेलफेयर स्कीम्ज देखते हैं। जैसा कि आपको मालूम है, it is an apex body of welfare schemes of ESM and their families. President is hon. Raksha Mantri. Vice President is hon. Raksha Rajya Mantri. इसके 46 मेंबर्स हैं, जिनमें कई स्टेट्स के चीफ मिनिस्टर्स और लेफ्टिनेंट गवर्नर्स हैं, तीन एमपीज हैं, Chief of Defence Staff, all three Service Chiefs, Defence Secretary and Secretaries of ESW and MHA. केंद्रीय सैनिक बोर्ड के सेक्रेट्री उनके मेंबर सेक्रेट्री होते हैं। केंद्रीय सैनिक बोर्ड के मेजर रोल्स एंड रिस्पॉन्सिबिलिटीज ऑर्ड्स फोर्सेज फ्लैग डे की स्कीम्ज को एडमिनिस्टर करना है, जो इंडिविजुअल और इंस्टिट्यूशनल हैं। उनको मैं डिटेल में सब्सिड्यूएंट स्लाइड्स में कवर करूंगा। प्राइम मिनिस्टर स्कॉलरशिप फंड से नेशनल डिफेंस फंड के अंतर्गत स्कॉलरशिप्स देते हैं। इसके अतिरिक्त जो अन्य बेनिफिट्स हैं, वे वीर नारी और ईएसएम को रेलवे कनसेशन है, 45 एमबीबीएस सीट्स हैं, जो कि ऑल ओवर इंडिया हैं, वे भी उनको दी जाती हैं और ईएसएम को राज्य सैनिक बोर्ड और जिला सैनिक बोर्ड में इंप्लॉयमेंट भी देते हैं। In addition, support to Rajya Sainik Board and Zila Sainik Boards, policies at the national level and grievances हम हैंडल करते हैं।

पूरे देश में केंद्रीय सैनिक बोर्ड का एक नेटवर्क है। उसमें 34 राज्य सैनिक बोर्ड्स हैं, हर स्टेट में एक आरएसबी है। 412 जिला सैनिक बोर्ड ऑल ओवर इंडिया हैं। ये स्टेट एडमिनिस्ट्रेशन और सेंट्रल एडमिनिस्ट्रेशन के साथ तालमेल बनाकर अपना काम करते हैं। All the details are also available on our website. वेलफेयर स्कीम्ज हैं। वेलफेयर के लिए एप्लीकेशन से लेकर डिस्बर्समेंट ऑफ फंड्स का सारा कार्य ऑनलाइन है। इसमें जीरो पेपरवर्क है। राज्य सैनिक बोर्ड और जिला सैनिक बोर्ड के कुछ मेजर चार्टर्स हैं। ये हर स्टेट में अपने स्टेट डिपार्टमेंट के साथ तालमेल रखकर ईएसएम के ग्रीवांसेज, आई-कार्ड्स, उनके लिए आरटरीच प्रोग्राम्स और जब सैनिक अपनी ड्यूटी में फॉर्बर्ड एरियाज में होते हैं, तो उनकी फैमिलीज के वेलफेयर या उनकी जो प्रॉब्लम्स हैं, उनको स्टेट गवर्नमेंट के साथ मिलकर सॉल्व करने का काम करते हैं। In addition, we have sainik rest houses all over India. आउटरीच प्रोग्राम्स और महत्वपूर्ण फंक्शंस को आरएसबी और जेडएसबी, डिफेंस इस्टैब्लिशमेंट्स और स्टेट गवर्नमेंट्स के साथ मिलकर ऑर्गनाइज करते हैं। इस

स्लाइड में हमने पिछले पांच साल का बजट depict किया है, जो हमने सरकार से लिया है। If you see, there is hundred per cent utilization of budget. जो भी हमारी रिक्वायर्मेंट है, सरकार उसको मीट कर रही है। इस साल हमने बीई स्टेज में 304 करोड़ रुपए मांगे थे, जो हमें मिले हैं। उनमें से 193 करोड़ रुपए हमने ऑलरेडी खर्च कर दिए हैं और 105 करोड़ रुपए के बिल्स अंडर प्रोसेस हैं। आरई स्टेज में हमने करीब 370 करोड़ रुपए की भी डिमांड रखी है। जो इस्टैब्लिशमेंट कॉस्ट है, जो आरएसबी और जेडएसबी की रनिंग कॉस्ट है, उसमें 75 परसेंट सेंट्रल गवर्नमेंट देती है। नॉर्थ ईस्टर्न स्टेट्स और जो 12 स्पेशल हिली स्टेट्स हैं, बाकियों को 60 परसेंट सेंट्रल गवर्नमेंट देती है और 40 परसेंट वहां की रिस्पेक्टिव स्टेट देती है। This money is utilized for their establishment cost of running the RSB and ZSBs. जब सैनिक रेस्टहाउस पहली बार बनता है, उसकी 50 परसेंट कॉस्ट सेंट्रल गवर्नमेंट के द्वारा दी जाती है। इंडिया में आज की तारीख में 349 सैनिक रेस्टहाउसेज हैं।

में आर्म्ड फोर्सज फ्लैग डे फंड के बारे में बताना चाहूंगा। जैसा माननीय सदस्यों को मालूम है कि यह 7 दिसंबर को सेलिब्रेट किया जाता है। The main purpose is to pay respect and honour to those veterans and soldiers who have laid their lives and also. एक स्पेशल बांड भारत के नागरिकों और आर्म्ड फोर्सज के बीच में रिन्यू किया जाता है। Also, we gave respect to those who have served the nation with devotion and dedication. वर्ष 1993 में यह फंड स्थापित हुआ था। इसमें इंडिविजुअल और इंस्टिट्यूशन स्कीम हैं, जिन्हें मैं आगे की स्लाइड्स में डिलेट में कवर करूंगा, the Management Committee is headed by the hon. Raksha Mantri and the Executive Committee is headed by Secretary, ESW. जो फंड की डे-टू-डे एक्टिविटीज को देखते हैं। इसका जो सोर्स ऑफ फंडिंग है, वह गवर्नमेंट से आता है और उसके अलावा जो भारत के नागरिक हैं, कारपोरेट और पीएसयूज भी इस फंड में योगदान करते हैं। ये 13 आर्म्ड फोर्सज फ्लैग डे फंड की इंडिविजुअल स्कीम्स हैं, जिसमें पेन्युरी, ऑफन, डिसेबल्ड चाइल्ड आदि, ये सारी स्कीम्स दी हुई हैं। जिन्हें इस स्लाइड में दर्शाया गया है। उनको कितनी ग्रांट दी जाती है, वह डिटेल स्लाइड के साइड में लिखी है। जैसे पेन्युरी में 48 हजार रुपये हर साल दिया जाता है। अगर वे उनकी कंडीशंस को पूरा करेंगे तो उनको यह ग्रांट मिलती है। दूसरी तरफ इंस्टिट्यूशन ग्रांट के बारे में दिया हुआ है। किरकी, मोहाली में जो परप्लेजिक सेंटर्स हैं, वॉर मेमोरियल हॉस्टल्स हैं, जहाँ वॉर विडोज के बच्चे या जो अनाथ बच्चे हैं, वे वहाँ पढ़ते और रहते हैं। इस तरह की विभिन्न स्कीम्स के लिए आर्म्ड फोर्सज फ्लैग डे फंड के तहत उनको ग्रांट दी जाती है। इसी के साथ प्राइम मिनिस्टर स्कॉलरशिप फंड में लड़कों को 30 हजार रुपये प्रति वर्ष और लड़कियों को 36 हजार रुपये प्रति वर्ष दिए जाते हैं। इसमें फिक्स 5,500 सीट्स हैं, जिसमें 2,750 लड़के और 2,750

लड़कियाँ हैं। पिछले 5 साल में हमने आर्म्ड फोर्स फ्लैग डे फंड के तहत तकरीबन 932 करोड़ रुपये 3 लाख 70 हजार लाभार्थियों को दिए हैं। आगे चलिए।

यह पिछले 5 साल का ग्रीवांस डिटेल्स है। कितने हमारे पास ग्रीवांसेज आए हैं और कितने हमने डिस्पोज ऑफ किए हैं, अगर देखा जाए तो तकरीबन 90 परसेंट ग्रीवांसेज का डिस्पोजल किया है या उनको उस एजेंसी के पास लेकर गए हैं, जहाँ पर concerned department has to sort this out. अगर आप इसे देखें तो इसमें 80 परसेंट ग्रीवांसेज पेंशन से संबंधित होते हैं और जब से स्पर्श पेंशन पोर्टल आया है और ऑनलाइन मैकेनिज्म आया है, ये ग्रीवांसेज कम होते जा रहे हैं। बहुत ही कम समय में इन्हें रिजॉल्व किया जा रहा है। सेंट्रल के अलावा हर स्टेट में भी कुछ वेलफेयर बेनीफिट्स दिए जा रहे हैं, जिन्हें इस स्लाइड में दर्शाया गया है। हर स्टेट उनको वीर नारी या वेटरन्स को, depending on their gallantry or distinguished service, उनको मोनेटरी बेनीफिट्स देता है। एक्स ग्रेशिया ग्रांट्स देते हैं। रिजर्वेशन पॉलिसी है। द्वितीय विश्व युद्ध के जो वेटरन्स और विडो हैं, उनको भी हर स्टेट कुछ मोनेटरी बेनीफिट्स देता है। ये जो वेलफेयर स्कीम्स हैं, समय-समय पर उनके ऊपर चर्चा होती है और उनको इनहेंस किया जाता है। पिछले 6 साल में अगर हम देखें तो इन चार स्कीम्स में बढ़ोतरी हुई है। इस साल 11 अप्रैल, 2023 में केन्द्रीय सैनिक बोर्ड की जो बैठक हुई थी, उसे माननीय रक्षा मंत्री जी ने चेयर किया था। वोकेशनल ट्रेनिंग ग्रांट, सीरियस डिजीज ग्रांट्स और मेडिकल ग्रांट में भी बढ़ोतरी की गई है। पिछले साल नवम्बर में dedicated website of Armed Forces Flag Day Fund was launched by Hon'ble Raksha Mantri. प्रमोशनल कैम्पेन, जो रेड एफएम का, वी फॉर वेटरन्स, पिछला प्रजेंटेशन जो हुआ था, उसमें हमने इसका डिटेल में विवरण भी दिया था। 26 शहरों में यह एक महीने तक प्रमोशनल कैम्पेन हुआ। इसके अलावा सोशल मीडिया कैम्पेन ऑन ट्विटर, फेसबुक वह 24 इनटू 7, 365 डेज चलता है। आगे चलिए। सेवंथ वेटरन डे 14 जनवरी को को मनाया गया है। हाल ऑफ़ गवर्नमेंट एप्रोच पिछले कुछ सालों में चेंज हुआ है।

पिछले साल दस मेजर सिटीज में यह साइमन्टेनियसली प्रोग्राम हुआ था with the state government and whole of a government approach. इस साल भी यह 14 जनवरी को पूरे भारत में मनाया जाएगा। इसके अलावा एयरो इंडिया शो जो बेंगलुरु में हुआ था, उसमें भी हमने अपना सेमिनार किया था और कॉरपोरेट और पीएसयू इंडस्ट्री के लोगों को इनवाइट करके उनके साथ डिसक्शन किया था। केन्द्रीय सैनिक बोर्ड की बैठक 11 अप्रैल, 2023 में हुई और इसके जो मेजर टेकअवेज़ हैं, वह मैं नेक्स्ट स्लाइड में कवर करूंगा। इसके साथ ही साथ आरएसबी मीटिंग्स और स्टेट मैनेजमेंट कमेटीज़ की मीटिंग्स 12 स्टेट्स में हुई हैं। सीएसआर कॉन्क्लेव हम हर साल नवम्बर महीने के लास्ट वीक में मनाते हैं। इस बार 29 नवंबर को हुआ था। The Hon'ble RM has felicitated those who donated. इसके

अलावा आरएसबी के 7 डायरेक्टर्स और 41 जेडएसडब्ल्यू की वैकेंसीज स्टेट्स में भरी गयी हैं। 31वीं केएसबी बैठक जो 11 अप्रैल में हुई थी, उसमें मेजर पॉइंट डिस्कस हुए थे, वे स्क्रीन पर दिखाई दे रहे हैं। एक तो आर्म्ड फोर्स वेटरन डे जो 14 जनवरी को मनाते हैं, उसको स्केल अप किया गया है। This is as a whole a Government's approach. All over India, the defence establishment and the State machinery will come together to commemorate this event.

Further, regarding enhancing the pride among the ESM community through felicitation of Veer Naris and ESM, 26 जनवरी और 15 अगस्त के जो मेजर फंक्शन होते हैं, उनमें इनको स्पेशल इनवाइट किया जाता है। इस बैठक में एक पॉइंट था कि डिफरेंट स्टेट्स की ग्रांट्स अलग-अलग है। यह मुद्दा लास्ट बैठक में भी डिस्कस हुआ था। सभी स्टेट्स के साथ यह डिस्कस हुआ है और The Hon. RM had written a letter to all the Chief Ministers and the Lieutenant-Governors also, stating that depending on the capacity, it can be enhanced from State to State.

यह जो स्लाइड है, यह आर्म्ड फोर्स फ्लैग डे फण्ड में जो बेनिफिशरीज हैं और जो अमाउंट हमने डिसबर्स किया है, अगर आप पिछले दो साल में देखेंगे, बेनिफिशरीज का नंबर 66 हजार से बढ़कर ऑलमोस्ट 2 लाख 80 हजार हो गया है। This is basically due to the extensive outreach programmes and social media campaigns in collaboration with the State Governments. यह नंबर बढ़ गया है, उसी के तहत If you see that, the amount, which we have disbursed to the beneficiaries, has also increased from Rs.214 crore to Rs.643 crore. पीएमएसएस स्कीम के तहत करीब 15000-15500 बेनिफिशरीज को एनडीएफ के अंदर बेनिफिट दिया जाता है जिसमें तक्ररीबन 5000-5500 हर साल नए बेनिफिशरीज होते हैं।”

Chapter – II

Functions and demarcation of responsibilities between Kendriya Sainik Board, Rajya Sainik Boards and Zila Sainik Boards

Functions of Kendriya Sainik Board

2.1 The Ministry in reply to a question about functions of Kendriya Sainik Board informed the Committee as under:

1. 'Coordinate the following: -
 - (a) Annual KSB Meeting.
 - (b) Dir/Secy RSB meeting.
 - (c) Annual Management Committee Meeting for AFFDF.
 - (d) Periodic meetings of Executive Committee of AFFDF.
 - (e) CSR Conclave.
2. Overseeing implementation of the decisions taken by concerned agencies.
3. Dissemination of policy directives, as approved by the MoD, RSBs towards ESM welfare.
4. Monitor and guide the Deptts of Sainik Welfare in the States/ UTs in their functioning *iaw (in accordance with)* KSB/ MoD guidelines.
5. Provide budgetary support for establishment and maintenance costs of Deptts of Sainik Welfare and Zila Sainik Welfare Offices to States/UTs.
6. Attend as a Panelist, the selection interviews for RSB Directors/ ZSWOs, convened by the State Selection Committee under the State Chief Secretary.
7. Inspect the Department of Sainik Welfare of States/ UTs annually and forward report on functioning to State Govt and MoD.
8. Attend Rajya Sainik Board and Amalgamated Fund Meeting in States as special invitee.
9. Administer Armed Forces Flag Day Fund (AFFDF).

10. Administer redressal/ queries related to welfare of ESM/ and families of deceased soldiers.
11. Execute the Scheme for allotment of Medical, Dental and Engineering seats under MoD quota.
12. Organise and conduct Armed Forces 'Flag Day Collections' from Central Govt Deptts located in the National Capital.
13. Provide posters and publicity material for conduct of the AFFD in States/UTs and Indian Missions abroad.
14. Execute the centrally sponsored schemes like RMEWF (Raksha Mantri Ex-Servicemen Welfare Fund).
15. Issue I-Card for availing Rail Travel Concession to war widows and Gallantry Award winners (Chakra Series).
16. Process Penury grants through AFFDF.
17. Operate the PM Scholarship Scheme.
18. Provide financial assistance to paraplegic homes, viz PRCs Kirkee& Mohali,36 War Memorial Hostels, Cheshire homes and various institutes and make visits to monitor/ensure appropriate disposal of the same.
19. Issue advisories towards investments of the Amalgamated Fund by the RSBs of the States/ UTs.
 - (a) Inspect ZSBs at random to check their functioning and effectiveness.
 - (b) Manage the functioning of Central Sainik Rest House, Naraina, Delhi.
 - (c) Automation and allied training on ESM welfare. Upgrading/ maintenance of KSB Web portal in accordance with extant rules'.

Functions of Rajya Sainik Boards

2.2 The Ministry, in reply to a question about functions of Rajya Sainik Board, informed the Committee as under:

1. 'Control and co-ordination work of ZSWOs in the State and ensure their effective functioning.
2. Liaison with the following: -

(a) Various ministries in the State, state undertakings, Enterprises and Banks, primarily to seek vacancies for ESM and widows as per reservation policy and recruitment rules of the State.

(b) Monitor such vacancies and ensure ESM or widows utilize the same.

(c) Formulate a policy on reservation for ESM in the State in conformity with that in vogue at the Centre, to ensure that ESM get their due place in the 100-point roster prepared by States/UTs in accordance with their reservation policy.

(d) Represent as a member in the Subordinate Selection Board of the State to ensure the above.

3. Promoting measures towards welfare and resettlement of ESM and families of serving/deceased personnel of the Armed Forces.

4. Disseminating information to the general public regarding Armed Forces in the country and for adopting innovative measures to enhance interest in Armed Forces among general public.

5. Administering the ZSBs in the State in accordance with the rules and instructions prescribed by the Central and State Govts. In coordination with the administration of the State, ensure that vacancies of ZSWO and their staff are timely filled on occurrence.

6. Carry out any duty assigned given by Secretary, KSB via his Secretariat.

7. Forward establishment expenditure of RSB and ZSBs for claiming central share, in good time (60% or 75% - as applicable).

8. Maintain up-to-date statistics of ESM, disabled ESM, widows, dependents and families of serving defence personnel under the heads - pensioners and non-pensioners, both for ESM and widows.

9. Ensure timely submission of reports and returns to KSB.

10. Organise annual 'RSB and 'Amalgamated Special Fund Meetings' under the Chairmanship of Governor/ Lt Gov/ Chief Minister. Review is to be made of welfare and rehabilitation measures, fresh policies formulated and implemented, during the meeting.

11. Venture/ monitor employment opportunities for ESM/ widows in Pvt. Sector.

12. Assist ESM/ widows in planning and funding of self-employment ventures.

13. Organise AFFDF committee meetings for fixing targets for various state

and voluntary agencies to enhance collection drive throughout the year. Maintain the Amalgamated Special Fund and remote/ institute Welfare Schemes in the State from these funds complying with decisions of the Management Committee of these funds.

14. Undertake additional welfare measures for ESM and widows. Give wide publicity to welfare measures being undertaken by the Deptt through the media.

15. Organise ESM rallies and pension adalats to propagate various concessions being extended and settle on the spot functional and other problems projected by Ex-Servicemen and their dependents.

16. Report to DGR / Secy KSB on the ESM training being conducted in respective states and make suggestions with regard to changes in courses commensurate with changing trends.

17. Conduct Annual Inspection of the ZSBs and submit report to the DCs, Chief Secretary and Secy, KSB.

18. Ensure that only ESM are employed in the RSBs/ZSBs to qualify for the Central share towards pay and allowances. Employment of civilian employees must be undertaken with the prior approval of the KSB/MoD.

19. Establish e-mail connectivity with ZSBs/RSBs and KSB.

20. Conduct Zonal Meetings as nominated by KSB.'

Functions of Zila Sainik Board

2.3 The Ministry, in a written note, informed about the functions of ZSB which is as follows:

1. 'Disseminate information to the general public regarding the Armed Forces in the country and constant endeavour to promote and maintain a feeling of good will between civilian population, service personnel and ESM.

2. Monitor welfare of families of servicemen and ESM in addition to assisting them in representing their cases with the local administration or the Defence authorities. Welfare organisers employed in each ZSWO/RSB play a crucial role in establishing contact with the clientele in their homes, listing their problems, needs and aspirations, providing inputs on these to the ZSWO/RSB, resolving these, and spreading awareness of resettlement and welfare measures in place which they can avail-off.

3. Give information to the general public regarding conditions of service in the Armed Forces so as to assist intending candidates in approaching the

appropriate recruiting authorities for purposes of enlistment.

4. Keeping an account of the adequacy of the number of pensions paying offices/ branch post offices paying pension.

5. Scrutinize applications for relief from various military and civil charitable funds and make suitable recommendations.

6. Grant financial relief to ESM and their dependents from funds at their disposal. Recommend cases of ESM and their families for financial assistance from KSB.

7. Additionally, the welfare responsibilities of ZSWOs encompass all traditional activities which are already underway in by these offices in following sectors:-

(a) Settlement of financial problems like pension and other retirement/ release benefits/ dues to the ESM; grants and assistance in kind to ESM beneficiaries and including dependents from the Central/ State Governments or other Organisations like Indian Red Cross Society etc.

(b) Maintain a close liaison with the pension disbursing authorities/ agencies in the district to ensure correct and timely payment of pension/ other reliefs to ESM pensioners/ dependents.

(c) Provide assistance for settlement of land and other disputes.

(d) Assist families of serving personnel in regards to their safety/security, during absence away on duty of the serving personnel.

(e) Promote and maintain, under the guidance of the State Rajya Sainik Boards, welfare measures in the District such as Rest House for ESM, old age pensioner homes, Jawan Bhawans/ shops, vocational and other training facilities, hostel for children of serving defence personnel and ESM etc.

(f) Mobilise assistance for medical treatment in Military/Civil hospitals.

(g) Maintain liaison with other welfare organisations such as the Indian Red Cross Society, NGOs and voluntary agencies to enhance additional sources of welfare and concessions for Ex-Servicemen and their families/dependents in the Districts.

(h) Maintain an up-to-date register of war widows and, dependents of those disabled in action with a view to ensure their welfare and security.

(j) To represent KSB, Ministry of Defence (Govt of India) in Court Cases under their jurisdiction.

- (k) Provide ESM and family pensioners, information about ECHS.
- (l) Ensure that ZSBs are duly inspected by the Director, RSB annually.

8. The responsibilities of the ZSWOs towards resettlement of ESM are as follows: -

(a) To maintain close and effective liaison with the following :-

- (i) Local Central/State/private industrial organisations.
- (ii) Local employment exchange particularly in States where it has cosponsoring powers for re-employment of ESM.
- (iii) Local revenue authorities towards schemes for settlement on land disputes of ESM.
- (iv) District Industries/Block Development Offices and assist those ESM desirous of setting up small scale industries.

(b) Assist ESM in forming and setting up co-operatives for their self-employment.

(c) Provide all resettlement assistance to war widows, dependents and war disabled as well as to those who died/disabled while in service due to reasons attributable to service.

(d) Assist ESM in preparing of project reports for self-employment ventures and in obtaining loans under DGR resettlement schemes.

9. The ZSWOs also play a critical role in following areas of common interest:

(a) Organise Armed Forces Flag Day with President ZSB and facilitate Flag Day collections and implement authorised fund raising measures in their district.

(b) Organise rallies/re-union, ESM welfare meetings with President ZSB to resolve their problems, at least once each month on a fixed day.

(c) Explore avenues for providing educational and vocational training facilities for Ex-Servicemen and their dependents to enable them to seek employment or set up self-employment venture.

(d) Assist the three Services whenever called upon in disseminating information on Armed Forces within the district. Provide publicity towards recruitment notices and assistance rendered by the Armed Forces in national calamities. Publicise notification of gallantry awards/ other decorations, introduction of welfare schemes of service personnel and their families.'

KSB/RSB/ZSBs coordination with Directorate General of Resettlement (DGR)

2.4 The Committee desired to know whether there is any mutual dependence/ coordination between the Directorate General of Resettlement (DGR) and KSB/RSB/ZSBs. Throwing light on this issue, the Ministry submitted:

‘(a) KSB Sectt is an independent attached office of MoD/DESW, acts as the nodal agency for coordination with RSBs/ZSBs and also runs various Central welfare schemes for ESM/Widows/War widows and their dependents through this network of RSB/ZSB.

(b) DGR is an independent attached office of the MoD/DESW and an inter-services organization. The main role of DGR is for resettlement/ rehabilitation of ESM and to monitor filling up of posts reserved for ESM.

(a)The KSB/RSB/ZSB and DGR coordinate with each other for various issues such as Census of ESM, grant of ESM status to personnel, reservation for ESM in Govt posts, etc.’

Chapter – III

Zila Sainik Board

The Committee have been given to understand that Zila Sainik Board is the smallest unit of the Organisation and has the direct interface with the Ex-Servicemen and their families and keeping in view this fact the role of ZSB assumes special significance. The broader details of ZSB are contained in the following paragraphs.

Composition of a Zila Sainik Board

3.2 The Ministry informed about the composition of Zila Sainik Board as under:

- **‘President** : District Collector
- **Vice President** : Senior Ex-service Officer
- **Ex-officio members** : Heads of State Govt Departments / Recruiting Officer
- **Non official** : Two Ex-Servicemen
- **Members** : Four Prominent Citizens
- **Secretary** : Zila Sainik Welfare Officer

The ZSB’s permanent manpower consists of Zilla Sainik Welfare Officer along with 7-8 support staff, including Clerk, Peon, Driver etc., to assist in the day to day office work.’

3.3 In this regard, the Committee desired to know whether the Staff provided to ZSB is sufficient for meeting their functional requirements. The Ministry, in its reply, stated as under:

‘(a) It is considered that the staffing norms authorized for ZSBs is sufficient. These staffing norms for ZSBs have been authorized as per report of High Level Committee 1984 (HLC 1984). Details are placed at Encl 3.

(b) As can be seen, the number of staff which can be employed is a factor of the ESM population under a ZSB. Also additional ZSBs can be set up by State Govt if the population of ESM/ families of serving and deceased service personnel is 7500 or more. In case the strength is less than 7500 and need is felt to set up a ZSB due to demographic or other reasons, then the same can be done with prior approval of Central Govtt MoD through KSB Sect.

(c) However, the State/UT Govts have their own recruitment rules and staff in ZSBs are employed as per the sanction accorded by respective State/ UT Govt. Also some ZSBs are employing personnel on contractual basis. (d) The details of vacant posts in each RSB/ ZSB is placed at **Encl 4.**'

The Ministry further informed that in a ZSB, non-officio members are nominated/ appointed and the tenure is specified by the concerned Distt Collector or State/UT Govt.

3.4 When enquired about the rationale behind the appointment of civilian employees in ZSB, the Ministry, in its written reply, stated as under:

'ZSB is a mixed composition of civil administration and ESM. This enables resolution of issues of ESM in a better way, especially related to Revenue/ Home deptt'

3.5 During deliberations, the point was raised about nomination of civilian employees in the board. A representative apprised the Committee as under:

"Sir, mostly, officers level of the Zila Sainik Board and Rajya Sainik Board are drawn from the retired armed forces...बोर्ड की रिक्रूटमेंट डायरेक्ट की जाती है, लेकिन कई जगह वे नहीं आते हैं।The Rajya Board is headed basically by Chief Minister or the Lieutenant Governor and there are Members and some directors of sainik welfare and some other related people.....Composition of Zila Sainik Board is that, the President is the District Collector, the Vice President is the Senior ex-Service officer and Head of the State Department, two ex-Service men, four prominent citizens, Zila Sainik Welfare Officer. We will send that in writing but exactly, every State has a Department for it."

3.5A. Subsequently, the Ministry sent the written note on the criteria for selecting prominent citizen and ESM as under:

'The non –official members, may include ESM Officers/JCO/OR who know and take active and keen interest in the matter of welfare and resettlement of ESM and their dependents. Prominent citizens, local industrialists, Social Workers and Members of State Legislature may be recommended for nomination. These civilian members are nominated by the Chairman of the concerned Zila Sainik Board. There are no separate criteria for selection of non-official members. However, individuals showing interest in welfare of ESM welfare in their Districts are given preference. These

guidelines were promulgated to States/UTs vide KSB letter No. 191)/Constitution/Pol/KSB/A dated 09 May 1994.'

Structure of Zila Sainik Boards

3.6 The Committee desired to know about the monitoring mechanism available with the Ministry for resolving the grievances of Ex-Servicemen, widows and their dependents. The Ministry in its reply stated as under:

'Grievances are received at DESW/Kendriya Sainik Board (KSB)/ Rajya Sainik Boards (RSBs/ Zila Sainik Boards (ZSBS) through various means including online. Grievances redressal is an iterative and ongoing process.'

3.7 When enquired whether the above bodies are inter dependent in their functioning for resolution of the grievances of the ex-servicemen, the Ministry replied:

(a) At apex level, KSB is issuing policy guidelines and is also administering the various welfare schemes funded from Armed Forces Flag Day Fund (AFFDF). The RSB are overseeing the State govt schemes and ZSBs have the day-to-day interface with ESM. All the applications for various welfare schemes and any other administrative requirement of ESM is routed through the ZSBs to concerned State/ Central Govt authority.

(b) Grievances are received at KSB/RSBs/ZSBs through various means including online. The resolution/redressal of grievances is done at KSB/RSB/ZSB or forwarded to Govt appropriate department.'

3.8 The Committee desired to know about the lack of uniformity between the States in following guidelines. The Ministry in its written note replied as under:

'The RSBs and ZSBs function under the administrative jurisdiction of respective State/UT Govts and Central Govt. shares only running and maintenance cost of RSBs/ZSBs viz of 75% for special states and 60% for other remaining states. Hence, vacant posts of official/staff in RSBs/ZSBs are filled up as per the staffing norms of concerned State Govt. The MoD guidelines for appointment of Director, RSB and Secy ZSB in RSB/ZSBs were promulgated to all States/ UTs vide letter NO. 22(5)/2013-D(Res-II) dated 26 Dec 2013, which are recommendatory only.

(b) Some references have been received from State Govts to review the MoD guidelines for appointment of Director, RSB and Secy ZSB in RSB/ZSBs. After examination of the references of State Govts. , Ministry is considering to review the MoD guidelines. In addition, Ministry has also requested State Govt. time to time to follow the Ministry's Guidelines.

(C) No, a binding law should not be enacted as RSBs/ZSBs functions under the administrative jurisdiction of State Govt. and Article 309 of the Constitution of India states that “*Recruitment and conditions of service of persons serving the Union or a State Subject to the provisions of this Constitution, Acts of the appropriate Legislature may regulate the recruitment, and conditions of service of persons appointed, to public services and posts in connection with the affairs of the Union or of any State.*”

Vacancies in ZSBs

3.9 The Ministry has given the following information to the Committee regarding the Staffing Norms of RSBs and ZSBs:

‘The Staffing Norms of RSBs and ZSBs are governed by the following: -

- (a) HLC Report 1984 (only for ZSBs)
- (b) Sub-Committee report 1993 for RSBs.

Staffing Norms for Rajya Sainik Boards

1. On 17 Nov 93 the MoD constituted a sub-committee to look into the issue of standardization of Sainik Welfare Departments in States/UTs. The sub-committee recommended a basic establishment for the Department of Sainik Welfare in each State/ UT. The States/UTs of Arunachal Pradesh, Goa, Tripura, Chandigarh, Delhi, Puducherry and A&N Islands have their Department of Sainik Welfare functioning as Zila Sainik Welfare Offices also. The basic establishment recommended for such Deptts of Sainik Welfare is as follows:-

- (a) Director - 1
- (b) Superintendent - 1
- (c) Welfare Organiser - As applicable (One per 10,000 population of ESM and families of serving/deceased service personnel applicable to departments which have dual function as Zila Sainik Welfare offices and Deptt of Sainik Welfare)
- (d) Accountant - 1
- (e) Clerk-cum-Typists - 3
- (f) PA - 1
- (g) Daftry - 1
- (h) Peon - 1
- (i) Chowkidar - 1
- (j) Sweeper - 1
- (k) Driver - 1

2. The Sub-Committee also recommend the following:-

<u>Appointments</u>	<u>Authorisation</u>
<u>Officers(Class-I)</u>	
Jt Director	1 for every 5 Dy Directors authorized.
Dy Director	1 per 5 Zila Sainik Offices up to 25 Zila Sainik Offices that the DSW is to administer. Beyond 25 Zila Sainik Welfare Offices, 1 Dy Director per 10 ZSWOs.
<u>Non-Gazetted Posts</u>	
Auditor	1 per department applicable to Deptts having more than 5 Zila Sainik Welfare Office to administer.
Accountant	1 per department additional accountant for Deptts having more than 20 Zila Sainik Welfare Offices to administer.
PA	1 for Director (Brig/Col equivalent) 1 for Jt Director (Col equivalent)
Steno	1 for 2 Dy Directors (Lt Col equivalent)
Clerks	1 additional Clerk for every Zila Sainik Board added to the basic establishment.
Peons	1 for Director 1 for Jt Director 1 for every 15 Ministerial staff
Driver	1 for every additional vehicle
Note –Service terms of Supdt/UDC/LDC/PA/Steno will be as per State norms.	

3. **Miscellaneous Staff(Chowkidar/Sweeper)**. These posts are to be created at a rate of one category each as per standard establishment prescribed for RSBs.

4. **Additional Staff (Over and above the norms)**. For any additional staff for RSB, if deemed appropriate by the State Govt/UT, the Central Government's explicit approval is mandatory. In such cases the State Govt/ UT Admin need not be rigid in applying local norms/ RRs, given the fact that these requirements arise from verbal complaints/requests of ESM, widows or ESM Associations.

Staffing Norms for Zila Sainik Boards

5. The functioning of Zila Sainik Boards (ZSBs) and staffing has been streamlined by the High Level Committee -1984. New Zila Sainik Boards can be set up by the concerned Government themselves if the population of ESM and families of serving/deceased service personnel is 7500 and above in the District. In other cases, prior approval of the Central Government will be required for setting up of new Zila Sainik Boards. The standard establishment of a Zila Sainik Board is given below:-

<u>Ser</u>	<u>Appointments</u>	<u>Authorisation</u>
(a)	Secretary	1
(b)	Asstt. Secretary	1(For Zila Sainik Boards where the population of ex-servicemen and families is more than 20,000.
(c)	Supdt/Head Clerk	1
(d)	Welfare Organiser	1(one for every additional 10,000 ESM and families of serving/deceased personnel).
(e)	Clerk UDC/LDC	1
(f)	Clerk Typist	1
(g)	Clerk Accounts	1
(h)	Peon	1
(j)	Chowkidar	1
(k)	Driver	1(Where as independent transport is authorized)
(l)	Sweeper	1 (Instead of Class IV as recommended by the Sub-Committee)

6. ZSBs with ESMPopulationBelow7,500

<u>Ser</u>	<u>Appointments</u>	<u>Authorisation</u>
(a)	Secretary	1
(b)	Supdt/ Head Clerk	1
(c)	Welfare Organiser	1
(d)	Clerk UDC/ LDC	1
(e)	Clerk Typist	1
(f)	Driver	1(Where independent transport is provided)
(g)	Sweeper	1

7. Additional staff required shall be to be provided at the instance of the state/UT conforming to Recruitment Rules. However, for new categories of posts (other than those specified above) prior approval of the Centre through

KSB is mandatory.

8. Prior sanction of the Centre is also required for posts of Assistant Secretary in ZSBs with ESM population less than 20,000.

Other Essential Norms

(a) The recommendations of the HLC of 1984 and MoD Guidelines of 2013, both highlight appointment of only ESM in Sainik Boards. Notwithstanding, some states continue to engage state Govt officials and non-ESMs, laterally. The pattern does not lend itself to maximum efficiency due of lack of understanding and fathoming of the many complexities of the Armed Forces-ESM policies and procedures. The reimbursement of expenditure on pay & allowances of staff (75/60 %) of actual expenditure by the state, also called the “Central Share” should be limited to ESM staff only.

(b) The Sub-Committee Report on standardization of DSWs of 1993 has recommended that only ex-Defence Officers of suitable rank be considered for filling-up these posts. Further, the HLC has also recommended that the Director of RSB should be Class-I Gazetted officers with status of and enjoying administrative/financial powers, similar to that of Heads of Deptts in the states/UTs. He should also be provided with a suitable ex-officio status of an Addl Secy/Jt Secy/Dy Secy, commensurate with the dimensions/ responsibilities of the Deptt. Annual Appraisal Report on the Director’s performance will be made by the Secy in-charge of the State Deptt of Sainik Welfare. In rendering these reports, the Deptt of Sainik Welfare must take due cognizance of the inspection/tour reports of the Secy, KSB.

(c) Appointment of officers, including the Director of RSB should be made from the panel of names prepared by KSB, which in turn is a compilation of all eligible candidates whose names/ details are received from Services’ placement agencies, RSBs/ States and DGR, duly vetted by DGR, ECHS and KSB Sectt. The Secy ESW and Secy KSB or the representatives should be co-opted as Selection Committee members as the Centre’s representatives during the selection process. It is incumbent upon the State/UT to issue ‘terms and conditions’ of service alongwith the appointment letter to avoid court cases especially in context with the pay fixation. The pay and allowances, TA/DA and other monetary benefits to the Directors and staff of the RSBs/ ZSWOs should be regulated by the extant rules of the States/UTs.”

3.10 During deliberations, when the Committee desired to know whether any vacancies exist in the ZSBs. In this regard, the representatives of the Ministry apprised the Committee as under:

‘महोदय, उसमें जिला कलेक्टर प्रेसीडेंट होता है। महोदय, उसमें आर्म्ड फोर्सिंग का एक ऑफिसर होता है, जो सेक्रेटरी या जिला सैनिक ऑफिसर कहलाता है। कुछ जूनियर कर्मचारी भी होते हैं, कुछ सर्विसमैन भी होते हैं, कई जगह कुछ सिविलियन भी होते हैं। ये सब राज्य सरकार के अधीन काम करते हैं। कई जगह वैकेन्सीज़ की समस्या इसलिए आ रही है, क्योंकि राज्य सरकार की अपनी रिजर्वेशन पॉलिसी होती है। वे उसमें कई बार फिट नहीं बैठते हैं। जैसे किसी पार्टिकुलर कैटेगरी के एक्स सर्विसमैन एप्लीकेंट नहीं आते हैं, तो पद खाली रहते हैं। वे इसके लिए एडिशनल चार्ज पर देते हैं। कई जगह यह समस्या है।

महोदय, जैसा कि सेक्रेटरी साहब ने बताया है कि आज की तारीख में 530 अधिकारियों की पोस्ट ऑथोराइज़्ड हैं, जिनमें पूरे भारत में 135 की कमी है। महोदय, इनका जो रिक्रूटमेंट है, वह राज्य सरकार का फंक्शन है। मीटिंग में भी यह मुद्दा आर. एम. साहब ने सभी राज्यों के सामने रखा था कि this vacancy should be filled expeditiously. अभी हर राज्य में कमी है। यहां तक की केएसबी मीटिंग में यह मुद्दा डिस्कस किया गया है। हम लगातार उनको रिमाइंड भी कराते हैं, लेकिन यह हर राज्य की जिम्मेदारी है कि इन पदों को भरा जाए।’

Frequency of meetings of ZSBs

3.11 ZSBs meet and deliberate to resolve the grievances of ESM and their family members, therefore, the Committee were desirous of the knowing the prescribed norms in regard to the numbers of meetings of ZSBs to be held in a year and how many meetings were actually held in various ZSBs during each of the last five years. In its reply, the Ministry stated as under:

‘Norms are laid down for KSB and RSB Meetings which are to be held annually. There are a total of 409 ZSBs across the country. Certain States have informed that the meetings are held annually. Each ZSB has been requested to forward the details of the meetings held in last five years.’

3.12 The Committee also wanted to know whether the District Magistrates actually attend and head/chair the meetings or any other Senior Officer does it on their behalf under the delegated authority. The Committee also desire to know the exact figures in regard to the meetings not actually attended by the DMs in the last five years. The Ministry in its written note submitted as under:

‘The ZSB meetings are attended by the DM or ADM. There are a total of 409 ZSBs across the country and each ZSBs has been requested to forward the details of the meetings held in last five years.’

3.12(A) Further, the Ministry at a later stage replied to the question about prescribed norms regarding number of meetings as under:

‘(i) There is no specific period prescribed for conducting of ZSB meetings, however States/UTs conduct the meetings at least once a year on as and when required basis. These meeting have been conducted regularly once in a year and meetings are held under the chairmanship of DC/SP of the state and Secy. in charge of the department to examine the issues and project to the Govt. The date on meetings held is awaited from the states and would be submitted once received.

(ii) As per inputs received from RSBs, the meetings of ZSBs are attended by the concerned District Collector/District Magistrate and other nominated members. Exact details of the meetings are awaited from the States/UTs and would be submitted once received.’

However, till the time of presentation of the report the information regarding the frequency of meetings and attendance of DM in the meetings was still awaited.

Responsibilities of Zila Sainik Welfare Offices/ Zila Sainik Board

3.13 The Committee have learnt that ZSB Monitors the welfare of families of servicemen and Ex-Servicemen and assist them in representing their cases with local administration or Defence authorities. Welfare organizers employed in each ZSWO / RSB play a crucial role in establishing contact with the clientele in their homes, listing their problems, needs and aspirations, providing in-puts on these to ZSWO/ RSB, resolving these, and spreading awareness of the resettlement and welfare measures in place which they can avail-of. ZSB also Scrutinize applications for relief from various military and civil charitable funds and making suitable recommendations and provide

all resettlement assistance to war widows, dependents and war disabled as well as to those who died / disabled while in service due to attributable reasons.

3.14 On the availability of ZSB in each and every district of the country and how the issues of ESM residing in such districts are addressed, where this organization does not exist. The Ministry replied as under:

‘(a) A ZSB can be established by State/UT Govt. if the population of ESM/widows/serving personnel in a district is 7500 or more. In case the population is less than 7500 and need is felt to set up a ZSB due to demographic or other reasons, then the same can be done with prior approval of Central Govt/ MoD through KSB Sectt.

(b) Accordingly, there are certain ZSBs which provide services to more than one district also. Currently 412 ZSBs are there across the country which cover all the districts of the country. Thus, there are no districts which are without cover of a ZSB.

(c) In case a particular district does not have a ZSB office, the ESM are provided services by the ZSB of nearby district which covering their district also.

(d) The details of number of ZSBs in each State/UT and the districts covered are placed at **Encl 6.**’

3.15 The Committee desired to know why ESM are not enrolled at the time of their release from Service so as to avoid cumbersome process of registering at ZSBs. The Ministry in its reply stated:

‘The records offices are presently not connected online with all the ZSBs/RSBs. Further, the ESM changes his place of residence even at the last stage prior to release from the service. Therefore, the physical visit of ESM to his ZSB for registration, which is not very far away in majority of cases is followed, being the most appropriate method in given conditions. However, with SPARSH implementation and improvement in digital outreach across the country, this procedure may be relooked in future.’

Criteria for opening of Zila Sainik Board

3.16 The Ministry through a written note apprised that as per existing provision of High-Level Committee report, 1984, Zila Sainik Boards can be set up by concerned State Governments, if the population of ex-servicemen and families of serving/deceased

service personnel is 7500 and above. In other case, prior approval of Central Government is required. If the number of families of ex-servicemen and serving/deceased service personnel in a district is less than 7500. Prior approval of the Central Government is also necessary for the establishment of a District Welfare Board in that district or for the establishment of a District Welfare Board consisting of 2 or 3 districts where population is less than 7500.

3.17 The Committee desired to know whether there is any proposal to open more ZSBs in the country in view of the increasing population of ESM and family members. The Ministry in its reply apprised the Committee as under:

(a) Opening of new ZSBs is a continuous process. The total number of ZSBs in the country have been increased from 229 in 1984 to a total of 409 by 2022.

(b) New ZSB can be established by the concerned State/ UT Govts. themselves if the population of ESM and families of serving/ deceased service personnel is 7500 and above. In case the strength is less than 7500 and need is felt to set up a ZSB due to demographic or other reasons, then the same can be done with prior approval of Central Govt/ MoD through KSB Sectt. These requests are considered favourably to facilitate the welfare of ESM community.'

Chapter – IV

Redressal of grievances

4.1 The Ministry of Defence, through Kendriya Sainik Board, formulates and implements the policies and schemes / programmes related to welfare and rehabilitation of ESM and their families across the country. KSB redresses the welfare related grievances of ESM and their dependents, with the help of RSBs and ZSBs located in the State Capitals and District HQs respectively. The Committee note that the website of Kendriya Sainik Board Secretariat inter-alia contains address and contact details of RSBs and ZSBs. Besides grievances being received directly from the individuals, grievances are also received through the offices of President's Secretariat, Prime Minister's Office, Cabinet Secretariat, Raksha Mantri/ Raksha Rajya Mantri, Members of Parliament, Department of Administrative Reforms and Public Grievances, Secretary, ESW / MoD etc regarding various issues concerning the ESM.

Redressal of grievances by ZSB

4.2 The aim of ZSBs is to help ESM in various walks of life, in this regard, the Committee wanted to have mechanism to resolve the grievances of ESM. The Ministry in its reply submitted to the Committee states as under:

'Grievances are received at DESW, KSB, RSBs and at ZSBs. These are resolved at appropriate level or forwarded to the concerned authority for resolving the grievances of the ESM / Widows / their dependents.

2. Additionally, data of veer naris is maintained by the respective services and is shared with the ZSBs for necessary assistance. These details are collated and shared with KSB on half yearly basis by RSBs. Due attention is paid in monitoring the grievances of the Veer Naris. All the RSBs are regularly requested to resolve these matters on priority and forward status of pending cases along with monthly Pragati report. Further, modification in the CPGRAM ver 7.0 have also been suggested to DS (P & G) / MoD with inclusions of all ZSBs for faster dissemination of the grievances.

3. The timeline follow for redressal of grievance(s) are as under:-

<u>S No</u>	<u>Type of Grievance</u>	<u>Time line for resolving / forwarding to concerned department</u>
(a)	From VIPs as VIP reference cases	Within one month
(b)	RTI applications	
(c)	Online through PG Portal (Centralized Public Grievances Redressal and Monitoring System).	
(d)	Online through KSB Portal	
(e)	Grievances received from MOD	Within two months.
(f)	Individual complaints and grievances addressed to KSB	
(g)	By email to various functionaries of KSB	

4. Notwithstanding the timelines mentioned above, practically all replies are rendered much before the cut off time in majority of cases. Majority of grievances received pertain to State Govt/other agencies via Record Offices are forwarded to them for early redressal and regularly proactive interaction by this Sectt. with all RSBs. Matters related Revenue and other such disputes take longer period, though they are followed by the respective ZSBs. Further, a monthly feedback report (Pragati Report) of all RSBs is being collated regularly and forwarded to MoD, DESW.

5. In addition, a helpline has also been started in KSB (Grievances) Sec Approx 25-30 queries per day are being received on telephone from the ESM fraternity and the same are being redressed/suitably guided for their action.”

4.3 The Committee sought comparative figures regarding the number of cases registered vis-a vis disposed of by the ZSBs (districts – wise) during each of the last five years and issues pending resolution for more than five years in each of the ZSB, so that they can arrive at a conclusion on the effective working of ZSBs.

In response, the Ministry, in its reply, stated as under:

‘The data of grievances disposed off by ZSBs are not maintained hence ZSBs have been requested to forward the details of grievances

registered/disposed/pending district wise for the last 5 years. The same will be provided details’

The Ministry submitted data with respect of that of State Government, where barring few State Governments namely, Arunachal Pradesh, Manipur and Andaman Nicobar Islands, all other States/UTs have provided the requisite data. However, till the time of presentation of the report the information related to ZSBs was still awaited.

4.4 On the issue of grievance redressal, the representatives of the Ministry of Defence (Department of Ex-servicemen Welfare) during the briefing apprised the Committee as under:

“सर, लास्ट पॉइंट जो ग्रीवांस रीड्रेसल का है, यह भी एक काफी रोबोस्ट सिस्टम है। डेडिकेटेड हैल्पलाइंस हैं। हम अपने राज्यों के साथ प्रोजेक्टिव लाइज़न करते हैं। हर महीने एक प्रगति रिपोर्ट भी राज्य सैनिक बोर्ड हमें भेजते हैं, जो हम मंत्रालय को हर महीने भेजते हैं।”

Satisfaction level in resolving the grievances

4.5 To be abreast with the satisfaction level in resolving the grievances of Ex-Servicemen, widows and their dependents by ZSBs, the Committee asked the Ministry to supply data in this regard. The Committee also asked whether the Ministry has developed any mechanism of taking the feedback from ZSBs/ESM. The Ministry supplied the following information on the query:

‘Approximately 95% is the satisfaction level of resolving the grievances of ESM, widows and their dependents. Issues relating to land, policy matters, etc takes longer time to resolve compared to service matters.’

Role of the Ministry of Defence in resolving grievance

4.6 The Committee also desired to know about the role of the Ministry of Defence in resolving the grievances if they are not resolved by ZSB. The Ministry, through a detailed note, stated as under:

‘Redressal of grievances is a key function of the Department of Ex-Servicemen Welfare. Department is receiving pension and other grievances from ex-servicemen through offline in hard copy as well as online through CPGRAMS/CPENGRAMS which are being processed with the concerned offices who are redressing the grievances of Ex-Servicemen efficiently and in a time bound manners.

The grievances pending beyond the prescribed time limit are regularly followed up and regular interaction with the concerned offices is made for their speedy disposal as well as reviewing the pending grievances on weekly basis. In the direction of prompt and satisfactory resolution of grievances following initiatives are taken.

(a) **Personal contact with petitioners:** Apart from written communication, petitioners are invariably contacted over phone to obtain (i) specifics of the grievance, facts, service/pensioners details (ii) Feedback about resolution of grievances and to ascertain level of satisfaction. Contacting petitioner over phone in connection with his/her grievance is also providing immense satisfaction making him/her feel as an important part of the system.

(b) **Categorization of grievances:** The department has categorized the grievances according to the nature of grievances received from ex-servicemen to know the root cause of the grievances and issuing instructions to the concerned offices about the deficiency.

(c) **Periodical monitoring at higher level:** The status of pending pension grievances is being monitored at the highest level of the department by the Secretary in regular weekly/fortnight meetings.

(d) **Synergy of the existing infrastructure:** The existing set up of Sainik Boards is being utilized for assisting the petitioners and other ex-servicemen for completion of documents/Records required for release of pension and assisting in State Govt. related issues/grievances.

The impact of the above indicated initiatives, together with strict compliance with shorter timeline of 30 days for resolution of grievances and use of existing technology has resulted in reduction of average disposal time from 87 days in 2014 to 33 days in 2022.

The efforts made above underscore concerted efforts to reduce grievances, bring down the disposal time, and promote dialogue and interaction with the ex-servicemen as also to sensitize the RSBs/ZSBs for resolving the grievances of ESM.'

4.7 In this regard, the Ministry further stated as under:

'Grievances which are likely to be resolved by KSB/RSBs/ZSBs, received through CPGRAM Portal during last 5 years is 5641, out of which only 92 grievances are pending and others have been disposed of. Details are placed at **Encl-7.**'

4.8 The Ministry clarified the issue further in details on the pending cases as under:

'A grievance of an ex-serviceman (ESM) or his family members/dependents is routed through many agencies. Like pension related grievances are routed through Zila Sainik Welfare Offices, Service Headquarters (Army, Navy, Air Force), Pay and Accounts office, Pension Sanctioning Authority (PSA) and Pension Disbursing Agency (PDA). For instance, at the time of discharge of an Armed Forces Personnel, process

for grant of pension and pensionary benefits is initiated by the concerned Records office / Service HQ and forwarded to PSA for notification of PPO. For any further changes in individual entitlements or rectification in PPO, he is required to approach concerned Records Office through the nearest Zila Sainik Welfare Officer (ZSWO), for taking up with concerned PSA. Claims for grant of family pension, after death of ESM, are also routed through ZSWO, which carry out initial scrutiny of documents and entitlement, for concerned Records Office and PSA.

Claim through ZSWOs to the concerned Service HQ/Records Offices are sent by post, which takes time. Further, after verification by the concerned Service HQ/Records Offices and audited by the Pay and Accounts Offices, the claims are then forwarded to the PSA for notification of PPOs/Corrigendum PPOs. These PPO are then sent to the concerned PDAs (Banks, DPDOs etc.). As multiple agencies are involved in finalization of a claim of an ESM of his/her dependents, such cases take time to resolve. Matters related to land and other such disputes take longer period, through they are followed up by the respective ZSBs.

(ii) The unresolved cases of a particular year are carried forwarded to the subsequent year.

(iii) The pendency of grievances is monitored continuously at the highest level of the department. Regular meetings with the stakeholders are organized to monitor and resolve the pending grievances.

The Department of Administrative Reforms and Public Grievances (DARPG) had been requested to include Zila Sainik Boards in the CPGRAMS grievance redressal channel of DESW and a separate web based portal, Raksha pension portal, had been launched by the DESW for monitoring pension/family pension related grievances.'

4.9 During deliberations, a representative of the Ministry apprised the Committee as under:

'सर, हम लिखित में भी दे देंगे। अभी हमारे पास वर्ष 2022 का आँकड़ा है। इस साल करीब 11 हजार शिकायतें आई हैं। ज्यादा शिकायतें सीपीग्राम के तहत, जो कि मंत्रालय का पोर्टल है, उसके थ्रू आती हैं। शिकायतें दो-चार तरह की होती हैं। कुछ लोगों की पेंशन से संबंधित होती हैं। अगर उनकी सर्विस मैटर से संबंधित शिकायत होती है तो उसे हम रिजॉल्व करते हैं। कुछ शिकायतें उनके निजी झगड़े से संबंधित होती हैं, जमीनों से संबंधित होती हैं तथा उनके पारिवारिक मसलों से संबंधित होती हैं। उनका सॉल्यूशन बोर्ड के लेवल पर पॉसिबल नहीं होता है। उनका सॉल्यूशन कानूनी तरीके से या आपसी तरीके से होता है। उसके लिए जिला सैनिक बोर्ड वाले मदद ही कर सकते हैं। हम उनको इसके बारे में बताते हैं। इस तरीके से जो सारी शिकायतें आई हैं, वे आलमोस्ट इस साल 100 परसेंट डिस्पॉज हो चुकी हैं।

पिछले सालों की भी शिकायतें सीपीग्राम द्वारा आती रही हैं। उससे काम चलता रहा है। हम आपको उसकी सूचना दे देंगे।'

4.10 During oral evidence on the percentage of resolving grievances district wise and categorization of ZSBs, a representative of the Ministry apprised as under:

‘सर, जिला सैनिक बोर्ड में उनकी डायरेक्ट फेस टू फेस मीटिंग होती है। जिला सैनिक बोर्ड हमारे सिस्टम से पहले ग्रीवेंस रिड्रेसल के सिस्टम से ऑफलाईन जुड़े हुए थे। वह ई-मेल करते थे, लेकिन अब हमने सेंट्रल गवर्नमेंट के सिस्टम से लिंक कर दिया है। अब जिला सैनिक बोर्ड की कार्यवाही ज्यादा तेजी से होने लगी है। अभी पेंशन की प्रॉब्लम आ रही है। हमारे करीब 6 लाख कॉमन सर्विस सेंटर्स हैं, जिन्हें गांवों में एक इंडिविजुअल एंटरप्रेन्योर चलाता है। हमने उसके साथ भी तालमेल कर रखा है। अगर किसी की पेंशन में कोई प्रॉब्लम है तो उसे अपने जिले में नहीं जाना है, बल्कि वह अपने गांव के कॉमन सर्विस सेंटर में जाएगा और वहीं से इश्यू रेज़ कर सकता है। वह इश्यू इलाहाबाद के सेंट्रल पेंशन के पीसीडीए ऑफिस में जाता है। वहां से उसका रेज्योल्यूशन हो जाता है। इस तरह से गांव से डायरेक्ट भी काम हो रहा है।

सर, लास्ट मीटिंग में केन्द्रीय सैनिक बोर्ड की मीटिंग के बाद रक्षा मंत्री जी ने दो राज्यों के गुड प्रैक्टिसेस देखी, जिसमें एक उत्तर प्रदेश और दूसरा पंजाब था। वहां इसकी हर महीने मीटिंग होती है। उनकी जो दूसरी समस्या है, उसके लिए उन्होंने जिला लेवल पर सैनिक बंधु कमेटी बनाई है। उसमें सारे लोग आते हैं। उस मीटिंग में उनके फैसले होते हैं। इसके लिए हमने दूसरे स्टेट्स को भी बोला है। मसला यह है कि जिन राज्यों से सैनिक ज्यादा हैं, जिन राज्यों का सैनिकों का प्रपोर्शन ज्यादा है, वहां ये सब काम अच्छा चल रहा है। जहां सैनिकों की संख्या कम है, वहां की स्टेट गवर्नमेंट या जिले का सिस्टम उनकी तरफ इतना सेंसेटिव नहीं होता है। हम उनको सेंसेटिव करने की कोशिश कर रहे हैं।’

Lack of uniformity in the States/UTs regarding ex-gratia monetary benefits/compensation to the martyrs in the country

4.11 The issue of lack of uniformity in the States/UTs regarding ex-gratia monetary benefits/compensation to the martyrs in the country was addressed in earlier reports of the Committee. During oral evidence of the Ministry, the issue was again raised and it was mentioned that Hon'ble Raksha Mantri has written to States about enhancement of ex-gratia benefits. In response to it, a representative of the Ministry apprised the Committee as under:

“सर, अभी तक इस तरह का कोई जवाब नहीं आया है, लेकिन जिन स्टेट्स में कम है, उनको खास तौर से लिखा गया था कि दूसरे स्टेट के हिसाब से आप अपनी सपोर्ट को बढ़ाने का कंसीडर करें। अभी तक हमने उस पर जवाब आते हुए नहीं देखा है।..... हमने प्रेजेंटेशन में भी डिसकस किया था। It varies from Rs. 1 lakh to Rs. 1 crore. मेरे पास लिस्ट है। जैसे मिजोरम में छह लाख रुपये हैं, तेलंगाना में पाँच लाख रुपये हैं। सबसे ज्यादा गुजरात में 1 करोड़ रुपये हैं। Gujarat has also enhanced. पहले कम था, लेकिन कई स्टेट्स ने उसको बढ़ा दिया है। Depending on their capability, States are increasing it from time to time.”

Chapter – V

Expenditure on Establishment

5.1 The Ministry supplied the following information about the amount allocated by the Ministry for ZSBs and RSBs during the last three years and details of the utilization of the amount separately for KSB/RSB/ZSBs:

‘Central Govt provides 75% share of cost of establishment of RSBs/ZSBs to 12 special category States/UTs (Arunachal Pradesh, Assam, Himachal Pradesh, Jammu & Kashmir, Ladakh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura and Uttarakhand) and 60% share for remaining States/UTs. The amount is allotted to States/UTs as per projection/expenditure. RSBs of States forward the consolidated requirement for the entire State. The funds have been 100% utilized. Details are as follows: -

Ser	FY	Amount Allotted (in Rs Crs)	Amount Utilised (in Rs Crs)
(a)	2019-20	53.27	53.27
(b)	2020-21	234.08	234.08
(c)	2021-22	420	419.98
(d)	2022-23	350.25	350.24
(e)	2023-24	304.30 #	193.48 *

* Bills worth 105 Crs under process

Additional funds Rs 369 Crs expected at RE stage

Note: - As can be seen the complete projection of the States are being met and funds are being provided accordingly.’

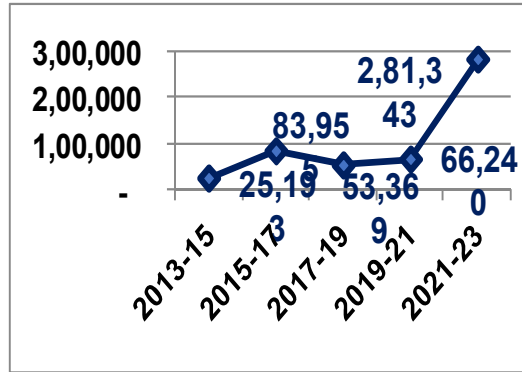
However, it failed to reply to the question of the existing mechanism available to monitor the utilization of such funds.’

5.2 During presentation before the Committee, the representatives apprised the Committee about Armed Forces Flag Day (AFFD) as under:

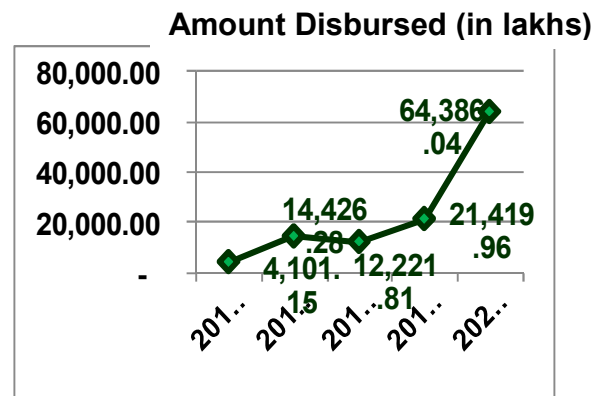
- **‘Armed Forces Flag Day (AFFD)** is commemorated on the 7th December every year to honour and pay tribute to ESM those who have laid down their lives and those who have been disabled
- **AFFD Fund** instituted in 1993 for financial support for welfare schemes for
 - Individual ESM/widows and their dependents
 - Assisting various Rehabilitation Institutions/ Organisations
 - Management Committee headed by Hon'ble Raksha Mantri and Executive Committee headed by Secy (ESW)
 - Source of funding for AFFDF

- Govt of India and Defence Services
- Direct contributions from citizens and online through website www.affdf.gov.in
- CSR Support from various PSUs, PSEs, Industry and corporate world'

(Reference: Presentation made on 18.12.2023)



AFFDF Beneficiaries



5.3 During deliberations on the expenditure of the department, the representatives of the Ministry of Defence (Department of Ex-servicemen Welfare) apprised the Committee as under:

“सर, के.एस.बी. का जो बजट है, वह आर्मी के मेजर हेड 2076 एंड माइनर हेड 800 के अंतर्गत हमें सहायता मिलती है। आप देख सकते हैं कि पिछले तीन सालों में हमें बजट का जो एलॉटमेंट हुआ, उसका हमने 100 परसेंट यूटिलाइजेशन किया है। इस बार हमने आर.ई. स्टेज में करीब 200 करोड़ रुपये की रिक्वेस्ट की है। हमें उम्मीद है कि अगले महीने यह मिल जाएगी। जो के.एस.बी. है, उसमें 12 स्पेशल कैटेगरी की स्टेटस हैं, जो हिली स्टेट एंड यूनियन टेरीटरीज़ हैं, उनके इस्टैब्लिशमेंट कॉस्ट को हम रिफंड करते हैं। उनके पे एंड अलाउएन्स, ट्रांसपोर्टेशन अलाउएन्स और ऑफिस मेंटेनेंस के ऐसे मुद्दे हैं, जिसको हम 75 परसेंट ऑफ टोटल एक्सपेंडिचर देते हैं। इसमें 25 परसेंट स्टेट गवर्नमेंट देती है। बाकी स्टेटस में 60 परसेंट के.एस.बी. देती है और बाकी 40 परसेंट स्टेट कवर करती है। इसके अलावा, जो सैनिक रेस्ट हाउस पूरे देश में बनते हैं, उसका फर्स्ट टाइम जो कंस्ट्रक्शन कॉस्ट है, उसका 50 परसेंट हम देते हैं।”

हमारा दूसरा आर्म्ड फोर्स फ्लैग डे फंड है। जैसाकि ऑनरेबल मेम्बर्स जानते हैं कि हर साल सात दिसंबर को आर्म्ड फोर्स फ्लैग डे फंड कोमेमोरेट करते हैं, to pay tribute to all the soldiers who have laid down their lives for the country and also to maintain an emotional bond between citizens and the Defence forces. सर, यह जो आर्म्ड फोर्स फ्लैग डे फंड है, इसको एक मैनेजिंग कमेटी मैनेज करती है। इसके मुख्य प्रेसीडेंट ऑनरेबल आर.एम. है और इसमें 11 मेम्बर्स हैं। यह फंड फाइनेंशियल सपोर्ट करता है। केंद्रीय सैनिक बोर्ड जो वेल्फेयर स्कीम चलाती है, उनकी फाइनेंशियल सपोर्ट इसी फंड के माध्यम से होती है।.....”

He further apprised the Committee on the funding as under:

“सर, रोजमर्रा की फंडिंग का जो मैनेजमेंट करना होता है, उसको एक्जीक्यूटिव कमेटी करती है। इसके प्रमुख सेक्रेटरी, ईएसडब्ल्यू है। इसके फंडिंग का जो सोर्स है, एक तो हमें डिफेंस बजट से हर साल 30 करोड़ रुपये मिलता है। तीनों सर्विस मिलाकर 30 करोड़ रुपये देती है। पब्लिक सेक्टर अण्डरटेकिंग और कॉरपोरेट सेक्टर से जो सी.एस.आर. सपोर्ट मिलती है, वह हमें करीब 35 करोड़ रुपये मिलती है। इसमें सिटीजन कंट्रीब्यूशन भी होता है। यह हमारे आर्म्ड फोर्स फ्लैग डे फंड को सपोर्ट करने में मदद करता है।

सर, ये जो दस स्कीम्स हैं, वह इंडीविजुअल स्कीम्स हैं। ईएसएम और उनके डिपेंडेंट्स को हम केंद्रीय सैनिक बोर्ड की तरफ से देते हैं। इसमें पेन्शरी ग्रांट, ऑर्फन ग्रांट और डिसएबल ग्रांट है। उनका हर साल कितना खर्च होता है, वह राइट साइड में इंडीकेट किया हुआ है। In this, there is daughter marriage up to two daughters and disabled grant and education grant also, इसमें हम ग्रेजुएशन तक देते हैं।

सर, यह जो स्कीम्स हैं, इनसे हम इंस्टीट्यूशंस को सपोर्ट करते हैं। पैराप्लेजिक सेंटर जो किर्की में है, जिसको हम 30 हजार रुपये प्रति इनमेट हर साल देते हैं। इन-एडिशन 1.2 करोड़ उनके मेंटेनेंस ग्रांट देते हैं। एक दूसरा पैराप्लेजिक सेंटर मोहाली में है, जिसको हम 10 लाख रुपये हर साल मेंटेनेंस ग्रांट देते हैं। लखनऊ, दिल्ली और देहरादूर में तीन चेसर्स होम्स हैं। पूरे देश में 36 वार मेमोरियल होस्टल्स हैं। वहाँ पर जो इनमेट है, उनके बच्चों को हम हर साल सपोर्ट करते हैं।

सर, जैसा आप देख रहे हैं, पिछले तीन साल में हमने तकरीबन 610 करोड़ रुपये ढाई लाख लाभार्थियों को वितरित किए हैं। इस साल में भी out of Rs. 84 crore, Rs. 79 crore has already been disbursed to 28,429 beneficiaries. इसके अलावा हम प्राइम नेशनल स्कॉलरशिप स्कीम को भी हैंडल करते हैं। इसमें 5,500 बच्चे, जिसमें 2,750 लड़के और उतनी ही लड़कियाँ भी हैं और पिछले तीन साल में हमने तकरीबन 128 करोड़ रुपये 40

हजार बच्चों को इसमें स्कॉलरशिप दी है। ये कुछ एडिशनल बेनफिट्स हैं, जो केन्द्रीय सैनिक बोर्ड देते हैं, like rail concession, employment to ESM in RSBs and ZSBs, and medical seats all over India. इसके अलावा हर राज्य में कुछ मेजर बेनफिट्स हैं, जो हर राज्य अपने ईएसएम और उनके डिपेंडेंट्स को देते हैं। उनमें से कुछ मैंने यहाँ हाईलाइट किए हैं। जो गैलेंट्री अवॉर्ड विनर्स हैं, उनको राज्य कैश अवॉर्ड देते हैं, कुछ ग्रांट देते हैं, एक्सग्रेसिया ग्रांट देते हैं, उनके नेक्सट ऑफ किन को, अगर कोई लाइन ऑफ ड्यूटी में इंजर्ड हो जाते हैं या if he loses his life. इसके अलावा प्रोफेशनल कॉलेजेज में रिजर्वेशंस हैं। फाइनेन्शियल असिस्टेंस, द्वितीय विश्व युद्ध के वेटेरन्स और उनकी विधवाओं के लिए है। मैरिज, एजुकेशन, हाउस अफेयर ग्रांट्स हैं और रेस्ट हाउसेज़ में accommodation at concessional rates.”

Significant achievements of KSB Sectt

5.4 During deliberations, the Ministry informed the Committee about the enhancement of Grant through AFFDF in last six years as follows.

- 'Cheshire Homes grant amount from Rs. 9,000 to Rs. 15,000/- pa per inmate
- Mobility Equipment Grant from Rs. 57,500/- to Rs. 1,00,000/-
- Orphan grant from Rs. 1000/- pm to Rs. 3000/- pm
- Disabled Child grant from Rs. 1000/-pm to Rs. 3000/-pm
- Vocational Training grant from Rs. 20,000/- to Rs. 50,000/-
- Serious Disease grant from Rs. 1,25,000/- to Rs. 1,50,000/-
- Medical Treatment Grant from Rs. 30,000/- to Rs. 50,000/-'

Reimbursement of medical expenses to the veterans

5.5 The matter of reimbursement of medical expenses to veterans and hospitals was also raised during oral evidence of the representatives of the Ministry. In its reply, the Ministry informed the Committee as under:

‘Firstly, CMC Vellore is a valued partner of the ECHS. With the permission of MoD, we have earmarked it as one of those institutions where we pay 80 per cent as advance before the patient goes in for treatment. Although it is not a hospital where cashless facility is still available but 80 per cent of the advance can be taken and because of this the bills are also cleared on priority. Since 30th September, we have run out of funds. As far as the hospitalization funds are concerned, it has come to a zero because we have paid out all our previous debts of the past two years, excepting about 20 per cent, which amounts to about Rs. 2,000 crore which is still pending. Other than that, every bill which is pending for the ECHS has been paid out by 30th September because of the enhanced allotment by the Government of India.

Now, after two-and-a-half months, the first tranche of the additional allotment has come our way. Only on 16th December, Rs. 1,000 crore has been released to us. From what I have known from my superiors in the Ministry of Defence, another Rs. 2,600 crore is coming our way. I can assure you that this particular thing that the hon. MP has brought to our notice, I will personally look into this and within a very short time I will give you our replies on this.'

Computerization to ease the functioning of KSB/RSB/ZSBs

5.6 In reply to a question about the level of computerization and e-networking in the functioning of KSB/RSB/ZSBs to enable them to meet their functional requirements efficiently, the Ministry submitted the following information:

'(a) KSB Sectt has an independent web portal which was launched in 2016. This web portal enables ESM and their dependents to apply online for various Welfare Schemes funded from AFFDF. The disbursement of financial benefits is undertaken through Direct Benefit Transfer mode. The RSB/ZSBs are handling respective State Govt Welfare schemes through their own web portals.

(b) KSB Sectt regularly monitors the CPGRAMS portal for grievances of ESM. In addition, all RSBs are also monitoring the CPGRAMS. Further modification in CPGRAM ver 7.0 has been suggested to DS (P & G) / MoD for inclusion of all ZSBs for faster dissemination of the grievances.

(c) The networking between the KSB/RSB/ZSB and other departments is primarily through emails. Regular interaction at MoD level chaired by Secy (ESW)/ JS (ESW) where heads of each deptt attend are also undertaken.'

5.7 To ease the system of registration of ESM with ZSBs, the Committee asked the Ministry whether the ESM has to register themselves at ZSBs or it is done Suo-motu by the ZSB. In its reply, the Ministry apprised that post-retirement, ESM have to approach their respective RSB/ZSB to register their name.

5.8 The Committee wanted to know about the challenges being faced by the Ministry while assisting the ESM. In this regard, the Ministry submitted the following information:

'Due to Federal structure in the country, the RSBs and ZSBs function under direct control of respective State/UT Govts. Therefore, there are variations in the recruitment rules, pay and allowances, service conditions for the staff in the RSBs/ZSBs. Also the Welfare benefits vary from state to state. The

following is recommended: -

(i) Appointments in RSB/ZSB to be done primarily from ESM community and as per Guidelines laid down by MoD.

(ii) The vacancies in the RSBs/ZSBs need to be filled up proactively by the State Govts and in a time bound manner.

(iii) The pay and allowances for ESM who are employed in RSBs/ZSBs should be in accordance with CCS Rules 2008 & 2016. Considering that a major share of the establishment cost of RSBs/ZSBs is provided by Central Govt (ratio of 75 : 25 for 12 special category States/UTs and 60 : 40 for remaining States/UTs), this could be implemented without any major impact on the concerned State's finances.

(iv) The ESM welfare benefits/ financial grants should be uniform across all State/UTs.'

Chapter –VI

Rehabilitation of Agniveer

6.1 Since there is no assured employment or skill development programme exclusively designed for Agniveer, therefore, during deliberations, this point was raised by the Committee for seeking clarification on the issue. A representative of the Ministry in this regard, informed the Committee as under:

“पहले कोटा की उतनी मॉनिटरिंग नहीं हो रही थी। अब हमने एक इंस्टीट्यूशन सेट-अप किया है, जिसमें मॉनिटरिंग हो रही है। हम हर छः महीने पर रिपोर्ट ले रहे हैं। अगर फिट कैंडिडेट्स नहीं आए, अप्लाई नहीं किया, तो वे लैप्स हो जाती थीं। इसलिए वे कर नहीं पाते थे। अब हम बेटर इंप्रूवमेंट के लिए होपफुल हैं। Things will improve.”

6.2 During oral evidence, the issue of not providing the status of Ex-Servicemen issues related to benefits given to Agniveer were raised. A representative of Department of Welfare of Ex-Servicemen, Ministry of Defence informed the Committee as under:

“अग्निवीर की जो टर्म्स एंड कंडीशन्स ऑफ सर्विस है, उसके तहत in their four years of contractual service which has been laid down in the terms of condition उसमें उनको वैरियस स्पेसिफाइड एक्सग्रेशिया, ग्रेच्युटी और insurance through the Seva Nidhi corpus has already been laid down. So, this is different from those who will join the regular service for the continuation. This is the initial four years after which we will retain and take into service the specified numbers which is 25 per cent at this point which will be for the regular army on enrolment. चार साल के इनरॉलमेंट केस में Whatever is specified in the Government notification is about 48 lakh which goes for insurance and up to 44 lakh which is there depending on circumstances for the ex-gratia. In addition, there are other things which we could provide to the MP with all the details of the entitlements that they are entitled to. We do have figures of those which are available but I will submit it in detail.”

6.3 When the Committee desired to know whether the exiting vacancies can be given to Agniveers, the Ministry clarified as under:

“सर, अभी अग्निवीर को एक्स-सर्विसमेन से अलग रखा गया है। उनका ऐज प्रोफाइल काफी कम होता है। हमारे एक्स-सर्विसमेन ज्यादातर रिटायर होते हैं, वे 37 से 40 ईयर के ऐज में

होते हैं, उनकी फैमिली जिम्मेदारी और स्टेज दूसरी होती है। ये यंगस्टर्स 22-23 तक एग्जीट कर जाते हैं। They have a different career. उसके लिए दूसरी रिसेटलमेंट प्लान है। काफी दूसरे सेंट्रल पैरामिलिट्री फोर्स, उनकी स्किल अपग्रेडेशन के लिए So that they get absorbed in a different career. आज के दिन में काफी युथ 25-20 ईयर में स्टार्ट करते हैं। That is the concept, Sir.”

6.4 The issue of family problems especially problems faced by Veer Naris was also discussed during deliberations in this regard, the Ministry apprised the Committee as under:

“सर, यह बेसिकली ग्निवांस रिड्रेसल सिस्टम के द्वारा हैंडल करते हैं। ऑनलाइन ग्निवांस किसी भी लेवल पर आती है तो जिला सैनिक बोर्ड तक ऑनलाइन जाती है। उसके निवारण में काफी तेजी आयी है। इस तरह की समस्या आती है।

मेरा भी एक साल का अनुभव यही है कि उनकी ज्यादा प्रॉब्लम पारिवारिक और गांव की ही होती हैं। जैसे कि जमीन-जायदाद के उनके झगड़े होते हैं या पेंशन में कोई डिस्प्यूट होता है, तो उसके गाइडलाइंस बड़े क्लीयर हैं कि पेंशन किसको कितनी मिलनी है। 90-95 परसेंट रिवाइज तो एक से दो महीने के बीच में हो जाता है, लेकिन कुछ लोग, जिनके रिकॉर्ड्स नहीं होते, जो कहते हैं कि उनके बच्चे हैं, लेकिन उनके रिकॉर्ड में कुछ नहीं होता है। आस-पास वाले भी उनसे डिस्प्यूट करते हैं। इस तरह के केसों में कई बार प्रॉब्लम लंबी चलती है।

सर, मैं भी ऐसा ही समझता हूं, लेकिन मैं अग्निवीर को देख नहीं रहा हूं। हमारे दूसरे डिपार्टमेंट में अग्निवीर देखा जा रहा है, इसलिए मैं कुछ नहीं कह पाऊंगा। मेरा भाव भी आपके जैसा ही है।

अग्निवीर के लिए, at present, the Central Government is giving insurance and ex gratia for any death. Rs.48 lakh of insurance and Rs.44 lakh of ex gratia is given for a death across the board. That is not there for actually the regular soldiers. There is a contributory insurance that we have for the regular soldiers. So, effectively speaking, approximate about Rs.1 crore plus reaches them. In addition to that, whatever is the ex gratia from the State Government that is also there.”

DETAILS OF RAJYA SAINIK BOARD AND ZILA SAINIK BOARDS

Sl. No.	Rajya Sainik Boards in States/ Uts	No. of Zila Sainik Board
1	Andhra Pradesh	13
2	Arunachal Pradesh	0
3	Assam	19
4	Bihar	13
5	Chhattisgarh	10
6	Goa	0
7	Gujarat	11
8	Haryana	21
9	Himachal Pradesh	10
10	Jharkhand	6
11	Karnataka	13
12	Kerala	14
13	Madhya Pradesh	24
14	Maharashtra	33
15	Manipur	2
16	Meghalaya	2
17	Mizoram	4
18	Nagaland	6
19	Odisha	8
20	Punjab	22
21	Rajasthan	24
22	Sikkim	3
23	Tamil Nadu	27
24	Tripura	0
25	Telangana	10
26	Uttarakhand	14
27	Uttar Pradesh	74

28	West Bengal	14
Union Territory		
29	Chandigarh	0
30	Delhi	0
31	Puducherry	0
32	Jammu and Kashmir	13
33	Ladakh	2
34	Andaman and Nicobar	0
35	Daman and Diu & Dadra & Nagar Haveli*	0
36	Lakshdweep*	0
Total	36	412

*** No RSB & ZSBare present in Daman & Diu & Dadra & Nagar Haveli and Lakshadweep.**

PART-II

Observations/Recommendations

The Committee are happy to note that a new Department of Ex-Servicemen Welfare (DESW) was created in the Ministry of Defence on 22nd September, 2004 exclusively to pay focused attention to the welfare and resettlement of ESM in view of the expanding population of ex-servicemen (ESM) and widows. DESW is mandated to formulate and implement various policies and programmes for the welfare and resettlement of Ex-Servicemen in the country. The Department consists of two Divisions i.e. (i) Pension Division; and (ii) Resettlement Division. While the Pension Division of the Department of Ex-Servicemen Welfare deals with pension policies for the Armed Forces personnel and redressal of grievances of Ex-servicemen, the Resettlement Division looks after the remaining matters. Further, DESW has three attached offices namely, Kendriya Sainik Board Secretariat (KSB Sectt.), Directorate General of Resettlement, (DGR) and Central Organisation, Ex-servicemen Contributory Health Scheme (CO, ECHS). KSB Sectt. is responsible for the welfare of Ex-Servicemen and their dependents and also for the administration of welfare funds.

The work as ordained through DESW assumes special significance in the area of resettlement of the ex-servicemen as the proper resettlement is one of the main attractions for our Forces to join the Defence Services. At the handset of the mind it gives the security in terms of resettlement to the ex-servicemen and widows and their dependents.

2. The Committee further note that the welfare of the Ex-Servicemen and their dependents is the joint responsibility of the Centre and the States/UTs. The Committee understand that a majority of the problems have to be resolved only by the States/UTs. Like the Kendriya Sainik Board at the Centre, the Rajya/Zila Sainik Boards are responsible for policy formulation and implementation of resettlement and welfare schemes for Ex-Servicemen, widows and their dependents residing in their respective States/UTs/Districts. To assist the Central

Government in this regard, there are 34 Rajya Sainik Boards (RSBs) and 412 Zila Sainik Boards (ZSBs) in the country. The expenditure on the establishment of RSBs & ZSBs is shared between the Centre and the States/UTs on 75:25 basis for the special category States/UTs (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Uttarakhand, Jammu & Kashmir, Ladakh and Himachal Pradesh) and 60:40 basis for rest of the States.

Demarcation of responsibilities between Kendriya Sainik Board, Rajya Sainik Boards and Zila Sainik Boards

3. From the information furnished by the Ministry, the Committee comprehend that there is a clear demarcation in the functioning of Kendriya Sainik Board, Rajya Sainik Boards and Zila Sainik Boards. While the major functions of Kendriya Sainik Board include coordinating inter-alia dissemination of policy directives as approved by the MoD towards ESM welfare, the functions of Rajya Sainik Boards include control and co-ordination work of Zila Sainik Welfare Offices (ZSWOs) in the State and ensure their effective functioning. The Committee note that the functions of Zila Sainik Board have the prime points like monitoring welfare of families of servicemen and ESM in addition to assisting them in representing their cases with the local administration or the Defence authorities, giving information to the general public regarding conditions of service in the Armed Forces so as to assist intending candidates in approaching the appropriate recruiting authorities for purposes of enlistment, maintain a close liaison with the pension disbursing authorities/ agencies in the district to ensure correct and timely payment of pension/ other reliefs to ESM pensioners/ dependents, assisting in settlement of land and other disputes, assist families of serving personnel in regards to their safety/security, promote and maintain, welfare measures in the District such as Rest Houses for ESM, old age pensioner homes, Jawan Bhawans/ shops, vocational and other training facilities, hostel for children of serving defence personnel and ESM etc.

However, the mutual dependence/ coordination of KSB/RSB/ZSBs with the Directorate General of Resettlement (DGR) is a noticeable feature which came to

notice during examination of the subject. The KSB/RSB/ZSB and DGR coordinate with each other for various inter mingling issues such as Census of ESM, grant of ESM status to personnel, reservation for ESM in Govt service, etc.

It has also come to the notice of the Committee that benefits of the Centrally Sponsored Schemes do not invariably reach the ESM beneficiaries and their families. Therefore, the Committee are of the considered view and, therefore, recommend that a mechanism be dwelt upon and given a finality so that there should be a better coordination between the agencies working for the welfare of ESM and widows and their families so that the benefits of the Centrally sponsored schemes reach the ESM and their family members invariably. It goes without saying here that the outcome should be periodically monitored regularly by the officer not below or equivalent to the Joint Secretary in the Ministry.

Composition of a Zila Sainik Board

4. The Committee note that the composition of Zila Sainik Board consists of District Collector as President, Senior Ex-service Officer as Vice President, Heads of State Govt Departments/ Recruiting Officer as Ex-officio members, Two Ex-Servicemen as Non official member, Four Prominent Citizens as Members, Zila Sainik Welfare Officer as Secretary along with seven-eight support staff, including Clerk, Peon, Driver etc., to assist in the day-to-day office work. The Committee have also been informed that the staff is sufficient for day to day working of Zila Sainik Board.

Taking cognizance of the above facts, the Committee do not agree with the view of the Ministry that ZSB's mixed composition of civil administration and ESM facilitates resolution of issues of ESM in a better way, especially related to Revenue/ Home department. The Committee are of the view when there is already a District Collector, who is the head of all civil departments in a district as the President, instead of civilian officers, more number of ESMs should be added as members in the ZSBs, who themselves, by virtue of the experience of serving in the Forces, are better equipped to understand their problems in true spirit. Therefore, the Committee, in no uncertain words recommend that all out efforts

be done within a time frame to restructure and accommodate more numbers of ESMs so that issues surfacing be comprehended in the true earnest and more number of disputes resolved amicably and for mutual satisfaction of all stake holders.

The Committee also note that the State/UT Govts have their own recruitment rules and staff in ZSBs which are employed as per the sanction accorded by respective State/ UT Govt. and also some ZSBs are employing personnel on contractual basis too. In this regard, the Committee, here, can only recommend the Ministry to impress upon the State Governments to give more representation to the ESM and that a uniform policy constituted across all the States/UTs to be implemented for resolving the grievances in an expeditious manner. They also recommend, wherever feasible even on hiring the personnel on contractual basis preference must be given to ESM.

Vacancies in ZSBs

5. Vacancies in the ZSBs is yet another matter of concern for the Committee. The Committee understand that one of the major reasons is the reservation policy of the State Government which results in not filling up the posts in several categories leading to existence of perennial vacancies in the boards. In total, number of vacancies all over India is that of 135 Officers. It is a given fact that a shortage of manpower in any organization leads to inefficiency in the system and piling of unresolved cases which results into the non fulfillment of the objectives of setting up of ZSBs. The Committee, therefore, in no uncertain words, recommend that these vacancies should be expeditiously filled up at the earliest in consultation with the State Governments concerned so that the ESM and their families do not wait for resolution of their grievances and keeping suffering the hardships. If required, a special recruitment drive may be undertaken to achieve the recommended ends.

Frequency of meetings of ZSBs

6. The Committee note that structure of Zila Sainik Board for resolving the grievances of Ex-Servicemen, widows and their dependents includes a procedure wherein, the grievances are received at DESW/Kendriya Sainik Board (KSB)/ Rajya Sainik Boards (RSBs/ Zila Sainik Boards (ZSBS) through various means including online submissions for their eventual resolution.

The Committee also note the interdependence in the functioning of bodies for resolution of the grievances of the ex-servicemen wherein at the apex level, KSB is issuing policy guidelines and also administers the various welfare schemes funded from Armed Forces Flag Day Fund (AFFDF). The RSB oversees the State govt schemes and ZSBs have the day-to-day interface with ESM. All the applications for various welfare schemes and any other administrative requirement of ESM are routed through the ZSBs to the concerned State/ Central Govt authority.

Since ZSBs need to meet to resolve the grievances of ESM and their family members, therefore, the Committee were desirous of the knowing the prescribed norms regarding the number of meetings of ZSBs to be held in a year and the actual number of meetings held in various ZSBs during each of the last five years. The Committee also wanted to know whether the District Magistrates actually attend and head the meetings or if any other Senior Officer does it on their behalf under the delegated authority. The Committee also desired to know the exact figures in regard to the meetings not actually attended by the DMs in the last five years. The Committee are surprised that despite reminders, till the time of presentation of the report, the information on both the issues could not be provided to the Committee secretariat. Therefore, the Committee recommend the Ministry to oversee the affairs of the functioning of KSBs so that such basic informations are kept ready in the records. Atleast now, the Committee should be furnished the complete details in one lot in regard to the meetings under reference. They also desire that for the benefit of all, such information can be uploaded on the website of the Ministry/KSB for ready reference of all concerned.

Redressal of grievances by DESW, KSB, RSBs and ZSBs

7. The Committee note that grievances are normally received at DESW, KSB, RSBs and ZSBs. These are resolved at an appropriate level or forwarded to the concerned authority for resolving the grievances of the ESM / Widows / their dependents.

The Committee are happy to learn that data of veer naris is maintained by the respective services and is shared with the ZSBs for necessary assistance. The Ministry vide written note informed the Committee that these details are collated and shared with KSB on half yearly basis by RSBs. Due attention is paid to monitoring the grievances of the Veer Naris. All the RSBs are regularly requested to resolve these matters on priority and forward the status of pending cases along with the monthly Pragati report. Further, modifications in the CPGRAM ver 7.0 have also been suggested to DS (P & G) / MoD with inclusions of all ZSBs for faster dissemination of the grievances.

The Committee are also happy to learn that the Ministry has devised time line for resolving / forwarding the grievances to the concerned departments and practically all replies are rendered much before the cut off time in majority of cases. The Committee found that the majority of grievances received pertain to State Govt/other agencies via Record Offices are forwarded to them for early redressal and regularly proactive interaction by KSB Sectt with all RSBs.

The Committee also note that in addition, a helpline has also been started in KSB (Grievances) Secretariat where approximately 25-30 queries per day are being received on the telephone from the ESM fraternity and the same are being redressed/suitably guided for their action. However, the Ministry failed to provide the comparative figures regarding the number of cases registered vis-a-vis disposed by the ZSBs districts wise during each of the last five years and issues pending resolution for more than five years in each of the ZSB, so the they can arrive at a definite conclusion on the effective working of ZSBs. Therefore, the Committee recommend that the above information should be furnished to them within one month of presentation of this report so they can extend useful guidance to the Ministry in this regard.

Role of the Ministry of Defence in resolving grievance

8. The Committee understand that redressal of grievances is a key function of the Department of Ex-Servicemen Welfare. Department is receiving pension-related and other grievances from ex-servicemen through offline in hard copy as well as online through CPGRAMS/CPENGRAMS which are being processed with the concerned offices who are redressing the grievances of Ex-Servicemen efficiently and in a time bound manner. The Committee note that as per the information furnished to them by the Ministry, the grievances pending beyond the prescribed time limit are regularly followed up and regular interaction with the concerned offices is made for their speedy disposal as well as reviewing the pending grievances on a weekly basis. In the direction of prompt and satisfactory resolution of grievances following initiatives are then taken by the Ministry.

(a) **Personal contact with petitioners:** Apart from written communication, petitioners are invariably contacted over the phone to obtain (i) specifics of the grievance, facts, service/pensioners details (ii) Feedback about resolution of grievances and to ascertain level of satisfaction. Contacting the petitioner over the phone in connection with his/her grievance is also providing immense satisfaction making him/her feel as an important part of the system.

(b) **Categorization of grievances:** The department has categorized the grievances according to the nature of grievances received from ex-servicemen to know the root cause of the grievances and issuing instructions to the concerned offices about the deficiency.

(c) **Periodical monitoring at higher level:** The status of pending pension grievances is being monitored at the highest level of the department by the Secretary in regular weekly/fortnight meetings.

(d) **Synergy of the existing infrastructure:** The existing set up of Sainik Boards is being utilized for assisting the petitioners and other ex-servicemen for completion of documents/Records required for release of pension and assisting in State Govt. related issues/grievances.

The impact of the above indicated initiatives, together with strict compliance with shorter timeline of 30 days for resolution of grievances and use of existing technology has resulted in reduction of average disposal time from 87 days in 2014 to 33 days in 2022.

The Committee are happy with the above measures and monitoring undertaken by the Ministry which has resulted in reduction of average disposal time from 87 days in 2014 to 33 days in 2022. However, they desire that further reducing the time of redressal of grievance from 33 days to two weeks will fortify the bond between the Ministry and the ESM.

The Committee have also been informed that during the year 2022, approximately 11,000 complaints were received and most of them were through CPGRAM Portal. It was further informed that the complaints belonging to service matters were resolved at the level of the board but other complaints like personal matters or land issues, the board can only advise. The Committee in this regard only suggest that even in personal matters, board should extend all possible help, since most of the ESM, after spending a large active part of life away from their homes, do not remain familiar with civilian society and take time to again mingle with them.

The Committee also desire that the Ministry should give a ranking to each ZSB based on its performance related to efficiency in resolving grievances of ESM and their family Members and providing employment opportunities.

The Committee note that the Ministry has a system for the resolution of pension-related problems wherein a ESM can lodge a complaint through the Common Service Center in a far-flung village. However, the Committee are of the view that for better monitoring of the existing system and procedure, in the meetings of ZSBs, local MP and MLA of that area should be invariably invited to attend, which will help in providing immediate solution.

Criteria for opening of Zila Sainik Board

9. The Committee note that as per the existing provision of High Level Committee report, 1984, Zila Sainik Boards can be set up by concerned State Governments, if the population of ex-servicemen and families of serving/deceased service personnel is 7500 and above. However, prior approval of Central Government is required if the number of families of ex-servicemen and serving/deceased service personnel in a district is less than 7500. Prior approval of the Central Government is also necessary for the establishment of a District Welfare Board in that district or for the establishment of a District Welfare Board consisting of 2 or 3 districts where population is less than 7500.

The Committee desired to know whether there is any proposal to open more ZSBs in the country in view of the increasing number of ESM and their family members. The Committee have been informed that opening of the new ZSBs is a continuous process. The total numbers of ZSBs in the country have been increased from 229 in 1984 to a total of 409 by 2022. It further stated that new ZSB can be established by the concerned State/ UT Governments themselves if the population of ESM and families of serving/ deceased service personnel is 7500 and above. In case the strength is less than 7500 and the need is felt to set up a ZSB due to demographic or other reasons, then the same can be done with prior approval of Central Govt/ MoD through KSB Sectt. These requests are considered favourably to facilitate the welfare of ESM community.

The Committee are happy that the Ministry have an established procedure to open new ZSBs. However, considering the fact that many of the ESM and their families are located in far-flung areas, the Committee recommend that ZSBs or sub-centres should also be opened in those areas which are a little away from the main concentration of the population or difficult to reach by an average old ESM.

Expenditure on Establishment

10. The Committee note that the Central Govt provides 75% share of the cost of establishment of RSBs/ZSBs to 12 special category States/UTs (Arunachal

Pradesh, Assam, Himachal Pradesh, Jammu & Kashmir, Ladakh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura and Uttarakhand) and 60% share for remaining States/UTs. The amount is allotted to States/UTs as per projection/ expenditure. RSBs of States forward the consolidated requirement for the entire State.

After gleaning through the information provided by the Ministry, the Committee note that the funds have been fully utilized. However, in the absence of any concrete reply from the Ministry, the Committee could not comprehend clearly about the monitoring mechanism of the fund utilization. Therefore, the Committee recommend that a robust mechanism for monitoring may be established and the Committee may be informed accordingly.

Computerization to ease the functioning of KSB/RSB/ZSBs

11. The Committee note that KSB Sectt has an independent web portal which was launched in 2016. This web portal enables ESM and their dependents to apply online for various Welfare Schemes funded from AFFDF. The disbursement of financial benefits is undertaken through Direct Benefit Transfer mode. The RSB/ZSBs are handling respective State Govt Welfare schemes through their web portals. The Ministry ascertained that KSB Sectt regularly monitors the CPGRAMS portal for grievances of ESM. In addition, all RSBs are also monitoring the CPGRAMS. Further modification in CPGRAM ver 7.0 has been suggested to DS (P & G) / MoD for inclusion of all ZSBs for faster dissemination of the grievances.

On the issue of networking between the KSB/RSB/ZSB and other departments, the Ministry apprised that it is primarily through emails. Regular interaction at the MoD level chaired by Secy (ESW)/ JS (ESW) where heads of each department attend are also undertaken.

The Committee note that there exists a system of registration of ESM with ZSBs, however, the Committee find that ESM have to approach their respective RSB/ZSB to register their name. In this regard, the Committee urge the Ministry to

create a system through which registration takes place automatically alongwith the pension papers, so that they don't have to approach respective ZSB after their retirement. This move will not only help the Ministry to have updated data about ESM but also help in creating central supervision of ESM as well as ZSBs.

Lack of uniformity in the States/UTs regarding ex-gratia monetary benefits/compensation to the martyrs in the country

12. The issue of lack of uniformity in the States/UTs regarding ex-gratia monetary benefits/compensation to the martyrs in the country was addressed in earlier reports of the Committee specially in the Reports on Demand for Grants. During oral evidence of the Ministry, the issue was again raised and it was mentioned that Hon'ble Raksha Mantri has written to States about the enhancement of ex-gratia benefits.

The Committee note that ex-gratia lump sum compensation of Death is paid to eligible family members of martyred soldiers. The Committee were informed by the Ministry of Defence during the examination of related subjects in earlier reports that this amount varies for different categories of death of the soldier. Compensation of Rs. 25 lakh is granted in case of death occurring due to accidents or acts of violence by terrorists, anti-social elements while performing duties and a compensation of Rs. 35 lakh is paid in case of death occurring in border skirmishes and action against militants, terrorists, extremists, sea pirates etc. Besides, an amount of Rs. 45 lakh is granted as compensation in case of death occurring during enemy action in war. After the intervention of the Ministry, the amount of compensation has been raised by some of the State Governments and States like Gujrat have raised the amount to Rs. 1 crore but a few states like Mizoram and Telangana are giving only Rs 6 lakh and Rs 5 lakh respectively. The Committee are of the considered view that though the loss of life of a soldier cannot be evaluated in monetary terms, yet financial grant helps provide a reasonable and respectful life to family members of the soldier. Further, it also acts as an incentive and encouragement for the youth to join the Armed Forces. Given this notion and considering the increase in the rate of inflation, the

Committee desire to reiterate that the Government should seriously consider increasing the ex-gratia fund by Rs. 10 lakh in each of the above categories. The minimum amount under any category will be Rs. 35 lakhs and the maximum Rs. 55 lakhs.

The Committee wish to state that they are not oblivious of the fact that the issue regarding uniformity in payments of ex-gratia amount to the dependents of Martyrs has been raised and discussed in several meetings of the Committee without any positive outcome. Therefore, the Committee, in unequivocal terms, recommend that requisite measures be initiated and should be put in place to sensitize state Governments to bring in more uniformity in granting ex-gratia funds for families of martyred soldiers.

Reimbursement of medical expenses to the veterans

13. The matter of reimbursement of medical expenses to veterans and hospitals had invariably been raised during oral evidence of the representatives of the Ministry. The Committee were also apprised that due to pending bills with ECHS, the hospitals refuse to entertain ESM and their family members. The Committee view this very seriously and desire that all the pending bills of hospitals should be cleared at the earliest and that the Ministry should make a robust system so that it can monitor the delay and blacklist the hospitals denying treatment to veterans and their family members.

Rehabilitation of Agniveer

14. The Committee found that there is no assured employment or skill development programme exclusively designed for Agniveer, except for some percentage of reservation of jobs in Central Armed Police Forces. The Committee are happy to note that in consonance of their considered views during the examination of the subject, the Ministry have started monitoring of the quota in filling Government vacancies. The Committee also desire that rather than simply monitoring the vacancies, Agniveers, who are destined to go out of the service after a certain years of service, should be informed personally about the

vacancies and ensure that they fill up the forms to appear for the required physical and written tests so that no vacancy remain unfilled. Considering the plight of family members/Next of Kin, the Committee desire after martyrdom of an Agniveer, same benefits should be provided to their family members that are provided to the family of a regular soldier.

**New Delhi;
08 February, 2024
19 Magha, 1945 (Saka)**

**JUAL ORAM
Chairperson
Standing Committee on Defence**

STANDING COMMITTEE ON DEFENCE (2022-23)

**MINUTES OF THE THIRD SITTING OF THE STANDING COMMITTEE ON DEFENCE
(2022-23)**

The Committee sat on Tuesday, the 20th December, 2022 from 1500 hrs. to 1700 hrs. in Committee Room 'C', Parliament House Annexe, New Delhi.

PRESENT

SHRI JUAL ORAM

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CHAIRPERSON

MEMBERS

Lok Sabha

2. Shri D.V. Sadananda Gowda
3. Shri Annasaheb Shankar Jolle
4. Shri Rattan Lal Kataria
5. Shri Durai Murugan Kathir Anand
6. Kunwar Danish Ali
7. Smt. (Dr.) Rajashree Mallick
8. Shri Reddeppa Nallakonda Gari
9. Shri Anumula Revanth Reddy
10. Shir Jugal Kishore Sharma
11. Dr. Shrikant Eknath Shinde
12. Shri Prathap Simha
13. Shri Brijendra Singh
14. Shri Durga Das Uikey

Rajya Sabha

15. Shri Sushil Kumar Gupta
16. Shri Kamakhya Prasad Tasa
17. Dr. Sudhanshu Trivedi
18. Smt. P.T. Usha
19. Shri G. K. Vasani
20. Lt. Gen. (Dr.) D.P. Vats (Retd.)

SECRETARIAT

1. Smt. Suman Arora - Joint Secretary
2. Dr. Sanjeev Sharma - Director
3. Shri Rahul Singh - Deputy Secretary

LIST OF WITNESSES

MINISTRY OF DEFENCE

Sl. No.	Name & Designation
1	Shri Vijoy Kumar Singh, Secretary, Ex-Servicemen Welfare (ESW)
2	Vice Admiral Dinesh K Tripathi AVSM, NM, Chief of Personnel, Naval Hqrs.
3	Air Mshl K. Ananthaaraman, VASM & Air Officer-in Charge Administration (AOA)
4	Smt. Devika Rahuvanshi, IDAS, Sr. Joint Controller General of Defence Accounts (CGDA)
5	Dr. Pudi Hari Prasad, Joint Secretary (ESW)
6	Maj Gen N R Indurkar, SM MD ECHS
7	Maj Gen Sharad Kapoor, YSM, SM – Director General (Resettlement)
8	Dr. Jayaraj Naik, JT CGDA (Pension)
9	Air Cde Air Avadhesh Sharma
10	Brig Vikas Bharadwaj

2. At the outset, the Chairperson welcomed the Members to the Sitting of the Committee convened to have briefing by the representative of Ministry of Defence on the subject 'A review of functioning of Zila Sainik Boards in the country' and adoption of two draft Action Taken Reports. Thereafter, the Chairperson welcomed the representatives of the Ministry of Defence and drew their attention to Directions 55(1) and 58 of the Directions by the Speaker, Lok Sabha regarding confidentiality of the proceedings of the Committee.

3. The representatives of the Ministry of Defence, through a Power Point Presentation, briefed the Committee on the Subject. Thereafter, the Chairperson and Members of the Committee raised several issues/points, as indicated below and sought clarifications/information from the representatives of the Ministry of Defence thereon:

- i. Details regarding frequency and quorum of Meetings of Kendriya, Rajya and Zila Sainik Boards;
- ii. Details regarding establishment, structure, composition, manpower, functioning and monitoring of Kendriya, Rajya and Zila Sainik Boards;
- iii. Criteria for formation of Zila Sainik Board in a district;
- iv. Delay/non-payment of dues to empanelled hospitals due to which services have been/are being denied to Ex-Servicemen (ESM);
- v. Maintenance of Sainik Rest Houses;
- vi. Provision of facilities such as CSD canteen, ECHS clinics and Sainik Rest Houses etc. under one roof in areas which have maximum concentration of ESM;
- vii. Exploring feasibility of conducting welfare activities for ESM on camping grounds or land made available by Panchayats/Municipal corporation Committees in non-military Stations;
- viii. Non-uniformity in ex-gratia benefits provided by various States in the country;
- ix. Issues regarding reservation of vacancies for ESM in various sectors;
- x. Status of resolution of grievances/complaints received from ESM and use of digitalization in this regard;
- xi. Reservation for children of ESM in National Eligibility cum Entrance Test (NEET) exam;
- xii. Training of ESM for diversified job sector;
- xiii. Inclusion of MPs in Zila Sainik Boards for better public representation;
- xiv. Proper long-term planning by Kendriya, Rajya and Zila Sainik Boards for provision of employment opportunities to 'Agniveers';
- xv. Grievances regarding benefits to families/dependents of martyrs;

- xvi. Revision in amount of penury grants given to upto the rank of Havildars and provision of health services to them;
- xvii. Collaboration with Ministry of Skill Development and Entrepreneurship;
- xviii. Procedure of induction of non-officials in Zila Sainik Boards;
- xix. Provision of facilities of CSD Canteens, Sainik Schools and recruitment centers for Armed Forces in various districts of the country; and
- xx. Increasing the number of Zila Sainik Boards in the country.

4. The representatives of the Ministry of the Defence responded to the queries raised by the Members. The Chairperson directed the representatives of the Ministry to furnish written replies/information on the points raised by the Members which were not readily available at the earliest.

The witnesses then withdrew.

5. The Committee then took up the draft Reports on the following subjects for consideration:

- (i) Action Taken by the Government on the Observations/Recommendations contained in the Twenty-seventh Report of Standing Committee on Defence (17th Lok Sabha) on Demands for Grants of the Ministry of Defence for the year 2022-23 on 'Army, Navy, Air Force, Joint Staff, Military Engineer Services, Ex-Servicemen Contributory Health Scheme and Sainik Schools (Demand Nos. 20 and 21)'; and
- (ii) Action Taken by the Government on the Observations/Recommendations contained in the Twenty-seventh Report of Standing Committee on Defence (17th Lok Sabha) on Demands for Grants of the Ministry of Defence for the year 2022-23 on 'Capital Outlay on Defence Services, Procurement Policy, Defence Planning and Married Accommodation Project (Demand No. 21)'.

After some deliberations, the Committee adopted the Reports without any changes/modifications. The Committee authorized the Chairperson to finalise the above draft Reports and present the same to the House on a date convenient to him.

6. A copy of verbatim record of the proceedings has been kept.

The Committee then adjourned.

STANDING COMMITTEE ON DEFENCE (2023-24)

**MINUTES OF THE SECOND SITTING OF THE STANDING COMMITTEE ON
DEFENCE (2023-24)**

The Committee sat on Monday, the 18th December, 2023 from 1500 hrs. to 1615 hrs. in Committee Room 'D', Parliament House Annexe , New Delhi.

PRESENT

Shri Jual Oram - **Chairperson**

MEMBERS

Lok Sabha

- | | |
|----|----------------------------------|
| 2 | Shri Durai Murugan Kathir Anand |
| 3 | Kunwar Danish Ali |
| 4 | Shri Rahul Gandhi |
| 5 | Shri Annasaheb Shankar Jolle |
| 6 | Shri Suresh Kumar Kashyap |
| 7 | Prof. (Dr.) Ram Shankar Katheria |
| 8 | Dr. Rajashree Mallick |
| 9 | Shri Jugal Kishore Sharma |
| 10 | Dr. Shrikant Eknath Shinde |
| 11 | Shri Prathap Simha |
| 12 | Shri Brijendra Singh |

Rajya Sabha

- | | |
|----|-----------------------------------|
| 13 | Dr. Ashok Bajpai |
| 14 | Shri Kamakhya Prasad Tasa |
| 15 | Dr. Sudhanshu Trivedi |
| 16 | Smt. P.T. Usha |
| 17 | Shri G.K. Vasan |
| 18 | Lt. Gen. (Dr.) D. P. Vats (Retd.) |

SECRETARIAT

- | | | | |
|----|---------------------|---|-----------------|
| 1. | Dr. Sanjeev Sharma | - | Joint Secretary |
| 2. | Shri Tirthankar Das | - | Director |

LIST OF WITNESSES
MINISTRY OF DEFENCE

Sl. No.	Name & Designation
11	Shri Vijoy Kumar Singh, Secretary, (ESW)
12	Smt. Rasika Chaube, FA(DS)
13	Lt Gen C Bansi Ponnappa, Adjutant General
14	Smt. Devika Raghuvanshi, Addl. CGDA
15	Shri Sham Dev, Pr CDA (P)
16	Dr. Pudi Hari Prasad, Joint Secretary (ESW)
17	RAdm Rahul Vilas Gokhale ACOP (HRD)
18	Maj Gen SBK Singh, DGR
19	Maj Gen Manoj Natarajan, SC MD ECHS
20	Air Cmde S Balachandran
21	Cmde C P Sanga, Cmds (ESM Affairs)
22	Cmde HP Singh, Secy KSB

At the outset, the Chairperson welcomed the Members to the Sitting of the Committee convened to have adoption of two draft Action Taken Reports and briefing by the representatives of Ministry of Defence on the subject 'A review of functioning of Zila Sainik Boards in the country'.

2. Thereafter, the Committee then took up the draft Reports on the following subjects for consideration:

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3. Than the Chairperson welcomed the representatives of the Ministry of Defence and drew their attention to Directions 55(1) and 58 of the Directions by the Speaker, Lok Sabha regarding confidentiality of the proceedings of the Committee.

4. The representatives of the Ministry of Defence, through a Power Point Presentation, briefed the Committee on the Subject. Thereafter, the Chairperson and Members of the Committee raised several issues/points, as indicated below and sought clarifications/information from the representatives of the Ministry of Defence thereon:

- xxi. Delay/non-payment of dues to empanelled hospitals due to which services have been/are being denied to Ex-Servicemen (ESM);

- xxii. Status of enhancement of ex-gratia benefits provided by various States in the country;
- xxiii. Issues regarding reservation of vacancies for Agniveers;
- xxiv. Proper long-term planning by Kendriya, Rajya and Zila Sainik Boards for provision of employment opportunities to Agniveers;
- xxv. Discrimination in status of 'Martyrs' in regular soldiers and Agniveers.
- xxvi. Benefits for Agniveers in the Central and State Government schemes.
- xxvii. Clear guidelines for responsibilities of Zila Sainik Board for Agniveers.
- xxviii. Status of resolution of grievances/complaints received from ESM with respect to property/land
- xxix. Inclusion of MPs/Local MLAs in Zila Sainik Boards meetings for better public representation;
- xxx. Clear guidelines for Grievance redressal Cell for the families/dependents of martyrs;
- xxxi. Shortage of manpower in ZSBs in the country.
- xxxii. Filling up vacant posts in ZSBs
- xxxiii. Provision of ranking or categorization of the ZSBs.

5. The representatives of the Ministry of the Defence responded to the queries raised by the Members. The Chairperson directed the representatives of the Ministry to furnish written replies/information on the points raised by the Members which were not readily available at the earliest.

The witnesses then withdrew.

The Committee then adjourned.

XXX - Does not pertain to the Report

STANDING COMMITTEE ON DEFENCE (2023-24)

**MINUTES OF THE FOURTH SITTING OF THE STANDING COMMITTEE ON
DEFENCE (2023-24)**

The Committee sat on Tuesday, the 6th February, 2024 from 1500 hrs to 1615 hrs in Committee Room C, Ground Floor, Parliament House Annexe, New Delhi.

PRESENT

Lt. Gen. Dr. D. P. Vats (Retd.) - Acting Chairperson

MEMBERS

Lok Sabha

2	Shri Durai Murugan Kathir Anand
3	Kunwar Danish Ali
4	Shri Reddeppa Nallakonda Gari
5	Shri Annasaheb Shankar Jolle
6	Choudhary Mehboob Ali Kaiser
7	Prof. (Dr.) Ram Shankar Katheria
8	Dr. Shrikant Eknath Shinde
9	Shri Prathap Simha
10	Shri Durga Das Uikey
Rajya Sabha	
11	Dr. Sudhanshu Trivedi
12	Smt. P.T. Usha

SECRETARIAT

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|------------------------|---|------------------|
| 1. Dr. Sanjeev Sharma | - | Joint Secretary |
| 2. Shri Tirthankar Das | - | Director |
| 3. Shri Rahul Singh | - | Deputy Secretary |

2. At the outset, the the Committee were informed that the Hon'ble Chairperson would not be able to attend the Sitting and that as per Rule 258 of 'Rules of Procedure and Conduct of Business in Lok Sabha', if the Chairperson is absent from any sitting, the Committee shall choose another Member to act as Chairperson for the sitting. In this connection, the Members requested Lt. Gen. (Dr.) D. P. Vats (Retd.) to Chair the Sitting.

3. Thereafter, the Acting Chairperson welcomed the Members of the Committee and informed them about the agenda for the Sitting i.e. Consideration and Adoption of the Draft Report on the subject 'A review of functioning of Zila Sainik Boards in the country' and Oral evidence of the representatives of the MoD on the subject 'Review of Sainik Schools, Rashtriya Indian Military College (RIMC) and Rashtriya Military Schools'. The Committee then took up for consideration the Draft Report on the subject 'A review of functioning of Zila Sainik Boards in the country'.

4. After some deliberations, the Committee adopted the above Report without any modifications. The Committee, then, authorized the Chairperson to finalise the above draft Report and present the same to the House on a date convenient to him.

5. *****Does not pertain to the Report*****

The witness then withdrew.

The Committee then adjourned.

A copy of verbatim record of the proceedings has been kept.

GRIEVANCES REDRESSAL MECHANISM

1. Grievances are received at DESW, KSB, RSBs and at ZSBs. These are resolved at appropriate level or forwarded to the concerned authority for resolving the grievances of the ESM / Widows / their dependents.
2. Additionally, data of veer naris is maintained by the respective services and is shared with the ZSBs for necessary assistance. These details are collated and shared with KSB on half yearly basis by RSBs. Due attention is paid in monitoring the grievances of the Veer Naris. All the RSBs are regularly requested to resolve these matters on priority and forward status of pending cases along with monthly Pragati report. Further, modification in the CPGRAM ver 7.0 have also been suggested to DS (P & G) / MoD with inclusions of all ZSBs for faster dissemination of the grievances.
3. The timeline follow for redressal of grievance(s) are as under:-

<u>S No</u>	<u>Type of Grievance</u>	<u>Time line for resolving / forwarding to concerned department</u>
(a)	From VIPs as VIP reference cases	Within one month
(b)	RTI applications	
(c)	Online through PG Portal (Centralized Public Grievances Redressal and Monitoring System).	
(d)	Online through KSB Portal	
(e)	Grievances received from MOD	Within two months.
(f)	Individual complaints and grievances addressed to KSB	
(g)	By email to various functionaries of KSB	

4. Notwithstanding the timelines mentioned above, practically all replies are rendered much before the cut off time in majority of cases. Majority of grievances received pertain to State Govt/other agencies via Record Offices are forwarded to them for early redressal and regularly proactive interaction by this Sectt with all RSBs. Matters related Comd and other such disputes take longer period, though they are followed by the respective ZSBs. Further, a monthly feedback report (Pragati Report) of all RSBs is being collated regularly and forwarded to MoD, DESW.
5. In addition, a help line has also been started in KSB (Grievances) Sec[†]Approx 25-30 queries per day are being received on telephone from the ESM fraternity and the same are being redressed/suitably guided for their action.

DETAILS OF STATE WISE GRIEVANCES FOR LAST FIVE YEARS

Ser No	Name of RSB	No of Grievances For The Year 2108			No of Grievances For The Year 2019			No of Grievances For The Year 2020		
		Received	Resolved	Balance	Received	Resolved	Balance	Received	Resolved	Balance
1.	KSB	2193	2154	39	4637	4598	39	4552	4513	39
2.	Andhra Pradesh	732	722	10	6988	6977	11	5703	5692	11
3.	Arunachal Pradesh	No report received								
4.	Assam	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
5.	Bihar	07	07	0	19	06	13	13	09	04
6.	Chandigarh (UT)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
7.	Chhattisgarh	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
8.	Delhi	Nil	Nil	Nil	Nil	Nil	Nil	09	09	0
9.	Goa	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
10.	Gujarat	20	18	02	04	04	0	Nil	Nil	Nil
11.	Haryana	508	508	0	1464	1464	0	478	478	0
12.	Himachal Pradesh	62	62	0	142	142	0	123	123	0
13.	Jammu & Kashmir	12	03	09	23	06	17	07	07	0
14.	Jharkhand	20	12	08	Nil	Nil	Nil	01	01	0
15.	Karnataka	87	83	04	32	30	02	28	26	2
16.	Leh Ladakh	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
17.	Kerala	201	125	76	207	86	121	128	7	121
18.	Madhya Pradesh	132	115	17	Nil	Nil	Nil	03	02	01
19.	Maharashtra	55	51	04	110	110	0	119	119	0
20.	Manipur	No report received								
21.	Meghalaya	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
22.	Mizoram	74	74	0	340	340	0	200	200	0
23.	Nagaland	01	01	0	1	1	0	Nil	Nil	Nil
24.	Odisha	04	04	0	Nil	Nil	Nil	Nil	Nil	Nil
25.	Puducherry	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
26.	Punjab	15	04	11	21	08	13	13	10	03
27.	Rajasthan	252	215	37	422	410	12	553	541	12
28.	Sikkim	29	29	0	Nil	Nil	Nil	Nil	Nil	Nil
29.	Tamil Nadu	2370	2308	62	2639	2276	63	4201	3568	633
30.	Telangana	04	04	0	15	15	0	12	12	0
31.	Tripura	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
32.	Uttar Pradesh	39	30	09	30	11	19	57	38	19
33.	Uttarakhand	623	606	17	1322	1321	01	881	880	1
34.	West Bengal	14	05	09	16	06	10	21	18	03
35.	Andaman & Nicobar Islands (UT)	No report received								
Total		7454	7140	314	18434	17813	621	17302	16253	1049

Ser No	Name of RSB	No of Grievances For The Year 2021			No of Grievances For The Year 2022		
		Received	Resolved	Balance	Received	Resolved	Balance
1.	KSB	9934	9921	13	11884	11861	23
2.	Andhra Pradesh	10728	10706	22	12137	12117	20
3.	Arunachal Pradesh	No report received					
4.	Assam	Nil	Nil	Nil	Nil	Nil	Nil
5.	Bihar	10	06	04	Nil	Nil	Nil
6.	Chandigarh (UT)	Nil	Nil	Nil	Nil	Nil	Nil
7.	Chhattisgarh	Nil	Nil	Nil	Nil	Nil	Nil
8.	Delhi	23	23	0	17	17	0
9.	Goa	Nil	Nil	Nil	Nil	Nil	Nil
10.	Gujarat	Nil	Nil	Nil	Nil	Nil	Nil
11.	Haryana	1516	1516	0	201	191	10
12.	Himachal Pradesh	90	90	0	88	88	0
13.	Jammu & Kashmir	08	08	0	16	10	06
14.	Jharkhand	Nil	Nil	Nil	02	02	0
15.	Karnataka	Nil	Nil	Nil	Nil	Nil	Nil
16.	Leh Ladakh	26	26	0	93	93	0
17.	Kerala	352	228	124	290	101	0
18.	Madhya Pradesh	04	03	01	75	72	03
19.	Maharashtra	60	60	0	Nil	Nil	Nil
20.	Manipur	No report received					
21.	Meghalaya	Nil	Nil	Nil	Nil	Nil	Nil
22.	Mizoram	360	360	00	337	301	36
23.	Nagaland	Nil	Nil	Nil	Nil	Nil	Nil
24.	Odisha	Nil	Nil	Nil	Nil	Nil	Nil
25.	Puducherry	Nil	Nil	Nil	Nil	Nil	Nil
26.	Punjab	31	11	20	154	56	98
27.	Rajasthan	365	338	27	153	152	1
28.	Sikkim	Nil	Nil	Nil	Nil	Nil	Nil
29.	Tamil Nadu	6478	6397	81	7477	7408	69
30.	Telangana	18	18	0	16	16	00
31.	Tripura	Nil	Nil	Nil	Nil	Nil	Nil
32.	Uttar Pradesh	56	33	23	132	40	92
33.	Uttarakhand	1209	1189	20	744	744	00
34.	West Bengal	10	05	05	02	01	01
35.	Andaman & Nicobar Islands (UT)	No report received					
Total		31278	30938	340	33818	33270	548

FUNCTIONS OF KSB

Enclosure -2

1. Coordinate the following: -
 - (a) Annual KSB Meeting.
 - (b) Dir/Secy RSB meeting.
 - (c) Annual Management Committee Meeting for AFFDF.
 - (d) Periodic meetings of Executive Committee of AFFDF.
 - (e) CSR Conclave.
2. Overseeing implementation of the decisions taken by concerned agencies.
3. Dissemination of policy directives, as approved by the MoD, RSBs towards ESM welfare.
4. Monitor and guide the Deptts of Sainik Welfare in the States/ UTs in their functioning in accordance with KSB/ MoD guidelines.
5. Provide budgetary support for establishment and maintenance costs of Deptts of Sainik Welfare and Zila Sainik Welfare Offices to States/UTs.
6. Attend as a Panelist, the selection interviews for RSB Directors/ ZSWOs, convened by the State Selection Committee under the State Chief Secretary.
7. Inspect the Department of Sainik Welfare of States/ UTs annually and forward report on functioning to State Govt and MoD.
8. Attend Rajya Sainik Board and Amalgamated Fund Meeting in States as special invitee.
9. Administer Armed Forces Flag Day Fund (AFFDF).
10. Administer redressal/ queries related to welfare of ESM/ and families of deceased soldiers.
11. Execute the Scheme for allotment of Medical, Dental and Engineering seats under MoD quota.
12. Organise and conduct Armed Forces 'Flag Day Collections' from Central Govt Deptts located in the National Capital.
13. Provide posters and publicity material for conduct of the AFFD in States/UTs and Indian Missions abroad.

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14. Execute of centrally sponsored schemes like RMEWF (Raksha Mantri Ex-Servicemen Welfare Fund).
15. Issue I-Card for availing Rail Travel Concession to war widows and ESM in special cases.
16. Process Penury grants through AFFDF.
17. Operate the PM Scholarship Scheme.
18. Provide financial assistance to paraplegic homes, viz PRCs Kirkee & Mohali, 36 War Memorial Hostels, Cheshire homes and various institutes and make visits to monitor/ensure appropriate disposal of the same.
19. Issue advisories towards investments of the Amalgamated Fund by the RSBs of the States/ UTs.
 - (a) Inspect ZSBs at random to check their functioning and effectiveness.
 - (b) Manage the functioning of Central Sainik Rest House, Naraina, Delhi.
 - (c) Automation and allied training on ESM welfare. Upgrading/ maintenance of KSB Web portal in accordance with extant rules.

FUNCTIONS OF RSBs

1. Control and co-ordination work of ZSWOs in the State and ensure their effective functioning.
2. Liaison with the following: -
 - (a) Various ministries in the State, state undertakings, Enterprises and Banks, primarily to seek vacancies for ESM and widows as per reservation policy and recruitment rules of the State.
 - (b) Monitor such vacancies and ensure ESM or widows utilize the same.
 - (c) Formulate a policy on reservation for ESM in the State in conformity with that in vogue at the Centre, to ensure that ESM get their due place in the 100-point roster prepared by States/UTs in accordance with their reservation policy.
 - (d) Represent as a member in the Subordinate Selection Board of the State to ensure the above.
3. Promoting measures towards welfare and resettlement of ESM and families of serving/deceased personnel of the Armed Forces.
4. Disseminating information to the general public regarding Armed Forces in the country and for adopting innovative measures to enhance interest in Armed Forces among general public.
5. Administering the ZSBs in the State in accordance with the rules and instructions prescribed by the Central and State Govts. In coordination with the administration of the State, ensure that vacancies of ZSWO and their staff are timely filled on occurrence.
6. Carry out any duty assigned given by Secretary, KSB via his Secretariat.
7. Forward establishment expenditure of RSB and ZSBs for claiming central share, in good time (60% or 75% - as applicable).
8. Maintain up-to-date statistics of ESM, disabled ESM, widows, dependents and families of serving defence personnel under the heads - pensioners and non-pensioners, both for ESM and widows.
9. Ensure timely submission of reports and returns to KSB.
10. Organise annual 'RSB and 'Amalgamated Special Fund Meetings' under the Chairmanship of Governor/ Lt Gov/ Chief Minister. Review is to be made of welfare and rehabilitation measures, fresh policies formulated and implemented, during the meeting.
11. Venture/ monitor employment opportunities for ESM/ widows in Pvt. Sector.

12. Assist ESM/ widows in planning and funding of self-employment ventures.
13. Organise AFFDF committee meetings for fixing targets for various state and voluntary agencies to enhance collection drive throughout the year. Maintain the Amalgamated Special Fund and promote/ institute Welfare Schemes in the State from these funds complying with decisions of the Management Committee of these funds.
14. Undertake additional welfare measures for ESM and widows. Give wide publicity to welfare measures being undertaken by the Deptt through the media.
15. Organise ESM rallies and pension adalats to propagate various concessions being extended and settle on the spot functional and other problems projected by Ex-Servicemen and their dependents.
16. Report to DGR / Secy KSB on the ESM training being conducted in respective states and make suggestions with regard to changes in courses commensurate with changing trends.
17. Conduct Annual Inspection of the ZSBs and submit report to the DCs, Chief Secretary and Secy, KSB.
18. Ensure that only ESM are employed in the RSBs/ZSBs to qualify for the Central share towards pay and allowances. Employment of civilian employees must be undertaken with the prior approval of the KSB/MoD.
19. Establish e-mail connectivity with ZSBs/RSBs and KSB.
20. Conduct Zonal Meetings as nominated by KSB.

FUNCTIONS OF ZSWO

1. Disseminate information to the general public regarding the Armed Forces in the country and constant endeavor to promote and maintain a feeling of good will between civilian population, service personnel and ESM.
2. Monitor welfare of families of servicemen and ESM in addition to assisting them in representing their cases with the local administration or the Defence authorities. Welfare organisers employed in each ZSWO/RSB play a crucial role in establishing contact with the clientele in their homes, listing their problems, needs and aspirations, providing inputs on these to the ZSWO/RSB, resolving these, and spreading awareness of resettlement and welfare measures in place which they can avail-off.
3. Give information to the general public regarding conditions of service in the Armed Forces so as to assist intending candidates in approaching the appropriate recruiting authorities for purposes of enlistment.
4. Keeping an account of the adequacy of the number of pension paying offices/ branch post offices paying pension.
5. Scrutinize applications for relief from various military and civil charitable funds and make suitable recommendations.
6. Grant financial relief to ESM and their dependents from funds at their disposal. Recommend cases of ESM and their families for financial assistance from KSB.
7. Additionally, the welfare responsibilities of ZSWOs encompass all traditional activities which are already underway in by these offices in following sectors: -
 - (a) Settlement of financial problems like pension and other retirement/ release benefits/ dues to the ESM; grants and assistance in kind to ESM beneficiaries and including dependents from the Central/ State Governments or other Organisations like Indian Red Cross Society etc.
 - (b) Maintain a close liaison with the pension disbursing authorities/ agencies in the district to ensure correct and timely payment of pension/ other reliefs to ESM pensioners/ dependents.
 - (c) Provide assistance for settlement of land and other disputes.
 - (d) Assist families of serving personnel in regards to their safety/security, during absence away on duty of the serving personnel.
 - (e) Promote and maintain, under the guidance of the State Rajya Sainik Boards, welfare measures in the District such as Rest House for ESM, old age pensioner homes, Jawan Bhawans/ shops, vocational and other training facilities, hostel for children of serving defence personnel and ESM etc.
 - (f) Mobilise assistance for medical treatment in Military/Civil hospitals.
 - (g) Maintain liaison with other welfare organisations such as the Indian Red Cross Society, NGOs and voluntary agencies to enhance additional sources of welfare

and concessions for Ex-Servicemen and their families/dependents in the Districts.

- (h) Maintain an up-to-date register of war widows and, dependents of those disabled in action with a view to ensure their welfare and security.
 - (j) To represent KSB, Ministry of Defence (Govt of India) in Court Cases under their jurisdiction.
 - (k) Provide ESM and family pensioners, information about ECHS.
 - (l) Ensure that ZSBs are duly inspected by the Director, RSB annually.
8. The responsibilities of the ZSWOs towards resettlement of ESM are as follows: -
- (a) To maintain close and effective liaison with the following: -
 - i. Local Central/State/private industrial organisations.
 - ii. Local employment exchange particularly in States where it has cosponsoring powers for re-employment of ESM.
 - iii. Local revenue authorities towards schemes for settlement on land disputes of ESM.
 - iv. District Industries/Block Development Offices and assist those ESM desirous of setting up small scale industries.
 - (b) Assist ESM in forming and setting up co-operatives for their self-employment.
 - (c) Provide all resettlement assistance to war widows, dependents and war disabled as well as to those who died/disabled while in service due to attributable to service reasons.
 - (d) Assist ESM in preparing of project reports for self-employment ventures and in obtaining loans under DGR resettlement schemes.
9. The ZSWOs also play a critical role in following areas of common interest: -
- (a) Organise Armed Forces Flag Day with President ZSB and facilitate Flag Day collections and implement authorised fund raising measures in their district.
 - (b) Organise rallies/re-union, ESM welfare meetings with President ZSB to resolve their problems, at least once each month on a fixed day.
 - (c) Explore avenues for providing educational and vocational training facilities for Ex-Servicemen and their dependents to enable them to seek employment or set up self-employment venture.
 - (d) Assist the three Services whenever called upon in disseminating information on Armed Forces within the district. Provide publicity towards recruitment notices and assistance rendered by the Armed Forces in national calamities. Publicise notification of gallantry awards/ other decorations, introduction of welfare schemes of service personnel and their families.

STAFFING NORMS AT RSBs AND ZSBs

1. The Staffing Norms of RSBs and ZSBs are governed by the following:-

- (a) HLC Report 1984 (only for ZSBs)
- (b) Sub-Committee report 1993 for RSBs.

Staffing Norms for Rajya Sainik Boards

2. On 17 Nov 93 the MoD constituted a sub-committee to look into the issue of standardization of Sainik Welfare Departments in States/UTs. The sub-committee recommended a basic establishment for the Department of Sainik Welfare in each State/ UT. The States/UTs of Arunachal Pradesh, Goa, Tripura, Chandigarh, Delhi, Puduchery and A&N Islands have their Department of Sainik Welfare functioning as Zila Sainik Welfare Offices also. The basic establishment recommended for such Deptts of Sainik Welfare is as follows:-

- (a) Director - 1
- (b) Superintendent - 1
- (c) Welfare Organiser - As applicable (One per 10,000 population of ESM and families of serving/deceased service personnel applicable to departments which have dual function as Zila Sainik Welfare offices and Deptt of Sainik Welfare)
- (d) Accountant - 1
- (e) Clerk-cum-Typists - 3
- (f) PA - 1
- (g) Daftry - 1
- (h) Peon - 1
- (j) Chowkidar - 1
- (k) Sweeper - 1

3. The Sub-Committee also recommend the following:-

Ser	Appointments	Authorisation
Officers(Class-I)		
(a)	Jt Director	1 for every 5 Dy Directors authorized.
(b)	Dy Director	1 per 5 Zila Sainik Offices up to 25 Zila Sainik Offices that the DSW is to administer. Beyond 25 Zila Sainik Welfare Offices, 1 Dy Director per 10 ZSWOs.
Non-Gazetted Posts		
(a)	Auditor	1 per department applicable to Deptts having more than 5 Zila Sainik Welfare Office to administer.
(b)	Accountant	1 per department additional accountant for Deptts having more than 20 Zila Sainik Welfare Offices to administer.
(c)	PA	1 for Director (Brig/Col equivalent) 1 for Jt Director (Col equivalent)
(d)	Steno	1 for 2 Dy Directors (Lt Col equivalent)

(d)	Clerks	1 additional Clerk for every Zila Sainik Board added to the basic establishment.
(f)	Peons	1 for Director 1 for Jt Director 1 for every 15 Ministerial staff
(g)	Driver	1 for every additional vehicle
Note —Service terms of Supdt/UDC/LDC/PA/Steno will be as per State norms.		

4. **Miscellaneous Staff (Chowkidar/Sweeper).** These posts are to be created at a rate of one category each as per standard establishment prescribed for RSBs.

5. **Additional Staff (Over and above the norms).** For any additional staff for RSB, if deemed appropriate by the State Govt/UT, the Central Government's explicit approval is mandatory. In such cases the State Govt/ UT Admin need not be rigid in applying local norms/RRs, given the fact that these requirements arise from verbal complaints/requests of ESM, widows or ESM Associations.

Staffing Norms for Zila Sainik Boards

6. The functioning of Zila Sainik Boards (ZSBs) and staffing has been streamlined by the High Level Committee -1984. New Zila Sainik Boards can be set up by the concerned Government themselves if the population of ESM and families of serving/deceased service personnel is 7500 and above in the District. In other cases, prior approval of the Central Government will be required for setting up of new Zila Sainik Boards. The standard establishment of a Zila Sainik Board is given below:-

Ser	Appointments	Authorisation
(a)	Secretary	1
(b)	Asstt. Secretary	1 (For Zila Sainik Boards where the population of ex-servicemen and families is more than 20,000.
(c)	Supdt/Head Clerk	1
(d)	Welfare Organiser	1 (one for every additional 10,000 ESM and families of serving/deceased personnel).
(e)	Clerk UDC/LDC	1
(f)	Clerk Typist	1
(g)	Clerk Accounts	1
(h)	Peon	1
(j)	Chowkidar	1
(k)	Driver	1 (Where as independent transport is authorized)
(l)	Sweeper	1 (Instead of Class IV as recommended by the Sub-Committee)

7. ZSBs with ESM Population Below 7,500

Ser	Appointments	Authorisation
(a)	Secretary	1

||

(b)	Supdt/HeadClerk	1
(c)	WelfareOrganiser	1
(d)	ClerkUDC/LDC	1
(e)	ClerkTypist	1
(f)	Driver	1(Whereindependenttransportisprovided)
(g)	Sweeper	1

8. Additional staff required shall be to be provided at the instance of the state/UT conforming to Recruitment Rules. However, for new categories of posts (other than those specified above) prior approval of the Centre through KSB is mandatory.

9. Prior sanction of the Centre is also required for posts of Assistant Secretary in ZSBs with ESM population less than 20,000.

10. **Other Essential Norms.**

(a) The recommendations of the HLC of 1984 and MoD Guidelines of 2013, both highlight appointment of only ESM in Sainik Boards. Notwithstanding, some states continue to engage state Govt officials and non-ESMs, laterally. The non-ESM staffing pattern does not lend itself to maximum efficiency due of lack of understanding and fathoming of the many complexities of the Armed Forces - ESM policies and procedures. The reimbursement of expenditure on pay & allowances of staff (75/60 %) of actual expenditure by the state, also called the "Central Share" should be limited to ESM staff only.

(b) The Sub-Committee Report on standardisation of DSWs of 1993 has recommended that only ex-Defence Officers of suitable rank be considered for filling-up these posts. Further, the HLC has also recommended that the Director of RSB should be Class-I Gazetted officers with status of and enjoying administrative/ financial powers, similar to that of Heads of Deptts in the states/ UTs. He should also be provided with a suitable ex-officio status of an Addl Secy/Jt Secy/Dy Secy, commensurate with the dimensions/ responsibilities of the Deptt. Annual Appraisal Report on the Director's performance will be made by the Secy in-charge of the State Deptt of Sainik Welfare. In rendering these reports, the Deptt of Sainik Welfare must take due cognizance of the inspection/tour reports of the Secy, KSB.

(c) Appointment of officers, including the Director of RSB should be made from the panel of names prepared by KSB, which in turn is a compilation of all eligible candidates whose names/ details are received from Services' placement agencies, RSBs/ States and DGR, duly vetted by by DGR, ECHS and KSB Sectt. The Secy ESW and Secy KSB or their representatives should be co-opted as Selection Committee members as the Centre's representatives during the selection process. It is incumbent upon the State/ UT to issue 'terms and conditions' of service along with the appointment letter to avoid court cases especially in context with the pay fixation. The pay and allowances, TA/DA and other monetary benefits to the Directors and staff of the RSBs/ ZSWOs should be regulated by the extant rules of the States/UTs.

Encl-4

STRENGTH OF OFFICIALS/STAFF IN RSBs/ZSBs												
Ser No	State/UT	RSB/ ZSB	Officers					Staff				
			Auth	Held	ESM	Civ	Def	Auth	Held	ESM	Civ	Def
01.	Andhra Pradesh	RSB	04	04	01	03	-	18	06	03	03	12
		ZSB	13	06	02	04	07	89	54	13	41	35
02.	Arunachal Pradesh	RSB	01	01	01	-	-	-	-	-	-	-
03.	Assam	RSB	03	02	01	01	01	23	22	13	09	01
		ZSB	19	16	16	-	03	124	110	85	25	14
04.	Bihar	RSB	03	02	01	01	01	22	11	02	09	11
		ZSB	13	12	04	08	01	93	29	07	22	64
05.	Chhattisgarh	RSB	02	02	02	-	-	15	13	13	-	02
		ZSB	10	10	10	-	-	79	62	59	03	17
06.	Delhi	RSB	02	01	-	01	1	14	12	12	-	02
07.	Goa	RSB	01	01	01	-	-	13	06	05	01	07
08.	Gujarat	RSB	02	01	01	-	01	16	13	13	-	03
		ZSB	16	13	13	-	03	11	08	08	-	03
09.	Haryana	RSB	04	01	-	01	03	35	17	01	16	18
		ZSB	21	07	14	-	14	450	211	211	-	239
10.	Himachal Pradesh	RSB	03	01	01	-	02	32	20	19	01	12
		ZSB	32	20	19	01	12	11	03	03	-	08
11.	J & K (UT)	RSB	02	01	01	-	01	17	11	06	05	06
		ZSB	13	05	05	-	08	137	83	64	19	54
12.	Jharkhand	RSB	02	01	01	-	01	16	07	04	03	09
		ZSB	05	03	03	-	02	51	38	35	03	13
13.	Karnataka	RSB	03	03	03	-	-	19	05	05	-	14
		ZSB	15	07	07	-	08	118	34	34	-	84
14.	Kerala	RSB	05	04	02	02	01	37	26	25	01	11
		ZSB	24	17	17	-	07	115	100	98	02	15
15.	Madhay Pradesh	RSB	04	03	03	-	01	34	30	25	05	04
		ZSB	24	23	23	-	01	149	138	119	19	11
16.	Maharashtra	RSB	04	02	01	01	02	37	25	23	02	12
		ZSB	31	11	11	-	20	336	213	213	-	123
17.	Manipur	RSB	01	01	01	-	-	04	03	03	-	01
		ZSB	02	-	-	-	02	03	02	02	-	01
18.	Meghalaya	RSB	01	01	01	-	-	10	08	03	05	02
		ZSB	02	02	02	-	-	11	10	05	05	01
19.	Mizoram	RSB	02	02	01	01	-	21	16	11	05	05
		ZSB	04	04	04	-	-	23	13	09	04	10
20.	Nagaland	RSB	02	01	01	-	01	12	07	03	04	05
		ZSB	05	05	05	-	-	31	25	17	08	06
21.	Odisha	RSB	02	01	01	-	01	10	05	03	02	05
		ZSB	08	-	-	-	08	50	18	14	04	32
22.	Punjab	RSB	05	04	03	01	01	44	32	05	27	12
		ZSB	22	05	05	-	17	203	141	81	60	62
23.	Rajasthan	RSB	06	06	02	04	-	29	16	-	16	13
		ZSB	29	22	21	01	07	177	115	28	87	62
24.	Sikkim	RSB	02	01	01	-	01	15	14	03	11	01
		ZSB	03	-	-	-	03	15	19	05	14	-
25.	Tamil Nadu	RSB	08	07	04	03	01	54	44	02	42	10
		ZSB	30	27	18	09	03	336	297	34	263	39
26.	Tripura	RSB	02	01	01	-	01	22	17	14	03	05
27.	Telangana	RSB	03	03	02	01	-	16	13	01	12	03
		ZSB	10	03	-	03	07	70	41	-	41	29
28.	Uttarakhand	RSB	04	03	03	-	01	24	23	22	01	01
		ZSB	14	12	12	-	02	229	220	170	50	09
29.	Uttar Pradesh	RSB	05	04	04	-	01	46	27	04	23	19
		ZSB	75	62	62	-	13	592	287	61	226	305
30.	West Bengal	RSB	02	01	01	-	01	25	14	13	01	11
		ZSB	13	11	11	-	02	124	48	45	03	76
31.	A & N Islands (UT)	RSB	-	01	01	-	-	-	04	-	-	-
32.	Chandigarh (UT)	ZSB	01	01	01	-	-	09	09	09	-	-
33.	Puducherry (UT)	RSB	01	-	-	-	01	07	03	03	-	04
34.	Ladakh (UT)	ZSB	02	02	02	-	-	16	14	02	12	02
	TOTAL		547	373	334	46	175	4339	2812	1690	1118	1535

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COMPOSITION OF ZSB

- President** : District Collector
- Vice President(s)** : Senior ESM
- Ex Officio Members** : Heads of Deptt of State Govt/ Recruiting Officer
- Non-Official Members** : Two ESM and four prominent citizens.
- Secretary** : Secretary ZSB

Note - The composition of ZSB is promulgated through a State Govt Notification.

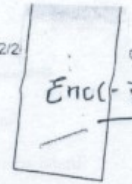
LIST OF ZSB AND DISTRICTS COVERED

Ser	State/UTs	No. Of ZSBs	No of Districts Covered
1.	Andhra Pradesh	13	26
2.	Arunachal Pradesh	00	25
3.	Assam	19	35
4.	Bihar	13	38
5.	Chhattisgarh	10	28
6.	Goa	00	02
7.	Gujarat	09	33
8.	Haryana	21	22
9.	Himachal Pradesh	10	12
10.	Jharkhand	06	24
11.	Karnataka	13	31
12.	Kerala	14	14
13.	Madhya Pradesh	24	52
14.	Maharashtra	33	36
15.	Manipur	02	16
16.	Meghalaya	02	12
17.	Mizoram	04	11
18.	Nagaland	06	13
19.	Odisha	08	30
20.	Punjab	22	23
21.	Rajasthan	24	33
22.	Sikkim	03	06
23.	Tamil Nadu	27	38
24.	Tripura	00	08
25.	Telangana	10	33
26.	Uttarakhand	14	13
27.	Uttar Pradesh	74	75
28.	West Bengal	13	23
29.	Chandigarh	00	01
30.	Delhi	00	11
31.	Puducherry	00	04
32.	Jammu & Kashmir	13	20
33.	Ladakh	02	02
34.	A&N Islands	00	03
35.	D&N Haveli and Daman*	00	03
36.	Lakshadweep*	00	01
Total		409	757

* No RSB

Department of Ex Servicemen Welfare

Category Wise Report Date: 24/02/2023
 Period of Report: 24/02/2018 to 24/02/2023
 Forward to: Res.II



Grievance Category	Brought Forward	Received During	Disposed During	Pending During
Compassionate Appointment	0	13	13	0
Corruption	0	10	10	0
COVID-19 Related issues	0	10	10	0
CSD related issues	1	4	5	0
Deduction of income tax from disability pension	0	0	0	0
ECHS related issues	0	9	9	0
Employment Related	0	2	2	0
Grant of Disability Pension	0	9	8	1
Grant of ESM Status	1	12	13	0
Grant of Family Pension	0	21	21	0
Grant of Financial Assistance	6	753	753	6
Grant of Pension	0	46	46	0
HARRASSMENT ATTROCITIES	0	22	21	1
Issue of Corr PPO	0	0	0	0
Legal Matters	0	0	0	0
OROP related issues	0	0	0	0
OTHERS	2	319	315	6
Outstanding Due	0	15	15	0
pay and service related issues	0	6	6	0
Pay Fixation of Re-employment	0	4	2	2
Penury Grant	0	11	11	0
Policy Issues	0	6	6	0
Re employment related issues	0	52	51	1
Registration of name in the DSWO	0	5	5	0
RESETTLEMENT RELATED ISSUES	0	237	235	2
Revision of pension	0	9	9	0
SPARSH Related Issue	0	0	0	0
State Govt related issues	1	328	329	0
Total	33	3210	3196	47

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<P><h3>Department of Ex Servicemen Welfare</h3></br>Category Wise Report Date: 24/02/2023</br>Period of Repor...

Grievance Category	Brought Forward	Received During	Disposed During	Pending During
Suggestions	0	46	46	0
Updation of Service Records	0	20	20	0
WELFARE FUND OF SYNDICATE BANK	2	72	74	0
WELFARE RELATED ISSUES	19	934	939	14
Category Not Assigned	1	235	222	14
Total	33	3210	3196	47

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Department of Ex Servicemen Welfare

Category Wise Report Date: 24/02/2023
 Period of Report: 24/02/2018 to 24/02/2023
 Forward to: Kendriya Sainik Board

Grievance Category	Brought Forward	Received During	Disposed During	Pending During
Compassionate Appointment	0	6	6	0
Corruption	0	4	4	0
COVID-19 Related issues	0	22	22	0
CSD related issues	1	3	4	0
Deduction of income tax from disability pension	0	0	0	0
ECHS related issues	0	3	3	0
Employment Related	0	1	1	0
Grant of Disability Pension	0	7	6	1
Grant of ESM Status	1	8	9	0
Grant of Family Pension	0	17	17	0
Grant of Financial Assistance	5	695	694	6
Grant of Pension	1	22	23	0
HARRASSMENT ATTROCITIES	0	4	4	0
Issue of Corr PPO	0	1	1	0
Legal Matters	0	0	0	0
OROP related issues	0	0	0	0
OTHERS	3	145	142	6
Outstanding Due	0	14	14	0
pay and service related issues	0	3	3	0
Pay Fixation of Re-employment	0	2	0	2
Penury Grant	0	11	11	0
Policy Issues	0	5	5	0
Re employment related issues	0	35	32	3
Registration of name in the DSWO	0	5	5	0
RESETTLEMENT RELATED ISSUES	0	53	51	2
Revision of pension	0	3	3	0
SPARSH Related Issue	0	0	0	0
State Govt related issues	1	69	70	0
Total	24	2431	2410	45

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 + 3210
 Total. 5641

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<P><h3>Department of Ex Servicemen Welfare</h3></br>Category Wise Report

Date: 24/02/2023</br>Period of Repor ...

Grievance Category	Brought Forward	Received During	Disposed During	Pending During
Suggestions	0	31	31	0
Updation of Service Records	0	18	16	2
WELFARE FUND OF SYNDICATE BANK	0	9	9	0
WELFARE RELATED ISSUES	12	411	413	10
Category Not Assigned	0	824	811	13
Total	24	2431	2410	45

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