



Government of India

**R F D**

(Results-Framework Document)  
for

Department Of Ex-Servicemen Welfare

(2014-2015)

## Section 1: Vision, Mission, Objectives and Functions

### Vision

Well-being of the Retired Armed forces personnel/their dependents and sensitize general public about their potential and the positive role played by Ex-servicemen in nation building.

### Mission

Formulation of policies and schemes for the welfare of Ex-servicemen / dependents. Timely redressal of pension grievances, ensuring quality health care, resettlement and rehabilitation of Ex-servicemen/ dependents and promoting activities that depict the positive role played by Ex-servicemen in society.

### Objectives

- 1 Delivery of Health Care.
- 2 Resettlement and rehabilitation of Ex-Servicemen.
- 3 Financial assistance under welfare schemes.
- 4 Strengthening of grievance redressal mechanism, including pension grievances.
- 5 Media campaign/awareness programmes for ESM Welfare.
- 6 Compilation of ESM database.
- 7 Implementation of One Rank One Pension

### Functions

- 1 Matters relating to Ex-servicemen including non-pensioners.
- 2 Ex-servicemen Contributory Health Scheme.
- 3 Matters relating to Directorate General of Resettlement and Kendriya Sainik Board.
- 4 Administration of: ( i.) The Pension Regulation for the Army,1961(Part I and II) ( ii.) The pension regulations for the Air force 1961(part I and II) ( iii.) The Navy (pension) regulations, 1964; and
- 5 The Entitlement Rules to casualty Pensionary Awards to the Armed Forces Personnel, 1982.

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] Delivery of Health Care.	25.00	[1.1] Streamlining of supply of medicines at Polyclinics on pilot basis	[1.1.1] Number of Polyclinics where the new system of supply is made operative.	Nos.	4.00	30	12	11	10	09
		[1.2] Streamlining of bill payment system to hospitals	[1.2.1] Extension of online billing process to additional Regional Centres.	Nos.	9.00	18	16	14	13	11
		[1.3] Expansion of Ex-servicemen Contributory Health Scheme	[1.3.1] Operationalize new Polyclinics	Nos.	9.00	40	36	32	28	24
			[1.3.2] Delegation of powers for speedy decision making	Date	3.00	30/06/2014	31/08/2014	31/10/2014	31/12/2014	28/02/2015
[2] Resettlement and rehabilitation of Ex-Servicemen.	17.00	[2.1] Review and update training courses for ESM, finalization of training programme and no. of personnel to be trained.	[2.1.1] Finalization of training calendar for 2015-16.	Date	4.00	31/12/2014	15/01/2015	31/01/2015	14/02/2015	28/02/2015
			[2.1.2] No. of persons trained in 2014-15	Nos.	2.00	23000	22500	22000	21500	21000
			[2.1.3] % of employed up to 30.06.14 vis-à-vis those trained during 2013-14	%	2.00	10	9	8	7	6
			[2.1.4] Launching of Job portal with appropriate details	Date	2.00	30/09/2014	15/10/2014	31/10/2014	15/11/2014	30/11/2014

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		[2.2] Employment of Ex-servicemen	[2.2.1] No. of ESM employed.	Nos.	5.00	49000	48000	47000	46000	45000
			[2.2.2] Decision on instituting awards/trophy/mechanism for recognizing Best Public sector employer of ESM	Date	2.00	01/10/2014	31/10/2014	30/11/2014	31/12/2014	31/01/2015
[3] Financial assistance under welfare schemes.	15.00	[3.1] Disbursement of scholarship under Prime Minister's Scholarship Scheme.	[3.1.1] Payment to selected candidates within 30 days of approval.	%	5.00	100	90	80	70	60
		[3.2] Disbursement of financial assistance under Raksha Mantri Discretionary Fund.	[3.2.1] Release of payment to selected beneficiaries within 45 days.	%	5.00	100	90	80	70	60
		[3.3] Disbursement of Central share to States/UTs for maintenance of RSBs/ZSBs	[3.3.1] Payment release for Central contribution to States/UTs within 30 days of submission of complete documents.	%	5.00	100	90	80	70	60
[4] Strengthening of grievance redressal mechanism, including pension grievances.	10.00	[4.1] Disposal of grievances of Defence Pensioners	[4.1.1] Disposal of pension grievances within 3 months of receipt of grievance.	%	8.00	80	70	60	50	40
		[4.2] Disposal of ESM grievances through	[4.2.1] Launch of on-line grievance	Date	2.00	30/09/2014	15/10/2014	31/10/2014	15/11/2014	30/11/2014

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		online portal.	redressal mechanism							
[5] Media campaign/awareness programmes for ESM Welfare.	10.00	[5.1] To conduct media campaign for publicity of schemes for welfare of ESM and for their re-employment.	[5.1.1] Number of ESM Melas/ Programmes with Industry.	Nos	5.00	07	06	05	04	03
			[5.1.2] Number of advertisement campaigns/TV coverage	Nos	5.00	08	07	06	05	04
[6] Compilation of ESM database.	5.00	[6.1] Compilation of Data of ESM and widows.	[6.1.1] Compilation of updated data from States/UTs	Nos	5.00	24	22	20	18	16
[7] Implementation of One Rank One Pension	3.00	[7.1] Finalization of the proposal regarding implementation of One Rank One Pension	[7.1.1] Issue of orders for implementation of One Rank One Pension	Date	3.00	28/02/2015	10/03/2015	20/03/2015	25/03/2015	31/03/2015
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft RFD for 2015-2016 for Approval	On-time submission	Date	2.0	05/03/2015	06/03/2015	09/03/2015	10/03/2015	11/03/2015
		Timely submission of Results for 2013-2014	On-time submission	Date	1.0	01/05/2014	02/05/2014	03/05/2014	06/05/2014	07/05/2014
* Enhanced Transparency / Improved Service delivery of Ministry/Department	3.00	Rating from Independent Audit of implementation of Citizens' / Clients' Charter (CCC)	Degree of implementation of commitments in CCC	%	2.0	100	95	90	85	80
		Independent Audit of implementation of Grievance Redress Management (GRM) system	Degree of success in implementing GRM	%	1.0	100	95	90	85	80

\* Mandatory Objective(s)

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
* Reforming Administration	8.00	Update departmental strategy to align with revised priorities	Date	Date	2.0	01/11/2014	02/11/2014	03/11/2014	04/11/2014	05/11/2014
		Implement agreed milestones of approved Mitigating Strategies for Reduction of potential risk of corruption (MSC).	% of Implementation	%	1.0	100	90	80	70	60
		Implement agreed milestones for implementation of ISO 9001	% of Implementation	%	2.0	100	95	90	85	80
		% of Responsibility Centres with RFD in RFMS	Responsibility Centres covered	%	1.0	100	95	90	85	80
		Implement agreed milestones of approved Innovation Action Plans (IAPs).	% of Implementation	%	2.0	100	90	80	70	60
* Improve compliance with the Financial Accountability Framework	1.00	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	0.25	100	90	80	70	60
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	0.25	100	90	80	70	60
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2014.	Percentage of outstanding ATNs disposed off during the year.	%	0.25	100	90	80	70	60

\* Mandatory Objective(s)

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2014	Percentage of outstanding ATRS disposed off during the year.	%	0.25	100	90	80	70	60

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
[1] Delivery of Health Care.	[1.1] Streamlining of supply of medicines at Polyclinics on pilot basis	[1.1.1] Number of Polyclinics where the new system of supply is made operative.	Nos.	--	--	12	--	--
	[1.2] Streamlining of bill payment system to hospitals	[1.2.1] Extension of online billing process to additional Regional Centres.	Nos.	--	10	16	--	--
	[1.3] Expansion of Ex-servicemen Contributory Health Scheme	[1.3.1] Operationalize new Polyclinics	Nos.	61	60	36	--	--
		[1.3.2] Delegation of powers for speedy decision making	Date	--	--	31/08/2014	--	--
[2] Resettlement and rehabilitation of Ex-Servicemen.	[2.1] Review and update training courses for ESM, finalization of training programme and no. of personnel to be trained.	[2.1.1] Finalization of training calendar for 2015-16.	Date	21/01/2012	22/12/2013	15/01/2015	15/01/2016	15/01/2017
		[2.1.2] No. of persons trained in 2014-15	Nos.	21633	22076	22500	23000	23500
		[2.1.3] % of employed up to 30.06.14 vis-à-vis those trained during 2013-14	%	--	--	9	10	12
		[2.1.4] Launching of Job portal with appropriate details	Date	--	--	15/10/2014	--	--



### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
	[2.2] Employment of Ex-servicemen	[2.2.1] No. of ESM employed.	Nos.	46077	47009	48000	50000	52000
		[2.2.2] Decision on instituting awards/trophy/mechanism for recognizing Best Public sector employer of ESM	Date	--	--	31/10/2014	--	--
[3] Financial assistance under welfare schemes.	[3.1] Disbursement of scholarship under Prime Minister's Scholarship Scheme.	[3.1.1] Payment to selected candidates within 30 days of approval.	%	--	--	90	90	90
	[3.2] Disbursement of financial assistance under Raksha Mantri Discretionary Fund.	[3.2.1] Release of payment to selected beneficiaries within 45 days.	%	--	--	90	90	90
	[3.3] Disbursement of Central share to States/UTs for maintenance of RSBs/ZSBs	[3.3.1] Payment release for Central contribution to States/UTs within 30 days of submission of complete documents.	%	--	--	90	90	90
[4] Strengthening of grievance redressal mechanism, including pension grievances.	[4.1] Disposal of grievances of Defence Pensioners	[4.1.1] Disposal of pension grievances within 3 months of receipt of grievance.	%	--	74	70	70	70
	[4.2] Disposal of ESM grievances through online portal.	[4.2.1] Launch of on-line grievance redressal mechanism	Date	--	--	15/10/2014	--	--

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
[5] Media campaign/awareness programmes for ESM Welfare.	[5.1] To conduct media campaign for publicity of schemes for welfare of ESM and for their re-employment.	[5.1.1] Number of ESM Melas/ Programmes with Industry.	Nos	--	06	06	08	10
		[5.1.2] Number of advertisement campaigns/TV coverage	Nos	--	06	07	07	07
[6] Compilation of ESM database.	[6.1] Compilation of Data of ESM and widows.	[6.1.1] Compilation of updated data from States/UTs	Nos	--	22	22	24	24
[7] Implementation of One Rank One Pension	[7.1] Finalization of the proposal regarding implementation of One Rank One Pension	[7.1.1] Issue of orders for implementation of One Rank One Pension	Date	--	--	10/03/2015	--	--
* Efficient Functioning of the RFD System	Timely submission of Draft RFD for 2015-2016 for Approval	On-time submission	Date	--	--	06/03/2015	--	--
	Timely submission of Results for 2013-2014	On-time submission	Date	--	30/04/2014	02/05/2014	--	--
* Enhanced Transparency / Improved Service delivery of Ministry/Department	Rating from Independent Audit of implementation of Citizens' / Clients' Charter (CCC)	Degree of implementation of commitments in CCC	%	--	--	95	--	--
	Independent Audit of implementation of Grievance Redress Management (GRM) system	Degree of success in implementing GRM	%	--	--	95	--	--

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
* Reforming Administration	Update departmental strategy to align with revised priorities	Date	Date	--	--	02/11/2014	--	--
	Implement agreed milestones of approved Mitigating Strategies for Reduction of potential risk of corruption (MSC).	% of Implementation	%	--	--	90	--	--
	Implement agreed milestones for implementation of ISO 9001	% of Implementation	%	--	--	95	--	--
	% of Responsibility Centres with RFD in RFMS	Responsibility Centres covered	%	--	--	95	--	--
	Implement agreed milestones of approved Innovation Action Plans (IAPs).	% of Implementation	%	--	--	90	--	--
* Improve compliance with the Financial Accountability Framework	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	--	--	90	--	--
	Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	--	--	90	--	--

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 12/13	Actual Value for FY 13/14	Target Value for FY 14/15	Projected Value for FY 15/16	Projected Value for FY 16/17
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2014.	Percentage of outstanding ATNs disposed off during the year.	%	--	--	90	--	--
	Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2014	Percentage of outstanding ATRS disposed off during the year.	%	--	--	90	--	--

\* Mandatory Objective(s)

## Section 4: Acronym

Sl.No	Acronym	Description
1	CGDA	Controller General of Defence Accounts.
2	DGAFMS	Director General Armed Forces Medical Services.
3	DGR	Directorate General of Resettlement.
4	DRZ	Directorate of Resettlement Zones.
5	ECHS	Ex-servicemen Contributory Health Scheme.
6	ESM	Ex-servicemen.

## Section 4: Acronym

Sl.No	Acronym	Description
7	KSB	Kendriya Sainik Board.
8	PCDA	Principal Controller of Defence Accounts.
9	RSB	Rajya Sainik Board.
10	ZSB	Zila Sainik Board.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
1	[1.1.1] Number of Polyclinics where the new system of supply is made operative.	One of the major challenges being faced by the ECHS is shortage of medicines prescribed by the doctors at polyclinics.	The system for procurement and supply of medicines through DGAFMS is being rationalized by putting in place an alternative system for procurement and disbursement of medicines to ECHS beneficiaries.	The success will be measured in terms of the ability of the Department to implement the new system of outsourcing pharmacies in 30 polyclinics.	<p>This measure is expected to enhance the satisfaction level of the beneficiaries by providing complete quota of prescribed medicines on time.</p> <p>Scheme was supposed to have taken off during the year 2013-14; but could not. The Department intends to introduce the scheme in year 2014-15 in two Regional Centres (18+12 polyclinics). Hence in TCV 30 is 'Excellent', failing which 12 (Polyclinics in one Regional Centre) is 'Very Good'. This is a Pilot Project.</p> <p>This proposal is still under consideration. Operationalization is dependent on timely approval by the competent authority.</p>

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
2	[1.2.1] Extension of online billing process to additional Regional Centres.	A pilot project for on-line computerized processing of hospitals bills with the assistance of a Bill Processing Agency at 10 Regional Centers have been implemented till date. It is proposed to extend this system to 18 more Regional Centers.	The process involves :- (a) Setting up required hardware, software and Internet connectivity at the polyclinics and Regional Centers. (b) Registration and setting up of the system at empanelled hospitals. (c) Opening of cash assignment account at Regional Centers. (d) Training of ECHS and hospital staff. (e) Hand holding and monitoring till the system stabilizes	The success will be measured in terms of number of Regional Centers where the new system is implemented during the year. The target for the year is 18 Regional Centers.	Online bill payment process will reduce the time taken for payment of bills to the hospitals which in turn will result in attracting more hospitals for empanelment with ECHS. After implementation in 18 Regional Centers there will be no sanctioned Regional Centers where the new system is to be introduced.
3	[1.3.1] Operationalize new Polyclinics	The Government in year 2002 had sanctioned 227 polyclinics and 13 Regional Centers. All the polyclinics were made operational by the year 2008. Subsequently, additional 199 polyclinics and 15 Regional Centers were sanctioned in the year 2010. By the end of financial year, 2013-14, out of these 159 polyclinics and all the 15 Regional Centers have been made operational. The balance polyclinics are the ones, which	The process of operationalizing polyclinics involves recruitment of contractual staff specially doctors, identification and hiring of suitable building, procurement of medical equipments and furnishing the polyclinics.	The success will be measured in terms of number of ECHS polyclinics made operational during the year.	These polyclinics will be opened in new areas, thereby making ECHS facilities available to larger number of ECHS beneficiaries.  After operationalizing 40 polyclinics there will be no sanctioned polyclinics to be operationalised.



## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
3	[1.3.1] Operationalize new Polyclinics	are located in remote areas/ hinterland including naxal affected areas hence the degree of difficulty in making these polyclinics operational is higher compared to those made operational till date.	The process of operationalizing polyclinics involves recruitment of contractual staff specially doctors, identification and hiring of suitable building, procurement of medical equipments and furnishing the polyclinics.	The success will be measured in terms of number of ECHS polyclinics made operational during the year.	These polyclinics will be opened in new areas, thereby making ECHS facilities available to larger number of ECHS beneficiaries.  After operationalizing 40 polyclinics there will be no sanctioned polyclinics to be operationalised.
4	[1.3.2] Delegation of powers for speedy decision making	The Government proposes to delegate financial powers to ECHS in respect of manual bill processing which could facilitate speedy decision making.	The process involves delegation of powers to various functionaries in ECHS from Regional Director to MD ECHS.	The success will be measured in terms of completion by target date.	With the delegation of more powers to ECHS, satisfaction level among the beneficiaries will increase as number of scrutiny levels of manual bill will decrease and be at par with online bill processing procedure.
5	[2.1.1] Finalization of training calendar for 2015-16.	Review of existing courses and addition of new courses for conducting training of ESM during 2015-16.	The training courses are reviewed every year based on the market demand and suggestions received from different Divisions of the Defence HQs. Based on the feedback received from various stake- holders and the current market demand for trained	The success will be measured in timely finalization of training calendar.	ESM/ retiring defence personnel are reskilled for preparing them for a second career in the corporate/ private sector after retirement.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
5	[2.1.1] Finalization of training calendar for 2015-16.	Review of existing courses and addition of new courses for conducting training of ESM during 2015-16.	personnel, the training programs/courses are reviewed or updated with new institutes and courses in demand.	The success will be measured in timely finalization of training calendar.	ESM/ retiring defence personnel are reskilled for preparing them for a second career in the corporate/ private sector after retirement.
6	[2.1.2] No. of persons trained in 2014-15	DGR imparts training to retiring personnel of the Defence Services as well as the Ex-servicemen.	(a) Applications are invited from the willing service personnel who are retiring within one year and from the Ex-servicemen for the various training courses as per the approved training calendar. (b) The applications are scrutinized and the eligible retiring service personnel/Ex-servicemen are selected for the course of their choice.	The success will be measured in terms of the number of retiring service personnel and the Ex-servicemen who avail the training programme of DGR.	ESM/ retiring defence personnel are reskilled for preparing them for a second career in the corporate/ private sector after retirement.
7	[2.1.3] % of employed up to 30.06.14 vis-à-vis those trained during 2013-14	DGR imparts training to retiring personnel of the Defence Services as well as the Ex-servicemen.	Training is imparted to retiring personnel of the Defence Services as well as the Ex-servicemen for preparing them for a second career in the corporate/ private sector after retirement.	The success will be measured in terms of the percentage of retiring service personnel and the Ex-servicemen who are gainfully employed after retirement.	Retiring defence personnel are eligible for training in their last year of service. Only after their retirement they become eligible for employment. Hence the percentage of employment up to 30.06.14 vis-à-vis those trained during 2013-14 will be

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
7	[2.1.3] % of employed up to 30.06.14 vis-à-vis those trained during 2013-14	DGR imparts training to retiring personnel of the Defence Services as well as the Ex-servicemen.	Training is imparted to retiring personnel of the Defence Services as well as the Ex-servicemen for preparing them for a second career in the corporate/private sector after retirement.	The success will be measured in terms of the percentage of retiring service personnel and the Ex-servicemen who are gainfully employed after retirement.	limited.
8	[2.1.4] Launching of Job portal with appropriate details	One of the primary objectives of DGR is to provide employment to ESM as per their choice of trade and location. ESM will be able to register their names on-line with all details so that their choice can be matched with the demands of the Corporate/Public Sector.	The process involves launching of the portal.	The success will be measured in timely launching of the portal.	The ESM after their retirement generally decides to reside with their family and take up a job according to his choice and re-skilling training imparted by DGR. The portal will be an inter-face between the Corporate world and the ESM.
9	[2.2.1] No. of ESM employed.	DGR facilitates employment of ESM through various rehabilitation schemes.	ESM are employed by various State/Central Governments Departments, Banks, CPSEs, Central Government Organizations like LIC, IDBI etc.	Number of ESM who avail the various rehabilitation schemes of DGR.	ESM are given employment through various schemes of DGR like Security Agency, Mother Dairy and Safal Booths, Gopaljee Dairy and Coal Tipper Attachment Scheme, allocation of Petrol Pumps and Oil products under the Defence quota, etc.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
10	[2.2.2] Decision on instituting awards/trophy/mechanism for recognizing Best Public sector employer of ESM	DGR facilitates employment by providing trainings to ESM so that they are able to get suitable jobs in the private/public sector also. A decision is required to be taken whether to institute any awards/trophy /mechanism for recognizing the role of the public sector for providing maximum employment to ESM annually.	The process involves taking a policy decision as to whether any awards/ trophy /mechanism for recognizing the role of the public sector is to be instituted.	The success will be measured in terms of finalisation of the decision by the target date.	ESM/ retiring defence personnel are reskilled for preparing them for a second career after retirement. This will enhance/boost the efforts of the public sector in rehabilitating ESM.
11	[3.1.1] Payment to selected candidates within 30 days of approval.	Fund received from PMO is distributed among the eligible wards of ESM for pursuing professional courses. Prime Minister's Scholarship Scheme was introduced from the academic year 2006-07. This scheme was introduced to encourage higher technical and professional education for the dependent wards of Ex-servicemen/Ex- Coast Guards and their widows(below Officers rank only) and dependent wards/widows of Ex-servicemen /Ex-Coast Guard who died in harness due to causes attributable to military service/Coastguard Service, irrespective of rank. 4000 fresh	Process involves as under: (a) Applications are invited by KSB through advertisements from all eligible wards of ESM who have secured minimum 60% marks in class XII Board Examination, after getting admission in professional courses like Engineering, Medical, B.Ed. etc. (b) Such applications are verified and recommended by the RSBs/ZSBs and forwarded to Kendriya Sainik Board. (c) KSB scrutinizes and prepares a merit lists	The total number of scholarships actually availed by the eligible wards of ESM.	Eligible wards of ESM are paid fixed amount of scholarship for pursuing professional courses. The amount of scholarship offered is Rs. 2,250/- per month for Girls and Rs. 2,000/- per month for Boys. However the same is paid annually.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
11	[3.1.1] Payment to selected candidates within 30 days of approval.	scholarships are distributed annually besides renewal of existing cases. Duration of the scholarships range from 2 to 5 years based on the professional course.	based on the marks obtained and is placed before a Board constituted for this purpose. Thereafter based on the number of scholarships to be given demand is placed before PMO for release of required funds. (d) On receipt of fund from PMO the scholarship are paid through cheque/ECS.	The total number of scholarships actually availed by the eligible wards of ESM.	Eligible wards of ESM are paid fixed amount of scholarship for pursuing professional courses. The amount of scholarship offered is Rs. 2,250/- per month for Girls and Rs. 2,000/- per month for Boys. However the same is paid annually.
12	[3.2.1] Release of payment to selected beneficiaries within 45 days.	Financial assistance under the Raksha Mantri Discretionary Fund is provided out of a portion of interest earned on Armed Forces Flag Day Fund with a corpus of Rs. 225 crore is available. Based on the applications received for financial assistance fixed amount on various welfare schemes are distributed. Armed forces Flag Day Fund is distributed among the non-pensioner ESM/Dependents are given financial assistance under various schemes like daughter's marriage, funeral grant, penury	Process involved is as under: (a) Application for financial assistance for various schemes are forwarded by RSBs/ZSBs periodically to KSB. (b) These are scrutinized by KSB and categorized in different schemes. (c) The category wise list of cases is placed before the Committee constituted for this purpose for approval and further recommendation of Raksha Mantri.	The total number of beneficiaries and amount paid within the stipulated period.	The amounts of financial assistance vary from scheme to scheme.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
12	[3.2.1] Release of payment to selected beneficiaries within 45 days.	grant, educational grant, medical grant, orphan grant and house repair grant etc.	(d) After approval by Raksha Mantri, the funds are disbursed to the beneficiary.	The total number of beneficiaries and amount paid within the stipulated period.	The amounts of financial assistance vary from scheme to scheme.
13	[3.3.1] Payment release for Central contribution to States/UTs within 30 days of submission of complete documents.	Central share ranging from 60 to 75% of the total expenditure of the RSBs/ZSBs are provided by the Central Govt. Though welfare of the Ex-servicemen and their dependents is the joint responsibility of the Central and the States/UTs, majority of the problems have to be resolved only by the States/UTs. To assist the State Govts. In this regard there are 32 Rajya Sainik Boards and 371 Zila Sainik Boards in the country who are responsible for implementation of various resettlement and welfare schemes for Ex-servicemen, widows and dependents residing in their respective States/UTs. Central Govt meets 75% expenditure in respect of 11 Special category States which include 8 North Eastern States besides Himachal Pradesh, J&K and Uttarakhand in respect of RSBs/ZSBs and 60% in case of	The process involved is as under: (a) RSBs submit their demand based on audited accounts of central share of expenditure incurred by them for maintenance. (b) KSB scrutinizes the demand and recommend eligible for reimbursement of expenditure to Department of Ex-Servicemen Welfare. (c) The requests are processed in the Department and with the approval of Secy., ESW the eligible amounts are approved for reimbursement to State Governments/UTs.	The percentage of States/UTs paid within the stipulated period.	Central share is disbursed once the respective States/UTs Government release their portion of expenditure. Central share is disbursed once the respective States/UTs Government release their portion of expenditure.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
13	[3.3.1] Payment release for Central contribution to States/UTs within 30 days of submission of complete documents.	other States	The process involved is as under: (a) RSBs submit their demand based on audited accounts of central share of expenditure incurred by them for maintenance. (b) KSB scrutinizes the demand and recommend eligible for reimbursement of expenditure to Department of Ex-Servicemen Welfare. (c) The requests are processed in the Department and with the approval of Secy., ESW the eligible amounts are approved for reimbursement to State Governments/UTs.	The percentage of States/UTs paid within the stipulated period.	Central share is disbursed once the respective States/UTs Government release their portion of expenditure. Central share is disbursed once the respective States/UTs Government release their portion of expenditure.
14	[4.1.1] Disposal of pension grievances within 3 months of receipt of grievance.	Various types of grievances are received from ESM /dependents pertaining to pension. There are about 22 lakh ESM and 5 lakh widows/ Dependents spread all over the country with another 50,000-60,000 being added every year due to retirement. Grievances pertaining to Pension	The process involved is as under: (a) Grievances are received from various sources on various issues. (b) The same are forwarded to the respective authorities like	The success will be measured in terms of defined target value	Speedy redressal of pension related grievances will improve the financial condition of the ESM /dependents and their overall satisfaction level.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
14	[4.1.1] Disposal of pension grievances within 3 months of receipt of grievance.	and related issues, financial assistance, resettlement etc. are being received from ESM/dependents. For this purpose, there is a dedicated Pension Grievance Cell in the Department which monitors these grievances and takes necessary action for redressal.	CGDA, PCDA, Record Offices, Service HQ etc. for redressal. (c) On receiving inputs, suitable replies are furnished to the petitioners by the respective organizations.	The success will be measured in terms of defined target value	Speedy redressal of pension related grievances will improve the financial condition of the ESM /dependents and their overall satisfaction level.
15	[4.2.1] Launch of on-line grievance redressal mechanism	Grievances are received from ESM/ dependants on various issues including resettlement, financial assistance, medical issues and land related issues. For this purpose launching of on-line grievance redressal mechanism will ensure speedy redressal and effective monitoring.	The process involved is as under: (a) Grievances are received on-line. (b) The same are forwarded to the respective authorities like DGR, KSB, ECHS, State Governments, Record Offices, Service HQ etc. for redressal. (c) On receiving inputs, suitable replies are furnished to the petitioners by the respective organizations.	The success will be measured in terms of defined target value.	Speedy redressal of grievances will improve the satisfaction level of the ESM /dependants and their overall well being.
16	[5.1.1] Number of ESM Melas/ Programmes with Industry.	There are various welfare and resettlement schemes which are administered by DGR and KSB. However, a large section of the Ex-servicemen are not aware of the available schemes. As a	The process involved is as under: Series of Advertisements is proposed highlighting welfare schemes administered by DGR	The success will be measured in terms of number of advertisement campaigns and awareness programmes held.	Ex-servicemen are a vast repository of disciplined, skilled manpower. This reservoir needs to be tapped for nation building and there is need to sensitize the



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Sl.No	Success indicator	Description	Definition	Measurement	General Comments
16	[5.1.1] Number of ESM Melas/ Programmes with Industry.	result they are unable to reap the benefits of the same. To create awareness among the Ex-servicemen and the society in general, media campaign through advertisements and ESM Melas is planned. Also programmes with Industrial bodies will help in spreading awareness about the trained and skilled manpower in ESM.	and KSB. To elicit active support of the Industry and Corporate sector to create employment opportunities for the skilled and dedicated manpower of ESM, programmes with industrial bodies such as FICCI, ASSOCHAM etc. will be organized.	The success will be measured in terms of number of advertisement campaigns and awareness programmes held.	general public and corporate sector in particular about the skills, dedication and discipline of the ESM.
17	[5.1.2] Number of advertisement campaigns/TV coverage	Same as 5.1.1	Same as 5.1.1	Same as 5.1.1	Same as 5.1.1
18	[6.1.1] Compilation of updated data from States/UTs	Maintenance of updated data of ESM and dependants including widows. For collection of data in respect of ESM and dependants including widows etc. DGR is dependent upon Rajya Sainik Boards and Zila Sainik Boards. As the registration of the details with RSBs/ZSBs is not compulsory, up to date complete data is not available. DGR is making concerted efforts to collect and compile authentic and updated data of ESM and their dependants which will help	The process involved is as under: (a) For collection of data on ESM and dependants, DGR seeks inputs from RSBs/ZSBs on six monthly basis in the prescribed format. (b) Data is based on the registration with RSBs/ZSBs, which is voluntary. (c) The data so received from RSBs/ZSBs are	The data regarding number of ESM/ dependants/ widows domiciled in each State /UT are required for formulating schemes and policies.	Data is an integral part to formulate holistic policies and to improve extant procedure for welfare and rehabilitation programme for ESM. However as registration with RSBs/ZSBs is voluntary, the data so collected at any given point of time is not complete.

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

Sl.No	Success indicator	Description	Definition	Measurement	General Comments
18	[6.1.1] Compilation of updated data from States/UTs	formulate schemes and policies for welfare and rehabilitation for ESM.	compiled in DGR.	The data regarding number of ESM/ dependants/ widows domiciled in each State /UT are required for formulating schemes and policies.	Data is an integral part to formulate holistic policies and to improve extant procedure for welfare and rehabilitation programme for ESM. However as registration with RSBs/ZSBs is voluntary, the data so collected at any given point of time is not complete.

## Section 5 : Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.
Central Government		Ministry	M/o Finance	[7.1.1] Issue of orders for implementation of One Rank One Pension	Timely release of fund	Enhanced pension cannot be paid	Substantial	Target/ objectives will not be met
		Other	Others	[2.1.1] Finalization of training calendar for 2015-16.	Timely publication of training calendar.	Requirement as per the preference regarding trade of in-service Defence personnel and the market demand has to be projected. The response of reputed private Training Institutes for conducting the required courses is also vital.	Substantial.	Target/objectives will not be met.
				[2.2.1] No. of ESM employed.	Filling up of the posts reserved for ESM and intimating the same to DGR.	The posts reserved for ESM in various State Governments, Central Govt., Banks, PSUs, CPMFs are required to be filled up so that the ESM get proper resettlement after their retirement.	Substantial.	Target/objectives will not be met.
				[3.1.1] Payment to selected candidates within 30 days of approval.	Timely receipt of funds from PMO	Scholarship can be disbursed only on receipt of funds from PMO	100 %	Target/objectives will not be met.
			[5.1.2] Number of advertisement campaigns/TV coverage	Advertisement/Publicity /TV Coverage	Doordarshan is the central organization for telecasting programmes.	100%	Target/objectives will not be met.	

## Section 5 : Specific Performance Requirements from other Departments

Location Type	State	Organisation Type	Organisation Name	Relevant Success Indicator	What is your requirement from this organisation	Justification for this requirement	Please quantify your requirement from this Organisation	What happens if your requirement is not met.
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## Section 6: Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 12/13	FY 13/14	FY 14/15	FY 15/16	FY 16/17
1 Improved well being of Ex Servicemen/their dependents through better medical care	Military Hospitals, Civil Empanelled hospitals.	1. Number of ECHS Polyclinics per one lakh ECHS Beneficiaries.	Nos	7.88	8.58	9.50	9.77	10.00
		2.Number of Districts where ECHS Polyclinics exist.	Nos	287	339	364	434	504
		3. Average time taken for approval of Hospital Bills in the online billing system.	Days	30	40	30	20	15
2 To enhance employability of Ex-Servicemen.	Regimental Training Centres of the Armed Forces and Private/Government Colleges/Training Centres across the country.	Percentage increase in number of Ex-servicemen trained over the previous year.	%	-15.61	1.24	5.00	2.00	2.00
3 Increased employment of Ex-Servicemen in private/public sector	All State/UT Govts. and Central Govt. Ministries/Department having Public Sector Undertakings under them.	Percentage increase in number of Ex-servicemen employed over the previous year	%	20.58%	2.00	3.00	3.00	3.00
4 Percentage of ESM covered /captured in database.	ECHS, KSB and DGR	Percentage increase in number of ESM covered /captured in database over the previous year	%	12.98	1	3	5	7