

**Citizens' /Clients' Charter  
of  
Department of Ex-servicemen  
Welfare  
Ministry of Defence  
South Block, New Delhi  
[www.desw.gov.in](http://www.desw.gov.in)  
August, 2019**

**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.

## **Main Services/Transactions**

| Sl. No. | Services/Transactions                                  | Weightage % | Responsible Person (Designation)  | E-mail | Mobile/Telephone Number | Process   | Documents required                           | Fees         |          |            |
|---------|--|-------------|---|--------|-------------------------|---|--|--------------|----------|------------|
|         |  |             |   |        |                         |   |  | Cate<br>gory | Mo<br>de | Amo<br>unt |
| 1.      | Issuance of orders relating to Defence Pension Policy. | 10          | Deputy Secretary (Pen/Pol), Room No. 226 'B' Wing, Sena Bhawan, New Delhi - 110011. |        | 011-23015650            | i) After receipt of complete Proposal, approval of Competent Authority is obtained for consideration.<br><br>ii) Office of CGDA is consulted.<br><br>iii) Concurrence of MoD (Finance) and Ministry of Finance is obtained.<br><br>iv) Orders issued after approval of the Competent Authority. | Complete Proposal with Supporting Documents. | NA           | NA       | NA         |

|    |  |    |   |                        |               |  |   |    |    |    |
|----|--|----|---|------------------------|---------------|--|---|----|----|----|
| 2. | Redressal of grievances received in this Department through CPGRAMS and received manually. | 10 | Deputy Secretary (PG)   | ds - pg@desw.gov.in    | Not Available | i) Checking the website for onlinegrievances. Assessment of grievances.<br><br>ii) Acknowledgement of grievances.<br><br>iii) Forwarding the Grievances through CPGRAMS/Manually to the concerned offices.<br><br>iv) Periodical review of Status. | Documents required for supporting the grievances. | NA | NA | NA |
| 3. | Dissemination of information relating to Policy and Rules through Website.                 | 10 | Deputy Secretary (Pen/Legal) Room No. 236 'B' Wing, Sena Bhawan, New Delhi – 110011 | ds-pension@desw.gov.in | 011-23793299  | Forwarding the orders to all the concerned offices and uploading on DESW website.  | Copy of Orders/Letters.                           | NA | NA | NA |

|    |  |    |   |                           |              |  |   |    |    |    |
|----|--|----|---|---------------------------|--------------|--|---|----|----|----|
| 4. | Release of Central share of maintenance grant to RSBs/ZSBs       | 10 | OSD (Res-II) Room No. 237 'B' Wing, Sena Bhawan, New Delhi – 110011 | director-res2@desw.gov.in | 011-23015772 | i) Receipt of Proposal from the State through KSB Sectt.<br><br>ii) Scrutiny in Res-II unit/ Approval of the Competent Authority.<br><br>iii) Issue of Sanction Order. | 1) Year-wise self contained proposal by the State Govts.<br><br>2) Statement of approved BE & RE.<br><br>3) Year-wise statement of approved expenditure<br><br>4) Utilization Certificate<br><br>5) Audit Certificate<br><br>6) Items of expenditure clearly indicating, approved and not approved items. | NA | NA | NA |
| 5. | Release of Central Share for construction of Sainik Rest Houses. | 10 | OSD (Res-II) Room No. 237 'B' Wing, Sena Bhawan, New Delhi – 110011 | director-res2@desw.gov.in | 011-23015772 | i) Receipt of Proposal from the State through KSB Sectt.<br><br>ii) Scrutiny in Res-II unit/ Approval of the Competent Authority<br><br>iii) Issue of Sanction Order   | 1) Year-wise self contained proposal by the State<br><br>2) Statement of approved BE & RE<br><br>3) Year-wise statement of approved expenditure<br><br>4) Utilization Certificate<br><br>5) Audit Certificate<br><br>6) Items of expenditure clearly indicating, approved and not approved items          | NA | NA | NA |

|    |   |    |   |                           |              |  |                    |    |    |    |
|----|---|----|---|---------------------------|--------------|--|--------------------|----|----|----|
| 6. | Administrative & Financial matters of District Sainik Board in Nepal.     | 10 | OSD (Res-II)<br>Room No. 237 'B' Wing, Sena Bhawan, New Delhi – 110011                | director-res2@desw.gov.in | 011-23015772 | i) Submission of proposal by Nepal Bhartiya Gorkha Sainik Board (NBGSB), through KSB Sectt.<br><br>ii) Scrutiny in I&C unit/ approval of the Competent Authority<br><br>iii) Issue of order. | Complete proposal. | NA | NA | NA |
| 7. | Approval of proposal for empanelment of Private Hospitals under the ECHS. | 10 | Deputy Secretary (Res-I)<br>Room No. 237-A, 'B' Wing, Sena Bhawan, New Delhi – 110011 | ds-res1@desw.gov.in       | 011-23015529 | i) Receipt of Recommendations of the Board.<br>ii) Obtaining financial concurrence.<br>iii) Approval of the Competent Authority<br>iv) Issue of orders.                                      | Complete proposal. | NA | NA | NA |
| 8. | Re-imbursement of medical bills above Rs.15 lakh in ECHS.                 | 10 | Deputy Secretary (Res-I)<br>Room No. 237-A, 'B' Wing, Sena Bhawan, New Delhi – 110011 | ds-res1@desw.gov.in       | 011-23015529 | i) Meeting of the Screening Committee.<br>ii) Obtaining financial concurrence and approval of Competent Authority.<br>iii) Issue of orders.  | Complete proposal. | NA | NA | NA |

|    |   |    |  |                     |              |  |                    |    |    |    |
|----|---|----|--|---------------------|--------------|--|--------------------|----|----|----|
| 9. | Approval guidelines in respect of security agencies scheme, Coal loading & transportation scheme etc. | 10 | Deputy Secretary (Res-I) RoomNo. 237-A, 'B' Wing, Sena Bhawan, New Delhi – 110011  | ds-res1@desw.gov.in | 011-23015529 | i) Receipt of proposal/ draft.<br><br>ii) vetting and approval of draft/ proposal by the Competent Authority.<br><br>iii) Issue of orders. | Complete proposal. | NA | NA | NA |
| 10 | Approval of DGR Training Calendar.  | 10 | Deputy Secretary (Res-I) Room No. 237-A, 'B' Wing, Sena Bhawan, New Delhi – 110011 | ds-res1@desw.gov.in | 011-23015529 | i) Receipt of complete proposal/recommendations from DGR.<br>ii) Approval of Competent Authority.  | Complete proposal. | NA | NA | NA |

## **Service Standards**

| <b>Sl. No.</b> | <b>Services/Transaction</b>   | <b>Weightage %</b> | <b>Success Indicators</b>   | <b>Service Standard</b> | <b>Unit</b> | <b>Weight</b> | <b>Data Source</b>     |
|----------------|---|--------------------|---|-------------------------|-------------|---------------|------------------------|
| 1.             | Issuance of orders relating to Defence Pension Policy.  | 10                 | Issuance of orders within 60 days                                 | 75                      | Days        | 10            | Ministry Records.      |
| 2.             | Redressal of grievances by Forwarding of Grievance received in this Department through CPGRAMS and received manually. | 10                 | Disposal of grievances within three months of receipt of pension. | 100                     | Days        | 10            | Ministry Records.      |
| 3.             | Dissemination of Information relating To pension policy and Rules through Website.                                    | 10                 | Need based updation within 10 working days.                       | 15                      | Days        | 10            | Ministry Records.      |
| 4.             | Release of Central share of maintenance grant to RSBs/ZSBs.   | 10                 | Release of grants within 45 days of receipt of complete proposal. | 55                      | Days        | 10            | Ministry/KSB Records.  |
| 5.             | Release of Central share for construction of Sainik Rest Houses.  | 10                 | Release of grants within 45 days of receipt of complete proposal. | 55                      | Days        | 10            | Ministry /KSB Records. |

|    |  |    |   |    |      |    |                        |
|----|--|----|---|----|------|----|------------------------|
| 6. | Administrative & Financial Matters of District Sainik Board in Nepal.                                    | 10 | Conveying approval Within 45 days of Receipt of complete proposal.      | 55 | Days | 10 | Ministry Records.      |
| 7. | Approval of proposal For empanelment of Private Hospitals under the ECHS.                                | 10 | Issue of DGL within 45 days of receipt complete proposal.               | 55 | Days | 10 | Ministry/ECHS Records. |
| 8. | Re-imbursement of medical bills above Rs.10 lakh.  | 10 | Issue of Sanction Order Within 45 days of Receipt of complete proposal. | 55 | Days | 10 | Ministry/ECHS Records. |
| 9  | Approval of guidelines in respect of security agencies scheme, Coal Loading & Transportation Scheme etc. | 10 | Issue of approval within 45 days of receipt of complete proposal.       | 55 | Days | 10 | Ministry/DGR Records.  |
| 10 | Approval of DGR Training Calenda .   | 10 | According approval Within 45 days of Receipt of complete proposal.      | 55 | Days | 10 | Ministry /DGR Records. |

## **Redressal of Grievance**

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redress of their grievance:-

Shri Sarvjit Singh

Deputy Secretary (PG)

The grievance can also be lodged on-line on the following link:

<http://pgportal.gov.in>

## **Escalation of Grievance**

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

Joint Secretary (ESW)

99A, South Block, New Delhi

Tel: 2301 1804

E-mail: [jsesw@nic.in](mailto:jsesw@nic.in)

## **List of Stakeholders**

| Sl. No. | Stakeholders                                    |
|---------|---|
| 1.      | Ex-servicemen (ESM)                             |
| 2.      | ESM Dependents/Widows                           |
| 3.      | Armed Forces Personnel                          |
| 4.      | CGDA/PCDA                                       |
| 5.      | Service Head Quarters                           |
| 6.      | User Government of India Ministries/Departments |
| 7.      | State/UT Governments                            |

**List of Responsibility Centres/Attached/Subordinate Organizations**

| S.No. | Responsibility Centres/Attached/Subordinate Organizations | Address   | Landline number              | Email                  |
|-------|---|---|------------------------------|------------------------|
| 1.    | Central Organization, ECHS                                | Maude Lines,<br>Delhi Cantt. New<br>Delhi-110010.                 | 011-25682392                 | dymdechs-mod@nic.in    |
| 2.    | Directorate General of Resettlement                       | West Block-IV,<br>R.K. Puram. New<br>Delhi-110066.                | 011-26192350                 | dgrindia@gmail.com     |
| 3.    | Kendriya Sainik Board                                     | West Block IV,<br>R.K. Puram. Wing-<br>VII, New Delhi-<br>110066. | 011 26715250<br>011-26192362 | secretaryksb@gmail.com |

### **Indicative Expectations from Service Recipients/Stakeholders**

1. Applications/proposals are to be submitted in the formats prescribed, if any.
2. Provide a clear statement of grievances, along with details of officers already approached for redressal, with documents.
3. Relevant documents/enclosures (duly attested, where required) if any, are to be submitted along with the application.
4. Appreciate/understand that some grievances which involve intra and/or inter departmental consultations may take more time to be redressed.
5. Times lines stipulated, if any, for completion of formalities for the service delivery are to be adhered to.
6. Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance.

## **Conclusion**

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments, this Department in its first endeavour, has formulated the Citizens'/Clients' Charter for the Department. Constant feedback/suggestions from the recipients stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to-

Shri Sushil Kumar  
Deputy Secretary (Pension/Legal)  
Room No. 236, B-Wing  
Sena Bhawan  
New Delhi- 110010  
Tele No. 23793299  
Email-ds-pension@desw.gov.in

### **Abbreviations Used**

- |            |   |   |
|------------|---|---|
| 1. CGDA    | - | Controller General of Defence Accounts.         |
| 2. DGAFMS  | - | Director General Armed Forces Medical Services. |
| 3. DGR     | - | Directorate General of Resettlement.            |
| 4. D/o ESW | - | Department of Ex-servicemen Welfare             |
| 5. DGL     | - | Draft Government Letter                         |
| 6. DRZ     | - | Directorate of Resettlement Zones.              |
| 7. ECHS    | - | Ex-servicemen Contributory Health Scheme.       |
| 8. ESM     | - | Ex-servicemen.                                  |
| 9. KSB     | - | Kendriya Sainik Board.                          |
| 10. PCDA   | - | Principal Controller of Defence Accounts.       |
| 11. RSB    | - | Rajya Sainik Board.                             |
| 12. ZSB    | - | Zila Sainik Board.                              |

**Composition of the Task Force for reviewing Citizens'/Clients' Charter of D/o ESW**

1. Joint Secretary, ESW
2. OSD, Res-II
3. Deputy Secretary (Res-I)
4. Deputy Secretary (Pension/Legal)
5. Deputy Secretary (PG)
6. Deputy Secretary(Pen /Pol)