



NEWSLETTER

MAY 2025

DEPARTMENT OF EX-SERVICEMEN WELFARE
MINISTRY OF DEFENCE, GOVERNMENT OF INDIA

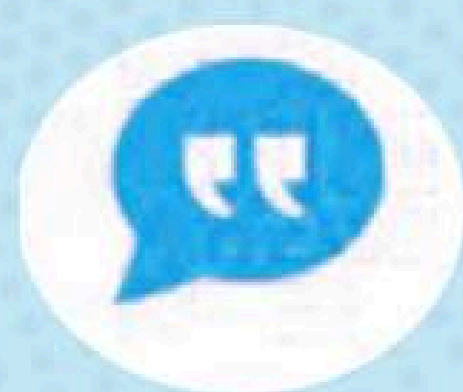


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Armed Forces Flag Day is about saluting the valour, determination and sacrifices of our courageous soldiers. Their bravery inspires us, their sacrifices humble us and their dedication keeps us safe. Let's also contribute to the Armed Forces Flag Day fund.

श्री नरेंद्र मोदी

SHRI NARENDRA MODI
PRIME MINISTER

December 7, 2024



DESW INTRODUCTION

PENSIONS

Pension Policy and Regulations of Armed Forces
Pension disbursement through CGDA
One Rank One Pension OROP Scheme

WELFARE

Welfare schemes through
Kendriya Sainik Board
Armed Forces Flag Day Fund
Armed Forces Battle Casualties Welfare Fund

TRAINING & EMPLOYMENT

Training courses and resettlement opportunities through Directorate General of Resettlement (DGR).

HEALTH CARE

Cashless and Capless Medical cover through Ex-Servicemen Contributory Health Scheme (ECHS)



TOWARDS BETTER MENTAL HEALTH MOU OF ECHS WITH SSW, BRAHMAKUMARIS



“To deal with challenges emanating from today’s constantly-evolving nature of warfare, our soldiers must excel in the skills of combat while being equally proficient in mental stability and spiritual empowerment,” said Raksha Mantri Shri Rajnath Singh while addressing an event organised at the Brahma Kumaris Headquarters in Mount Abu, Rajasthan on April 21, 2025.

Hon’ble Raksha Mantri emphasised that, now-a-days, wars are being fought on cyber, space, information & psychological fronts and there is a need for the soldiers to become mentally strong as the nation can be protected with not just weapons, but also with strong personality, enlightened consciousness and awareness. He added that prolonged stress, uncertainty and working in difficult conditions could affect the mental health, which calls for strengthening the inner self. The Brahma Kumaris’ campaign to bolster the mental health of soldiers is a commendable step in that direction, he said.

As part of the event, an MoU was signed between the ECHS and Headquarters SSW, Rajyoga Education and Research Foundation of Brahma Kumaris in the presence of Shri Rajnath Singh. The aim is to guide ECHS beneficiaries towards achieving better mental health and reducing dependency of medicines.

A GLIMPSE OF ECHS EVENTS /INITIATIVES

Signing of MoU between DESW and IIT Kanpur. A Memorandum of Understanding (MoU) has been signed between Department of Ex-Servicemen Welfare (DESW), Ministry of Defence (MoD), New Delhi and IIT Kanpur in April 2025 for creation and launch of the project of Developing a Data Analytic Research Study of Ex-Servicemen Contributory Health Scheme for a period of 03 years. The project aims to develop a software for Data and processing re-engineering for health insurance claims processing. This will be a unified modular application which will enable fraud analytics of the big data.

Delivery of Not Available (NA) Medicines through ALC to the Home of ECHS Beneficiaries. Sanction of the Govt for delivery of Not Available (NA) medicines through Authorised Local Chemist (ALC) to the home of ECHS Beneficiaries has been accorded for a period of three years. The initiative is aimed at ensuring delivery of medicines to the old and infirm thus avoiding the burden of visiting the polyclinics on frequent basis.

Modification of procedure for procurement of Drugs and consumables for Ex-Servicemen Contributory Health Scheme (ECHS).

(a) The monthly monetary ceiling limit for procurement of drugs and consumables by ECHS Polyclinics have been revised as under:-

(i) Type A & B Polyclinic. From Rs 5 lakh to Rs 10 lakh.

(ii) Type C Polyclinic. From Rs 3 lakh to Rs 6 lakh.

(iii) Type D Polyclinic. From Rs 2 lakh to Rs 4 lakh.

(b) The revision of ALC amounting to approx. Rs 300 Cr by annual basis will reduce burden of the exchequer and enhance the medicare satisfaction level of the beneficiaries.

MANPOWER AND BUDGETARY TREND IN ECHS DURING LAST 10 YEARS

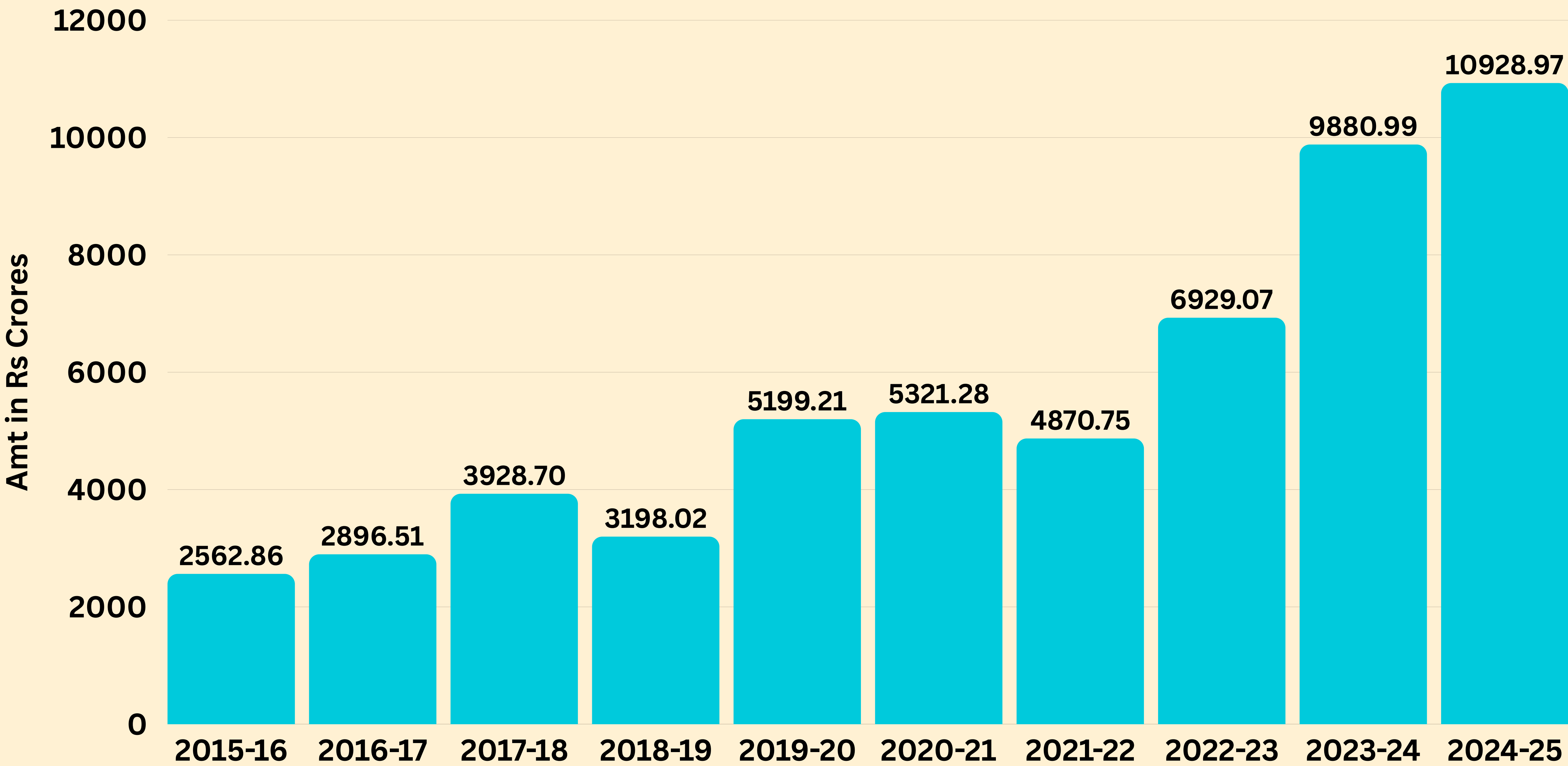
The details of contractual manpower in ECHS during the last 10 years

<u>Year</u>	<u>No of Polyclinics</u>	<u>Contractual Manpower</u>
2015-2018	426	6800
2018-2025	427	6814
01 Apr 2025 onwards	448	8087

Details of grievances received in CO ECHS during last five years

<u>Year</u>	<u>Received</u>	<u>Closed</u>	<u>Pending</u>
2021	751	751	0
2022	1091	1091	0
2023	931	931	0
2024	993	916	77
2025 (as on 30 Apr 2025)	413	262	151

Amount (in Rs Crores) Alloted during the last 10 years under ECHS



DIRECTORATE GENERAL RESETTLEMENT

Empowering ESM Through Drone Technology:DGR's Forward Looking Initiative



1. **Drone technology** is rapidly transforming sectors like agriculture, logistics, disaster response, and defense. Recognizing its potential, the Directorate General Resettlement (DGR) has integrated drone training into its resettlement programs, equipping ex-servicemen with cutting-edge skills for emerging career opportunities.

2. Ex-servicemen bring discipline, technical acumen, and operational awareness—ideal traits for drone operations. To harness this, DGR has been offering drone technology courses at leading institutions such as **IIT Ropar, IIT Guwahati, and NSTI Hyderabad**, providing hands-on experience and expert-led instruction in unmanned aerial systems (UAS).



3. DGR's drone training initiative is a strategic step that empowers veterans for the future. By aligning modern technology with military experience, it not only supports smooth resettlement but also contributes to India's growing tech ecosystem—helping ex-servicemen take flight in civilian life.

Empowering Armed Forces Veterans: Ramakrishna Mission Ashrama, Ranchi

1. Situated in the tranquil environs of Morabadi, Ranchi, Ramakrishna Mission Ashrama, Divyayan Krishi Vigyan Kendra (KVK) is a renowned rural development institute inspired by Swami Vivekananda's ideals of service and education. As a government-recognized KVK under Indian Council of Agricultural Research (ICAR), it plays a pivotal role in training farmers, youth, and ex-servicemen in sustainable livelihood practices.



2. In collaboration with the Directorate General Resettlement (DGR), the Ashrama offers 9-week Quality Framework (NSQF) Level 4 resettlement courses for armed forces personnel, focusing on:

- (a) Dairy, Poultry & Goat Farming
- (b) Mushroom Cultivation, Bio-Input Resource Management, Beekeeping & Honey Production

3. Each course blends theory with hands-on training, empowering veterans to build self-reliant, agriculture-based livelihoods. Upholding the motto "Service to man is service to God", the Ashrama continues to support national development through skill-building and holistic empowerment.

BATTLEFIELD TO BOARDROOM



The Independent Directors Course offered by the Directorate General Resettlement (DGR) is a training program designed for senior Armed Forces officers to equip them with the knowledge and skills necessary to serve as Independent Directors on the boards of companies. The course, conducted in collaboration with the Indian Institute of Corporate Affairs (IICA), aims to enhance their understanding of corporate governance, regulatory frameworks, and other relevant aspects of board membership.

A GLIMPSE OF DGR EVENTS IN APR 2025



Maj Gen SBK Singh, SM, DG(R) addressed the Veteran Officers on 30 Apr 25, where in, the nuances and complexities involved with the day long "Security-Agency" empanelment process were highlighted. Veteran Officers earn the Empanelment Certificates to manage, lead and run the Security Agencies as one of the flagship initiatives of DGR, which renders Self Employment opportunities to the Veterans, pan-nation.

DGR SECURITY AGENCY SCHEME

During the month of Apr 2025, DGR have issued **62 Empanelment Certificates** to Ex-Servicemen (Officers) to run DGR Security Agencies in various States of India and sponsored a total of **2084 Ex-Servicemen Guards** to various PSUs from whom requisitions were received on pan-India basis.



Hon'ble Agriculture Minister, UTtar Pradesh Shri Surya Pratap Shahi & Lt Col Jaideep Singh, JD Trg, DGR presided over the Valedictory Ceremony of DGR Sponsored "Entrepreneurship development in Poultry Production" at SVPUAT, Meerut on 20 Apr 2025.

Smart Handling of Court Cases by Government Officials : Key Points

By Sh R S Yadav

Under Secretary (P/L-II)/DESW

1. Centralized Legal Case Monitoring System (CLCMS)

Use or upgrade existing platforms like the Legal Information Management and Briefing System (LIMBS) or ICCMS. All cases involving central ministries/departments must be mandatorily registered and tracked through this portal.

2. Case Registration & Classification

Automatic notification of new cases received from courts. Each case tagged with:

- Ministry/Department
- Legal issue category (e.g., service matter, taxation, environment)
- Priority level (High/Medium/Low)
- Type of court (SC/HC/Tribunal)

3. Nodal Officer & Legal Cell Assignment

Each department appoints a Nodal Officer (NO) to coordinate litigation. A dedicated Legal Cell within each Ministry/Department oversees:

- Coordination with law officers (ASGs, CGSCs, advocates).
- Timely instructions and affidavit preparation.
- Monitoring compliance and court orders.

4. Engagement of Law Officers

Empaneled advocates to be selected based on subject expertise. Clear Standard Operating Procedures (SOPs) for:

- Vetting of affidavits
- Filing of counter-affidavits
- Preparation of legal arguments

5. Use of Technology & AI Tools

AI-based analytics to:

- Flag repetitive litigation
- Predict outcomes and suggest strategies
- Identify policy bottlenecks leading to litigation
- Video conferencing with law officers for strategy and review meetings.

6. Timeline-Based Workflow

Stage	Responsible	Timeline
Case Notification	Court Portal	Immediate
Case Entry & Tagging	Legal Cell	Within 1 day
Document Collection	Nodal Officer	2-3 days
Drafting of Reply	Advocate + Legal Cell	Within 7-10 days
Filing in Court	Advocate	As per deadline
Monitoring & Compliance	Nodal Officer	Continuous

7. Pre-Litigation & Review Committees

Establish Pre-litigation screening committees to assess whether to contest or settle. Periodic Review Meetings chaired by Joint Secretary/Secretary to:

- Review major pending cases
- Ensure compliance
- Prevent appeals in weak cases.

8. Capacity Building

Regular training for Nodal Officers and Legal Cells. Workshops on handling digital evidence, understanding new laws, and court processes.

9. Audit & Performance Metrics

Monthly reports on:

- Number of cases won/lost
- Timely filings
- Costs awarded or imposed
- Department-wise Litigation Performance Scorecard to enhance accountability.

10. Feedback & Continuous Improvement

Feedback from law officers and court observations to improve policy and administrative decisions. Identify trends in litigation to address systemic issues.



Disability Pension case : Key points of Hon'ble Supreme Court judgment

In an appeal filed by a former army personnel against the orders passed by the Armed Forces Tribunal, wherein, the Tribunal held that the appellant's disability was less than 20%, and consequently, no relief was granted, the division bench of Abhay S. Oka and Ujjal Bhuyan*, JJ. highlighted that, the law had crystallized to the effect that if no mention was made by the Medical Board at the time of entry into service regarding the presence of a particular disease, the presumption was that the member contracted the disease due to military service. Consequently, the burden of proving that the disease was not attributable to or aggravated by military service rested entirely on the employer. Furthermore, any disease or disability that led to invaliding out of service was to be presumed to be above 20%, and as per the Court's findings, it should have attracted the grant of a 50% disability pension.

Issue

The timing of when a disability occurs plays a crucial role in an employee's entitlement to benefits. In a recent ruling, the Supreme Court of India held that if a serviceman develops a disability during service, one that did not exist at the time of joining, they are entitled to a disability pension.

Factual Background

The appellant, Bijender Singh, joined the Indian Army in 1985 and served at the Siachen Glacier from May to September 1988. He later developed a neurological condition—generalised tonic-clonic seizures—characterised by sudden loss of consciousness and uncontrollable muscle spasms. Singh was invalided out of service in 1989 due to the condition. However, the invaliding medical board assessed his disability at less than 20 per cent, effectively disqualifying him from pension benefits.

The re-survey medical board re-evaluated Singh's condition in 1992, 1998, and 2002, and each time assessed his disability at below 20 per cent. However, it consistently noted that the condition was permanent in nature.

Singh challenged his removal from service, but his plea was rejected in 2016, and a subsequent review was dismissed in 2018. He then approached the Armed Forces Tribunal (AFT) seeking the disability element of the pension, but his application was again denied. Following this, he moved the Supreme Court against the AFT's decision.

Reasoning

The statutory framework governing the case includes the Pension Regulations, 1961 (Regs. 173 & 183), Entitlement Rules, 1982 (Rules 5, 9, 14), and Ministry of Defence Instructions dated 31-1-2001 and 20-7-2006. Under Rule 14(b), in the absence of any contrary note at the time of enrolment, any disease arising during service is presumed attributable to it unless a Medical Board records reasons to rebut this presumption—which was not done in this case. Rule 9 places the burden of proof on the employer, yet the Armed Forces Tribunal erroneously shifted it to the soldier, constituting a legal error. The 2001 instructions, particularly Para 7.2, abolish the earlier 20% threshold by broad-banding all disabilities below 50% to 50%, and when read with the 2006 SOP and the Buttar judgment, the 20% entry barrier no longer applies. Furthermore, as clarified in Sukhvinder Singh, invaliding out implies the disability exceeds 20%; it is illogical to consider a condition grave enough to terminate service yet too minor to merit pension. Lastly, under Article 14, denying benefits to those invalided prior to 1996—such as the appellant—is discriminatory post-Buttar, and the Court treats this constitutional violation as a standalone basis for relief.

The Supreme Court observed that the AFT failed to examine whether the disability existed at the time of enlistment or developed later due to military service. It noted that the tribunal merely relied on the findings of the Invaliding and re-survey medical boards without conducting a deeper inquiry into when the condition actually began.

It ordered, "Thus having regard to the discussions made above, we are of the considered view that the impugned orders of the Tribunal are wholly unsustainable in law. That being the position, impugned orders dated 22.01.2018 and 26.02.2016 are hereby set aside."

The court directed payment of disability element of disability pension at 50 per cent effective from January 1, 1996, onwards, and to pay interest on arrears at a six per cent rate. The court asked to implement the order within three months from the date of judgment.

Case Title: Bijender Singh v. Union of India Year : 2025, Court: Supreme Court Of India

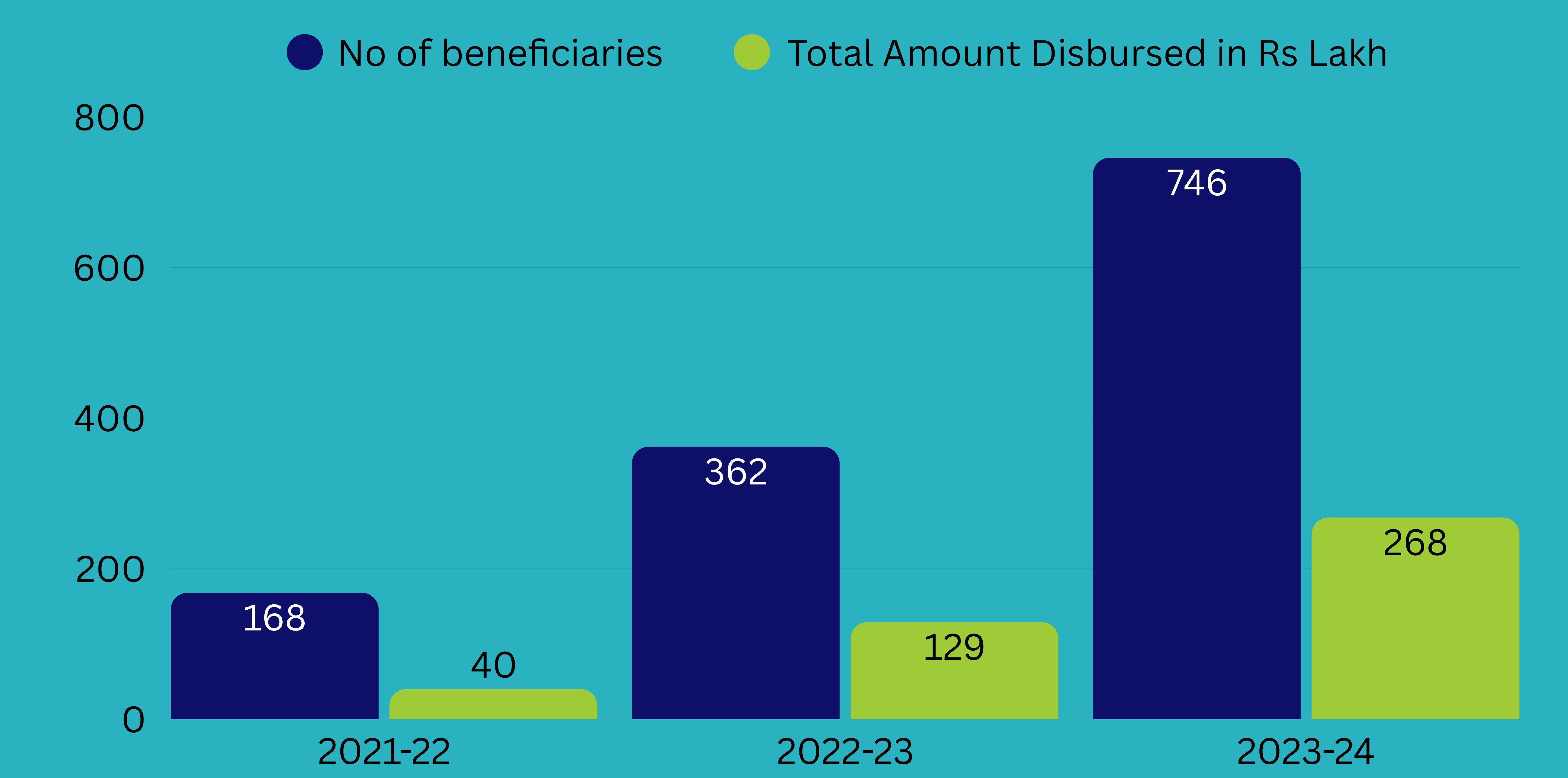
Financial assistance to 100% Disabled Child of ESM by KSB

Background

The Ex-Servicemen (ESM), like all men in society, are also prone to misfortunes. In an unfortunate event of his child born deformed or later disabled due to accident /natural causes / disease, his capacity to deal with the misery is comparatively lower than the others in the society. In such a scenario, it is the responsibility of the organization to assist ESM in looking after his/her disabled child. The scheme to provide such financial assistance to those ESM who are without any other source of income and in a state of penury, was started in 2007 with an amount of Rs. 500/- per month and has been able to provide a small measure of relief to 100% disabled children of ESM.

Present Scheme

This rate of assistance under the scheme was last revised in April 2021 and an amount of Rs 3,000/- per month is payable on monthly basis.



STRESS MANAGEMENT



Effective Stress Management in the Office

By Sh. Mohan Mahto
ASO(PG) DESW

In today's fast-paced work environment, managing stress in the office is crucial for maintaining productivity and overall well-being. Chronic workplace stress can lead to burnout, reduced efficiency, and health issues, making it essential to adopt effective stress management strategies.

One of the most effective ways to combat stress is through **time management**. **Prioritizing tasks, setting realistic deadlines, and avoiding procrastination** help prevent the anxiety that comes with last-minute rushes. Breaking large projects into manageable steps also reduces the feeling of being overwhelmed.

Communication plays a vital role in stress reduction. Openly discussing workloads, deadlines, and challenges with managers or colleagues can foster a supportive atmosphere. Clear communication helps avoid misunderstandings and ensures expectations are aligned.

Incorporating short breaks throughout the day is another key strategy. Even five-minute breaks to stretch, take a walk, or practice deep breathing can refresh the mind and improve concentration. Encouraging a culture that respects break time can significantly improve employee morale and stress levels.

Maintaining a healthy work-life balance is also essential. Employees should be encouraged to disconnect after work hours, use their vacation time, and avoid excessive overtime. A balanced lifestyle supports mental resilience and better stress management.

Lastly, **promoting wellness initiatives**—such as mindfulness programs, access to counseling, or fitness activities—can have a long-term positive impact on stress levels. Employers who invest in employee well-being often see higher engagement and lower turnover rates.

Effective stress management in the office is not just about reducing discomfort; it's about creating a healthy, sustainable work environment. When both individuals and organizations commit to proactive stress reduction, everyone benefits from a more positive, productive atmosphere.

Yoga for Stress Management in the Office

By Sh. Binod Kumar
Sr AO, D(P/P) DESW

Yoga for Stress Reduction in Government Employees

Government jobs, while offering stability and security, often come with their own unique set of stressors. The demanding nature of public service, coupled with long working hours, bureaucratic processes, and high expectations, can significantly impact the mental and physical well-being of government employees. Chronic stress can lead to burnout, decreased productivity, increased absenteeism, and a decline in overall health. In this context, yoga emerges as a powerful and accessible tool for stress management and enhancing the well-being of government employees.

Yoga, an ancient Indian practice, integrates physical postures (asanas), breathing techniques (pranayama), and meditation (dhyana) to foster harmony between the mind, body, and spirit. Its holistic approach addresses the various dimensions of stress, offering a comprehensive strategy for government employees to navigate workplace pressures effectively.

Physiological Benefits of Yoga in Stress Reduction

The physical postures in yoga help release muscular tension, a common manifestation of stress. Regular practice can alleviate back pain, neck stiffness, and headaches, which are often exacerbated by prolonged sitting and work-related stress. Specific asanas, such as Child's Pose (Balasana), Standing Forward Bend (Uttanasana), and Corpse Pose (Savasana), are particularly effective in promoting relaxation and reducing physical tension.

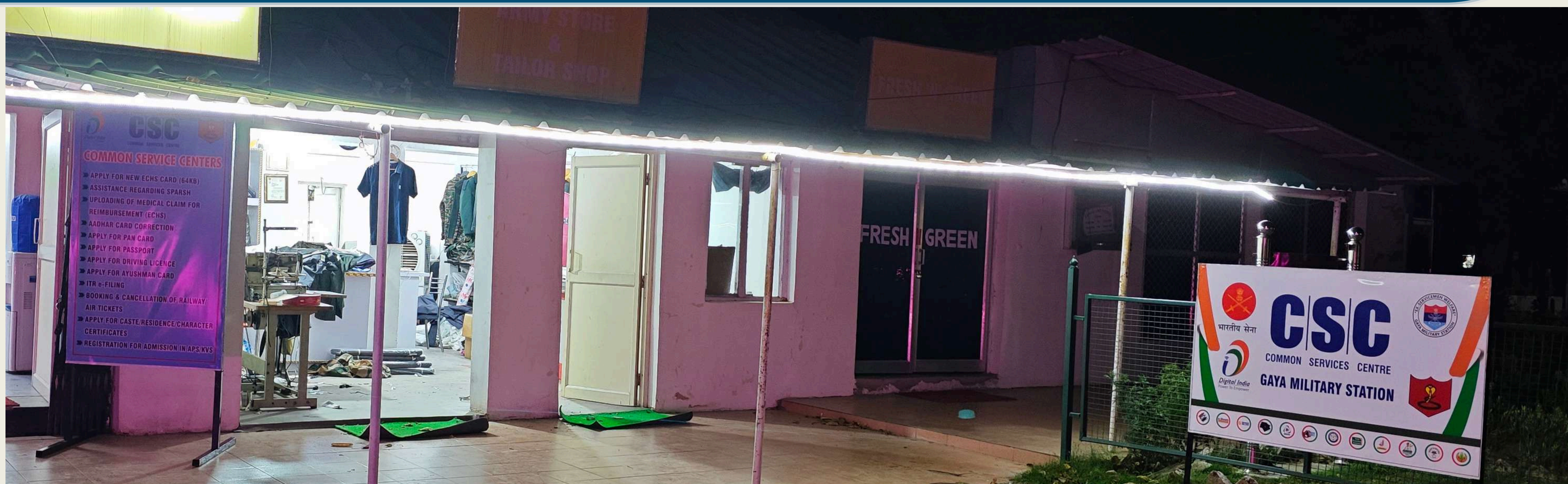
Pranayama, the yogic breathing techniques, plays a crucial role in calming the nervous system. Deep and controlled breathing activates the parasympathetic nervous system, which counteracts the body's stress response, lowering heart rate, blood pressure, and cortisol levels – the primary stress hormone. Techniques like alternate nostril breathing (Nadi Shodhana) and deep belly breathing can be easily incorporated into the workday to provide immediate relief from stress and anxiety.

Psychological Benefits of Yoga in Stress Reduction

Beyond the physical benefits, yoga significantly impacts mental well-being. The practice encourages mindfulness and present moment awareness, helping employees detach from anxious or ruminating thoughts. By focusing on the breath and bodily sensations, individuals can cultivate a sense of calm and mental clarity, reducing the tendency to dwell on stressors.

Meditation, an integral part of yoga, further enhances mental resilience. Regular meditation practice can improve focus, concentration, and emotional regulation, enabling government employees to handle challenging situations with greater composure and clarity. It fosters a sense of inner peace and reduces feelings of overwhelm, contributing to improved job satisfaction and overall well-being.

ESTABLISHMENT OF COMMON SERVICE CENTER (CSC) FOR DIGITAL EMPOWERMENT OF ESM



Background. The Common Service Center (CSC) scheme has been launched under the National e-Governance Plan of India for fostering inclusive growth and bridging the urban-rural digital divide. It also catalyses local economic development, particularly in rural and semi-urban pockets where job opportunities have traditionally been scarce. Department of Ex Servicemen Welfare (DESW) after interacting with the ESM in various districts decided to energise the setting up of CSC which offers a broad spectrum of welfare services as well as employment opportunities to the ESM directly at the individual's place of residence, thus fostering both social inclusion and digital literacy.

The Necessity of CSCs. The need stems from the stark realities of ESM, many of whom are from rural India, and their need to earn a livelihood having retired at a young age. ESM are generally constrained to settle at home where they need a vocation/job to augment their income. Limited access to essential government services & inadequate digital infrastructure further accentuates the problem. Establishment of CSCs improves the service delivery for citizens in-situ and removes the bureaucratic inefficiencies while accessing basic services like bill payments, pension applications, or job registrations. Setting up of CSCs by ESM not only enable them in generating regular source of income, but democratize access to these services, making them available at the doorstep. In a rapidly developing economy, ensuring that ESM in rural areas are not left behind has become not just a matter of welfare but one of national importance.

Infrastructure Requirements. The establishment of a fully functional CSC necessitates a relatively modest infrastructure setup and essential equipment includes :

- (a) A reliable computer system with updated configurations.
- (b) High-speed internet connectivity, preferably broadband or fiber-optic.
- (c) Printer, scanner and photocopier facilities.
- (d) Biometric devices for Aadhaar authentication.
- (e) Webcam and digital signature devices.
- (f) Adequate power backup solutions, such as inverters or generators, to ensure uninterrupted operations.
- (g) A secure and clean premises, preferably with a designated waiting area.

Training and Skill Set Requirements. The CSC operators require training to develop interpersonal skills and the ability to navigate digital platforms efficiently for real-time reporting, updating of service statuses, grievance redressal and inventory management. The specialized training programs focusing on digital literacy & basic IT skills, service delivery protocols for government & private services, customer relationship management, data security & privacy regulations and entrepreneurship development. These are conducted locally as well as online. Further, soft skills such as patience, problem-solving ability and community engagement are invaluable.

Provisioning of Resources & Training. Kendriya Sainik Board (KSB) & DG Resettlement (DGR) under the aegis of DESW is coordinating with industries (CSR) & government agencies (recycling of three to five years old IT Hardware which needs replacement) for providing the IT Hardware & Software to the ESM willing to set up CSC at their place of residence. DESW has also linked up with MEITY for free training and handholding of ESM while setting up a CSC through its network of District Coordinators. Local Military Authority & Zila Sainik Board (ZSB) are facilitating the training & setting up of the CSCs.

Time Frame for Training. Typically, CSC operators undergo training modules that span between two to four weeks, depending on the uptake of the operator and the depth of services they intend to offer. Some advanced services, such as telemedicine facilitation or banking correspondences, may require additional specialized training.

Financial Implications. The financial outlay for establishing a CSC can range from Rs 1 to 1.5 lakh approximately, depending on the quality of equipment and infrastructure. However, these may be provided to the ESM through certain schemes being worked out by the DESW. Recurring expenses including internet charges, electricity, equipment maintenance, and administrative costs which may amount to approximately Rs 10,000 per month. However, income generated through service fees, commissions, and government incentives makes the CSC remains financially sustainable within the first year of operation.

SUCCESS STORIES OF CSC FOR ESM

Gaya Military Station had established an Aadhaar Enrolment Center for welfare of the Serving as well as ESM and their families. With an aim to provide the services as well as vocational opportunity to the ESM, Gaya Military Station established a CSC on 17 Apr 2025. Basic infrastructure such as space, electricity & internet connection was already available at three locs, viz Aadhaar Enrolment Centre, ECHS Polyclinic & Station Headquarters. Hence Aadhaar Enrolment Centre being a common location was chosen. Another important aspect is that recurring cost at these locations shall be negligible as free electricity & internet could be provided. IT Hardware was provisioned from a welfare fund and operator could be trained and registered within a week. ESM are being shown its functioning and help provided for their training so that they may establish a CSC at their place of residence.



Two CSC centres have been established at the Directorate of Sainik Welfare (DSW), Guwahati and Dhubri, Assam. Additionally, 03 more CSCs are to be opened at **Dhubri, Jorhat and Lakhimpur** shortly.

Various events have been organized across the state as part of the Rashtriya Kritagyata Evam Jagrookta Abhiyaan, an initiative launched by the Hon'ble Governor of Assam in partnership with the Directorate of Sainik Welfare, Assam to create awareness and pride for the serving and Ex-Servicemen of the Armed Forces.



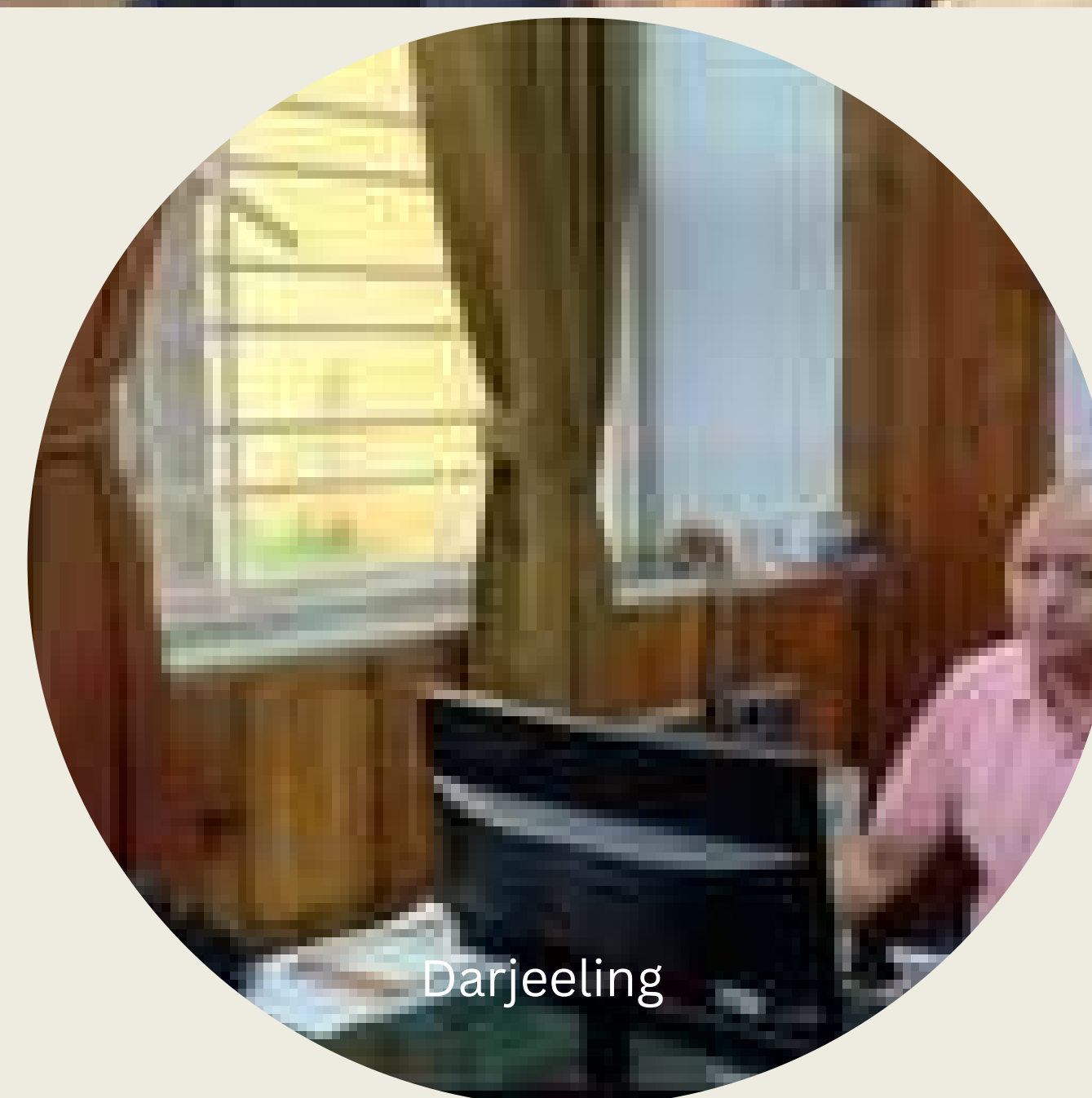
Six Common Service Centres have been opened in West Bengal (including hill districts) to facilitate the ESMs in providing job opportunities and easy access to various schemes.



Howrah



Madanpur, Dist Nadia



Darjeeling



South 24 Parganas



Balurghat, Dakshin Dinajpur



Cooch Behar

CPGRAMS FOR ESM GRIEVANCE REDRESSAL

By : Sh. Kanhaiya Lal
ASO (PG), DESW

How to Use CPGRAMS as an Ex-Serviceman in India

The **Centralized Public Grievance Redress and Monitoring System (CPGRAMS)** is a vital tool for citizens to raise grievances with the government. For ex-servicemen, CPGRAMS provides a structured platform to voice concerns related to pensions, benefits, resettlement, medical facilities, and more. Here's a step-by-step guide on how to effectively use CPGRAMS as an ex-serviceman.

What is CPGRAMS?

CPGRAMS is an online grievance redressal portal launched by the Government of India, maintained by the Department of Administrative Reforms and Public Grievances (DARPG). It allows citizens to lodge complaints to any government department or ministry. **Website:** <https://pgportal.gov.in>

Common Issues Ex-Servicemen Can Address on CPGRAMS

Ex-servicemen can use CPGRAMS to raise grievances on:

- Pension anomalies or delays
- Resettlement and rehabilitation issues
- ECHS (Ex-Servicemen Contributory Health Scheme) issues
- Welfare schemes not being implemented
- Problems with Zila Sainik Boards
- Delay in disbursal of benefits or arrears
- Housing or canteen facility problems

Tips for Effective Grievance Submission

- Be concise and specific: Clearly describe the issue, when it started, and who is responsible.
- Mention previous efforts: If you've approached other channels (e.g., Zila Sainik Board, PCDA), include details.
- Attach proper documents: Incomplete or unsupported grievances may not be processed.
- Be respectful in tone: Use formal language to increase the chances of a professional response.

What Happens After Submission?

1. Your grievance is forwarded to the concerned department.
2. You receive an acknowledgment and tracking ID.
3. The department investigates and replies, usually within 30 to 45 days.
4. You may get follow-up questions or requests for clarification.

If Unsatisfied with the Response

If you are not satisfied with the resolution, you can:

- Re-open the grievance through the CPGRAMS portal
- Escalate to higher authorities or approach the Department of Ex-Servicemen Welfare directly
- Write to the Grievance Appellate Authority under DARPG

Steps to Use CPGRAMS as an Ex-Serviceman

Step 1: Visit the Official Portal

Go to <https://pgportal.gov.in>

Step 2: Click on "Lodge Public Grievance"

Select the "Lodge Public Grievance" tab on the homepage.

Step 3: Register or Login

- If you're a first-time user: Click on "Sign Up" and create an account using your email ID or mobile number.

- If already registered: Login using your credentials.

Step 4: Fill in the Grievance Form

- Select the Ministry/Department (e.g., Ministry of Defence, Department of Ex-Servicemen Welfare)

- Mention details of your grievance clearly (mention service number, pension account, ESM ID if applicable)

- Attach relevant documents such as PPO, service certificate, ECHS card, letters, etc.

- Click on "Submit"

Step 5: Track Your Grievance

- Use the "View Status" option on the portal.

- Enter your grievance registration number to track progress.

Tips for Effective Grievance Submission

- Be concise and specific: Clearly describe the issue, when it started, and who is responsible.

- Mention previous efforts: If you've approached other channels (e.g., Zila Sainik Board, PCDA), include details.

- Attach proper documents: Incomplete or unsupported grievances may not be processed.

- Be respectful in tone: Use formal language to increase the chances of a professional response

Conclusion

CPGRAMS is a powerful mechanism for ex-servicemen to assert their rights and seek resolution for grievances. By understanding the platform and using it strategically, ex-servicemen can ensure their voices are heard and their issues addressed promptly.

The screenshot displays the CPGRAMS website interface. At the top, the header includes the Government of India logo and the Department of Administrative Reforms & Public Grievances. The main navigation bar contains links for View Status, Nodal PG Officers, Redress Process, Grievance, Nodal Authority for Appeal, and Mobile App. The central content area features a large banner with the text "Empowering People, Strengthening Democracy" and "How to use CPGRAMS?". Below this, a flowchart outlines the process: 1. Complaint Lodge: Registration from anywhere and anytime on https://pgportal.gov.in. 2. Remember your registration number to track status of your grievance: Track. 3. One time opportunity to Redressal: raise your concern with Nodal Appellate Authority. To the right of the flowchart, there is a section titled "CENTRALIZED PUBLIC GRIEVANCES REDRESS AND MONITORING SYSTEM (CPGRAMS)" with the tagline "Grievance Redressal with Citizen's Satisfaction". Below this, there are two options: "Do you have a grievance?" and "Write to us on CPGRAMS.". A QR code is provided for downloading the mobile app, with the text "MyGrievance" and "Download from:". At the bottom, a banner states "A single portal connecting all Ministries / Departments & States / UT's".

GLIMPSE OF OUTREACH PROGRAMME BY RAJYA/ZILA SAINIK BOARDS

Sainik Welfare in States / UTs have been organising various outreach programmes in cities, towns and various villages to reach out to the veterans and their families. The Rajya Sainik Boards and Zila Sainik Boards coordinate with pension disbursing agencies, SPARSH team, CGDA and various record offices to organise pension outreach programmes for the defence pensioners.



Outreach programme at Dharamshala



Interaction with ESM at Chamba

Veterans Day Outreach programme at Chaibasa

A GLIMPSE OF OUT REACH ACTIVITIES BY ZSBs







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