

## **CHAPTER – I**

### **INTRODUCTION**

A Soldier lives on a borrowed time. In ensuing Safety, Honour and Welfare of our Country, gallant soldiers, sailors and airmen lose their lives or are wounded in unknown land, air or deep sea, thousands of miles away from home, thereby leaving many broken families behind, at the same time in keeping – up the profile of our defence forces young and remain fighting fit, armed forces personnel retire at much younger age compelling them to look for a second profession in the main stream of civil life with handicap of a late starter.

The Indian Armed Forces is a highly professional and apolitical organisation with personnel drawn from all religion and regions of the country. It is officered and manned by individuals whose ethos and traditions ensure that interest of the country and unit comes before their own needs. It's forte is to accomplish the assigned task be it, defending the sovereignty of the country from external threat, fighting a proxy war or insurgency, peace keeping missions outside the country or natural disasters and calamities.<sup>1</sup> In spite of most hazardous and inhuman working environments, Indian soldier cheerfully gives his best and supreme sacrifice without a question. He draws his intrinsic strength from his firm belief that the Nation and the Society will take care of his family and the sacrifice will not go waste. Therefore, the nation as a whole owes an enormous debt of gratitude to our armed forces though, in spite of noble intentions, lack of awareness of the problems faced by widows and dependents leads to avoidable hardships and serious neglect of the widows and dependents of the

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<sup>1</sup>Sood Sushma (2001), *War Widows in India and Nepal*, Jaipur: Bafna Publications, p.3.

soldiers. It is this lacuna of lack of awareness which needs to be addressed by the nation.

Wars have been fought since time immemorial and will continue to be fought in the future too. They have both positive and negative connotations. Wars are fought for many reasons, the main one being the sovereignty and security of the nation. A war of any kind or of any dimension is a dreadful and horrific experience for mankind in general and for the participants of either side in particular. Indeed, it is unpleasant and unfortunate for those who are indirectly affected, the survivors and the families of those killed, including the wife and children, parents and other relatives. In our Indian rural structure, a war widow undergoes traumatic experiences and widowhood is practically a social death. Most of the war widows are hardly educated, less visible in the authority structure and are subject to customs, patriarchal norms and rigid cultural values.<sup>2</sup>

Approximately 50,000 to 55,000 other ranks and 1600 officer including 300 short service commissioned officers retire or are released every year at a comparatively young age. The retirement age is kept low in the Armed Forces in comparison to civil life so as to maintain the profile of the Armed Forces as young as possible. Majority of the men retire or are being released between the age group of 35-45 years when they are still agile and fit and are fully capable to continue even when it comes to the most strenuous of profession.<sup>3</sup>

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<sup>2</sup>Parmar, Dr. Leena (2003), *Kargil War Widows*, Jaipur: Rajasthan Patrika. p.7.

<sup>3</sup>Khanna A.K.(1992), *Resettlement Opportunities for Ex-Servicemen & Dependents*, New Delhi: Social Publications, p.1.

Till a few years back, the retiring Ex-Servicemen did not have much problem regarding resettlement as most of them came from large agricultural families and went back to their land holdings and did not usually look for alternative occupation. However, as time goes by, the holdings have decreased as there had been passed on from generation to generation. Today, the situation is that large numbers of Ex-Servicemen, though coming from agricultural background, are unable to go back to their families and carry on the traditional agricultural related activities so as to meet their day to day requirements, thus creating the problem of finding alternative jobs. Thus, the welfare and resettlement of these retired personnel has been accepted as the national responsibility while keeping in view the services rendered by them in protecting and safeguarding the interest of the nation and the deprivation incurred by them in their personal lives in the course of meeting the difficult and tough norms of the organization. One important factor meeting the introduction of resettlement programme in a large scale for this category of retired personnel is that they constitute a part of trained and disciplined manpower which is indeed a national asset. Hence, there is a great need to merge them in the mainstream of our national life in a manner that these personal can ceaselessly continue to contribute their acquired skills to the national advantage.<sup>4</sup>

The Directorate of Employment assists in the re-employment of retired/released officers and men covered under the definition of an 'Ex-Servicemen'. The Directorate also deals with planning and policy matters pertaining to the placement of retired officers including Short Service Commissioned Officers

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<sup>4</sup>*Ibid*, p.1

(SSCOs), (Junior Commissioned Officers) JCOs and Other Ranks (OR) of the Army and equivalent in the Navy and Air Force.

The new definition of Ex-Servicemen as recommended by the High Level Committee was issued in April 1987 and is applicable to all serving personnel retired/released on or after 01 July 1987. In this, a person who had served in any rank in the Regular Army which may be a Combatant or a Non-combatant, Air Force and Navy of the Indian Union and then released or retired after earning pension, which may be a regular pension entitled to JCOs and ORs after fifteen years and to Officers after twenty years continuous service or getting disability pension, which would be entitled to those boarded out on medical grounds but the disability being attributable to military service. Those service personnel, who were discharged by way of dismissal on account of misconduct or in-efficiency are not Ex-servicemen. In these cases, those who have completed specified period of engagement are also Ex-servicemen. For example, Short Service Commissioned Officers are Ex-servicemen after completing five years even after 1<sup>st</sup> July, 1987, although they are not getting any pension. Personnel retired / released prior to that date will, however, continue to be covered under the old definition. With effect from 01 April 1982, the responsibility of registration for employment and placing, sponsoring Ex-Servicemen below the commissioned rank against reserved vacancies in civil department of the Central Government, Public Sector Undertakings and Nationalised Banks has been handed over to Rajya/Zila Sainik Boards. For this purpose all vacancy notifications containing reserved vacancies,<sup>5</sup> forwarded to employment exchanges are

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<sup>5</sup>Government of India (1990), *Manual of Procedures (Employment)*, Directorate General Resettlement, Delhi, p.1.

simultaneously endorsed to Directorate General of Resettlement (DGR), Rajya Sainik Board and Zila Sainik Boards. As a result of the recommendations of the High Level Committee which opined that Zila Sainik Boards were still not fully staffed to cope up with the sponsoring responsibility, the employment exchanges with effect from 01 Aug 1985 were also given the sponsoring powers, both for reserved and unreserved vacancies.<sup>6</sup>

In accordance with the ideals of a welfare state, in recent years, the Government of India as well as the state government has been taking an increasing interest in the various facets of the welfare and resettlement of Ex-Servicemen. A large number of facilities, concession and privileges have been granted to these personnel in the various fields such as training, employment, self-employment and welfare. The Directorate General Resettlement (DGR) has been given the overall responsibility for resettlement and welfare of Ex-servicemen.

It is however, observed that some of the few schemes have been either unutilized or under-utilised mainly due to the lack of relevant/pertinent information with the service personnel at their time of retirement. Large number of Ex-Servicemen are uninformed or under-informed regarding the facilities and concession that are available to them and more particularly the process and procedures for getting these various benefits and the places from where these are to be obtained.<sup>7</sup>

Due to expansion of the Navy and the Air Force during World War-II, the Indian Soldiers' Board was reconstituted in April, 1944. Later in March, 1951 it was

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<sup>6</sup>*Ibid.*,

<sup>7</sup>Khanna A.K. (1992),*Resettlement Opportunities for Ex-Servicemen & Dependents*, New Delhi, p.vii.

renamed as Indian Soldiers, Sailors and Airmen's Board. This Board functions under the Ministry of Defence and Defence Minister as its Chairman. The designation of Board was changed to the Kendriya Sainik Board in 1975.

As the Welfare of the ex-servicemen and their dependents is the joint responsibility of the Centre and the State, majority of the problems will have to be resolved only by the states. To assist the State Government in this regards, there are 29 Rajya Sainik Boards (RSB) in the Country. Like Kendriya Sainik Board at the Centre, the Rajya Sainik Boards are advisory bodies in respect resettlement and welfare with regards to resigning in the States. However, the implementation of resettlement and welfare schemes is carried out through the Department of Sainik Welfare in the State and Zila Sainik Welfare Offices at the district level.

Realising the complex problems faced by armed forces personnel or retirement, the Government of Mizoram, despite its meager resources, granted substantial benefits and extended special considerations to our Ex-servicemen and their dependents for their resettlement and welfare measures. Therefore, the department of Sainik Welfare and Resettlement has been assigned the responsibility for resettlement and welfare of Ex-servicemen in Mizoram.<sup>8</sup>

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<sup>8</sup>*Ibid.*,

## **Review of Literature**

Due to the condensed and clear cut nature of the topic of research, there exists a dearth of literature specific to the same. This will be compensated by manoeuvring the research in a specific framework geared towards clearly defined research questions that will not be heavily dependent on existing literature. The theoretical framework employed can generally be categorized under the ambit of administrative theory. However, since the research will be purely qualitative in nature, it will be predominantly descriptive in nature without attracting to a perceptible theory.

Dr. Leena Parmar (2003) in her book *Kargil War Widows* has a vivid description of the various problems faced by Kargil War Widows of Rajasthan, a state with long and historical tradition of sacrifice, valour and patriotism, whose sons have always come forward to defend the nation, whenever its safety and integrity has come under threat. After the Kargil War 1999, the Central and the State Governments have launched a number of programmes to alleviate the trauma and suffering of the families of war heroes. After a detailed survey and research, the author has brought out the case studies and vital aspects pertaining to institutional support, the education, re-marriage, differences, disputes, social negotiation of crises, coping up strategies along with valuable suggestions. The book is a guide towards the holistic rehabilitation of war widows in India.

Arihant (2011) in his book *Army Welfare Education* focus on how the aspiring youths could enter into the Armed Forces and gives several guidelines. He explains the difficult criteria by which the defence personnel could get provisions and other benefits, if they keep on attaining more degrees or qualification. This

means if the defence personnel continue their studies after getting into the service, it will assist them in getting promotion. This will also help them during the time of their re-employment i.e. the post to which they will be entitled to apply for and so on. He also talks about the minimum qualifications for entering into the different categories of Armed Forces. He explains the books required to be read, the journals, the articles, newspapers, guidebooks, etc. that are aspiring to be thoroughly gone through by the aspiring candidates. He mentioned the detailed criteria that are necessary and compulsory for entering into the Armed Forces. He then talks about the welfare issues of army personnel. The benefits they received from the government while serving as well as after their retirement. He also mentions the several benefits they could claim in case of accidents, death, etc. this book provides a very detailed explanation about the defence forces.

A. K. Khanna (1992) in his book *Resettlement Opportunities for Ex-servicemen & Dependents* discuss about the problems faced by the Ex-servicemen coming from agricultural background, who often faced problems in getting alternative occupations after their retirement due to the massive decrease in their land holdings. He highlighted the national responsibility for their resettlement and welfare measures while keeping in view the services rendered by them in safeguarding the national interests and deprivations incurred by them in their personal lives in the process of complying with the tough norms of their profession. He also mentioned about these trained and disciplined manpower which is a national asset and the need to merge them in the mainstream of our national life in such a manner that these men could continue to contribute their skills and experiences to the national advantage. The book also highlighted the opportunities available to Ex-



servicemen in four parameters which are mainly employment assistance, Self-employment assistance, Training assistance and Welfare measures.

Vinita Pandey (2010) in her book *Indian Society: Issues, Policies and Welfare Schemes* attempts to highlight the conceptual background of how the various policies and welfare schemes have been implemented and also the problems in their formulation. The book talks about the important schemes and policies that were implemented and highlights the impact of this implementation. It also focus on how these schemes have been implemented, what are the needs to be achieved in order to have a positive outcome, the hindrances faced in the process of implementation, the problems that could possibly arise in the channel of implementation and so on and so forth. The book also talks about the various problems faced during the time of formulation of several programmes and policies. These problems may vary. These could arise due to geographical location, economic and social differences, political ideologies that often tend to clash each other, etc. so, it highlighted the need for careful examination as well as evaluation of the areas in which new schemes and policies are to be formulated.

S. N. Gupta (2008) in his book *Approaches to Welfare Issues* offers a comprehensive study on the different welfare issues in India. He has provided issues which are directly and indirectly related to the working of Sainik Welfare and Resettlement Department. The book talks about the extraordinary allowances and benefits given to the retired armed forces personnel as well as the ones still serving in the defence forces. It focuses on the welfare schemes that are being very helpful in assisting the defence personnel. It also explains how these different schemes were established and revised as per needs from time to time. It also highlights the brief

history of how these were formulated and also gives encouragement about the great benefits of joining the defence forces. The book also mentions the working of Sainik welfare department and how the success of these welfare policies and programmes.

Krishan Gopal (2006) in his book *Social Welfare Information Series, Special Issue* highlighted the needs for better welfare measures that could reach the larger mass. He also attempts to outline the greater needs for rehabilitation of the handicapped. The book gave importance to the welfare measures for the physically challenged and the handicapped. It stress on the needs for the rehabilitation of these differently-abled persons. The needs for providing them shelter, security, as well as assisting them in getting jobs as per their different abilities. It also mentions the great need for giving them maximum reservation in seeking government jobs as well as in the private seekers too. It discuss about the need for the government to equip them with better facilities, and that it is the collective duty of all the corporation, NGO's etc. to care for them and not neglect them, but to back them up whenever necessary

Chris Miller (2002) in his book *Producing Welfare* attempts to focus on how the authorities need to formulate plans and policies in a more careful manner. It also stress upon the tactics to tackle the contemporary welfare problems and issues. The book importantly mentions that the authorities should be well trained and even seeks the help from experts and professionals while in the journey of making plans and programmes. This could prove to be more effective in obtaining a good outcome. It also highlights the b\needs for case studies to be conducted about a particular policy, whether it is a success or a failure for further assessment. It also mentions the great need to research the existing policies and schemes so that better and more advanced ones can be formulated in the future. This will thus help in curbing the contemporary

welfare policies as new tactics and methods will be attained through re-searching and re-experimenting the existing as well as the old ones. Hence, desirable ones would be accomplished.

A. R. Gupta (2009) in his book *Welfare Reform: Effects of Corruption in Hampering Welfare Programmes in North East India* highlights the issues related to corruption in hindering the growth and progress of welfare programmes and attempts to assess the extent of change caused already and warn of the danger in the future if this evil is not checked. He also emphasized on the needs for certain reforms for a progressive society. This book highlights the drawbacks coined by corruption in the North East States. Due to this evil, many welfare schemes could not be a success from a very long time, thus resulting in lesser and lesser development. Corruption, which is the use of public office for private profit, is a deep-rooted evil that passes on from generation to generation. This has to be carefully examined and checked so that a very progressive society could be achieved, thus resulting in a progressive nation. The book also talks about the need for the masses to change their mind-set, in which they should work for the advancement of the society and always have a feeling of patriotism. Self-profit mindedness has to be removed, instead dream big for the accomplishment of better goals and target so as to attain a prosperous and progressive society.

Sushma Sood (2001) in her book *War Widows in India and Nepal* highlights the issues related to the problems faced by war widows to a wider view. The book is a research on war widows of Indian soldiers living in India and Nepal. She rightly points out that the war widows apart from suffering the pain of separation which itself is a colossal mental load, have also to stoically bear the harsh realities

snowballing from societal and economic factors. These socioeconomic factors add to their woefully overflowing basket of miseries. But in spite of this they display a rare fighting spirit, self-pride, a will to grapple with their problems while bringing up their children and holding the flag high in the absence of their husbands who laid down their lives in the national interest. These brave women take pride in the profession of arms, legacies of their husbands and notwithstanding their personal and irreparable loss are ever willing to send their children to defence forces to keep the family tradition alive.

The book *Manual of Procedures (1990)* released by the Directorate General Resettlement, Ministry of Defence highlights that even though the Central and State Governments have made adequate reservation for employment of Ex-servicemen, it is observed that a large number of these reserved vacancies remain unfilled in spite of eligible Ex-servicemen being available and the employers willing to employ Ex-servicemen. One of the main reasons for this procedure, the availability of jobs and the various facilities and concessions available not only to Ex-servicemen and disabled Ex-servicemen but to their dependents also. This book has made an effort to incorporate all the latest benefits extended by the Central Government for the rehabilitation of the Ex-servicemen, the disabled Ex-servicemen and the dependents of deceased and disabled Ex-servicemen. The book also stressed upon ensuring and making Ex-servicemen themselves aware of the opportunities available to them which generally they are not in the know of.

Sibnath Rai (2008) in his article of '*North East India: Child Safety, Welfare and Well-being*' attempts to elucidate the salient issues relating to child rights and privileges. This article also emphasized the analysis of the current legal scenario of

child protection, emphasizing the rights of different section of vulnerable children. It even gave importance about the awareness of protective measures especially to the differently-abled children and HIV infected children.

Anita Rai (2015) in her article '*A Soldier's Diary: An Inside Story*' analysed the hardships faced by the soldiers during the course of discharge of their duties. She laid great emphasis on the privileges and welfare schemes to be given abundantly to the serving as well as retired armed forces personnel. She highlighted that they deserved to be provided with more advanced and sophisticated weapons, ammunition, weapon strength as well as security for their future.

Capt Ashok Saini (2015) in his article '*Airmen and Air Veteran*' discussed the various welfare schemes and policies committed towards the welfare of Air Veterans and their family pensioners. It encompasses various changes/updates in the recent past about these schemes. It also emphasized in enhancing general awareness on the entitlements and service benefits to the retired personnel and their family members available to them.

Lt. Gen. J. R. Mukherjee (2010) in his article '*The Indomitable Rhino Warriors of North-East India*' discussed some of the important challenges and issues being faced in the context of implementation of welfare schemes sanctioned by the Central Government. He has provided an insight into the challenging scope and different scenario of the welfare measures deserved to be acquired by the North-Eastern Rhino Warriors.

Vikram Choudhary (2012) in his article '*Women and Child Development in North East India: Issues, Welfare Schemes and Challenges*' discussed some of the welfare programmes initiated for the women and child development. This article also

highlighted the issues and challenges faced in the context of implementation and execution of the various welfare schemes targeted for the vulnerable section of the society.

After thoroughly delving into the above mentioned books and articles, it is found that there are hardly any studies on the role and functions for the welfare of ex-servicemen and their dependents in the context of Mizoram. Therefore, it has been decided to take up the present study.

### **Statement of the Problem**

Due to the problems faced by the armed forces personnel on retirement, the Government of Mizoram introduced various benefits and special considerations to the ex-servicemen and their dependents for the resettlement and welfare measures. Also, the war widows are taken care of by providing and facilitating them with numerous welfare schemes. It is the vital duty and responsibility of the central as well as state Government to assist the retired armed forces personnel who sacrificed their lives as well as stood up to defend their country and serve the nation while contributing for the safety of the Country. One very important aspect of the department is enabling and encouraging the youths to join the armed forces and assist them in the procedures to get into the services (Army, Navy, Air Force).

It is also responsible for implementing fair recruitment process for the aforesaid. Also, re-employment of the retired armed forces personnel within the department from time to time. The department tries to fulfil the needs and desires of the dependents of ex-servicemen, war widows and provide better pension schemes such as OROP (One Rank One Pension), even though certain changes and

improvements are still to be achieved. There is a close need to look into the issue that whether the department serves the larger good and whether changes are needed in them. It is also important to determine whether the welfare schemes reach out to a greater extent. There is also a need to disburse and allocate the schemes to the beneficiaries within a shorter time span without any delay. New policies and programmes initiated by the central as well as the state governments should be circulated in the website or through other media for quicker execution and implementation. It has to be very supportive to the needs of the beneficiaries.

### **Scope of the study**

The study will cover the origin and history of department of Sainik Welfare and Resettlement of Mizoram, and its important role played for the promotion and welfare of the ex-servicemen and their dependents. It will also study the various central government programmes and schemes to be implemented by the department in the state of Mizoram. Over and above, it will focus on how the ex-servicemen, war widows and the dependents of the deceased soldiers derived benefits through different schemes and programmes undertaken by the Sainik Department and simultaneously highlight the constraints and challenges faced by the department for promotion of the welfare schemes for the ex-servicemen and their dependents.

## **Objectives of the Study**

The study has the following objectives:-

1. To study the organizational structure.
2. To analyse the functions and working of the department for the welfare of ex-servicemen and their dependents.
3. To study the problems and challenges faced by the department in carrying out their functions for the welfare and benefits of the ex-servicemen and their dependents.

## **Research questions**

The following research questions have been formulated for the purpose of the study-

1. Is the organizational structure of Sainik Welfare and Resettlement Department different from the structures of other Government Departments?
2. What are the functions of the Department?
3. What are the different policies, programmes, schemes and role undertaken by the Department?
4. What are the problems and challenges faced by the Department?

## **Methodology**

The study is based on primary and secondary data. The study is purely qualitative in nature. Primary data have been collected through questionnaires and unstructured interviews. Two sets of questions have been prepared for the officials in Sainik Welfare and Resettlement Department of Mizoram and the beneficiaries of



Sainik welfares and Resettlement. Unstructured interview have also been used for eliciting information from the two types of respondents. With regard to beneficiaries, 20 of them have been targeted for the study. Primary data have also been collected from statistical handbooks and official records.

The secondary data have been collected from various sources such as journals, newspapers, related literatures, Sainik annual reports, published and unpublished documents and related websites.

### **Chapterization**

The whole study is divided into five chapters.

The first chapter is an introductory chapter which starts with introducing the life of a soldier and the great sacrifice rendered by him for the country. It also discusses the challenges faced by him after retirement in seeking for a second profession to sustain himself since the retirement age is quite early. The latest definition of Ex-servicemen given by the High Level Committee has also been indicated. It also introduces the resettlement and welfare measures given to the retired armed forces personnel and how the implementation of resettlement and welfare schemes is carried out through the Department of Sainik Welfare in the State and Zila Sainik Welfare Offices at the district level. It also includes necessary proposal like review of literature, research problems, scope of the study, objectives, research questions, methodology and concluded with chapterization.

In the second chapter, an attempt is made to study the organisational structure of the Department of Sainik Welfare and Resettlement in Mizoram. This chapter discusses the historical background of the department and highlights the structure of

the directorate and the district offices dispersed over the state with pictorial chart. It also discusses the hierarchical structure and the flow of the information within the hierarchy, the role of the Head of the department and the next subordinate officer. It also highlights the uniqueness of the department as compared to other departments with regards to its functioning and recruitment of the staff.

In the third chapter an attempt has been made to study the functions and role of Sainik Welfare and Resettlement for the promotion and welfare of ESM / dependents in the state. It also deals with various welfare schemes and programmes such as financial assistance and aids, various concessions and benefits, educational concessions and different training schemes, health care schemes, etc. implemented by the department for the benefits of the aforesaid.

The fourth chapter deals with the results and discussions and provides an analysis of the response to the interview and the questionnaire both by the officials and the beneficiaries. These questions have been framed to give answers to the research questions on the functions of the organisation and different policies, schemes and programmes undertaken by the organisation which has contributed to the promotion and welfare of ESM / dependents in the state. This study is an attempt to find out the effectiveness of the organisation towards achieving their goals and the hurdles for the implementation of the same.

The fifth Chapter is the concluding Chapter which has brought out the summary and major findings of this research. It has also suggested some measures for improving the working of the Department of Sainik Welfare and Resettlement in Mizoram. An attempt has also been made to discuss the research questions followed by issues and challenges faced by the department.

To conclude this chapter has discussed the life of a soldier and the sacrifice he renders for his motherland. It also emphasized the responsibility of the nation as a whole to cater the resettlement and welfare issues of these retired personnel and their dependents. As the first chapter being an introductory chapter it includes necessary proposal like review of literature, research problems, scope of the study, objectives, research questions, methodology and concluded with chapterization.

## CHAPTER – II

### **Organizational Structure:-**

This chapter aims to understand the organizational structure of the department of SW&R. It highlights the brief historical background of the department. It also discusses the hierarchical structure and the flow of the information within the hierarchy, the role of the Head of the department and the next subordinate officer, the decision making process and the channel of supervision. Though attempts have been made to establish district offices in the whole State so as to assist the Directorate, due to financial constraints, it could be established only in Aizawl, Lunglei, Champhai and Kolasib.

### **Historical Background of Mizoram Sainik Welfare and Resettlement**

The office of District Soldiers, Sailors and Airmens Board(DSS&A) was formed on 18<sup>th</sup> February, 1947 and it had undergone the following changes:-

- (a) On 04 March 1958, it was upgraded to grade-II Board.
- (b) On 20 March 1963, this was upgraded to Grade-I Board.
- (c) It was then upgraded to State Level Board i.e. 'Rajya Sainik Board' on 01 May 1977 and simultaneously a separate District Office was established at Lunglei and was named Zila Sainik Board.
- (d) The RSB Secretary was declared as the Head of Department from 22<sup>nd</sup> July 1987.<sup>1</sup>

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<sup>1</sup>Citizen Charter of Sainik Welfare & Resettlement in Aizawl, Mizoram, Ch-II.

- (e) On 20<sup>th</sup> September 1989, the designation of the Department was changed to 'Department of Sainik Welfare and Resettlement' and the Secretary was renamed as 'Director'.
- (f) On 20<sup>th</sup> September 1989, at the District level, Zila Sainik Board was changed to 'Zila Sainik Welfare and Resettlement' and the Secretary was renamed as 'Deputy Director'.
- (g) The Deputy Director was re-designated to District Sainik Welfare and Resettlement Officer (DSW&RO) from 28<sup>th</sup> December 2010.<sup>2</sup>

At the State level the resettlement and welfare of the ex-servicemen are handled by the Department of Sainik Welfare and at the district levels, Zila Sainik Welfare officers are Incharge. The Governor or the Chief Minister is the Chairman of Rajya Sainik Board and the Deputy Commissioner is the Chairman of Zila Sainik Board (ZSB).

The Head Office (Directorate) of this department is located at Treasury Square, Near Congress Bhavan, Aizawl.<sup>3</sup> This department is one of the welfare Department which functions under the Government of Mizoram and is headed by the Director, under whom there are four District Sainik Welfare and Resettlement Officers (DSW&RO). There is one District Officer at Lunglei to look after the districts of Saiha, Lawngtlai and Lunglei. One at Aizawl to look after the districts of Mamit, Aizawl and Serchhip. Also, the Government of Mizoram has approved the establishment of two other new district offices at Kolasib and Champhai. The

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<sup>2</sup>*Ibid.*,

<sup>3</sup>[www.sainikwr.mizoram.gov.in](http://www.sainikwr.mizoram.gov.in)

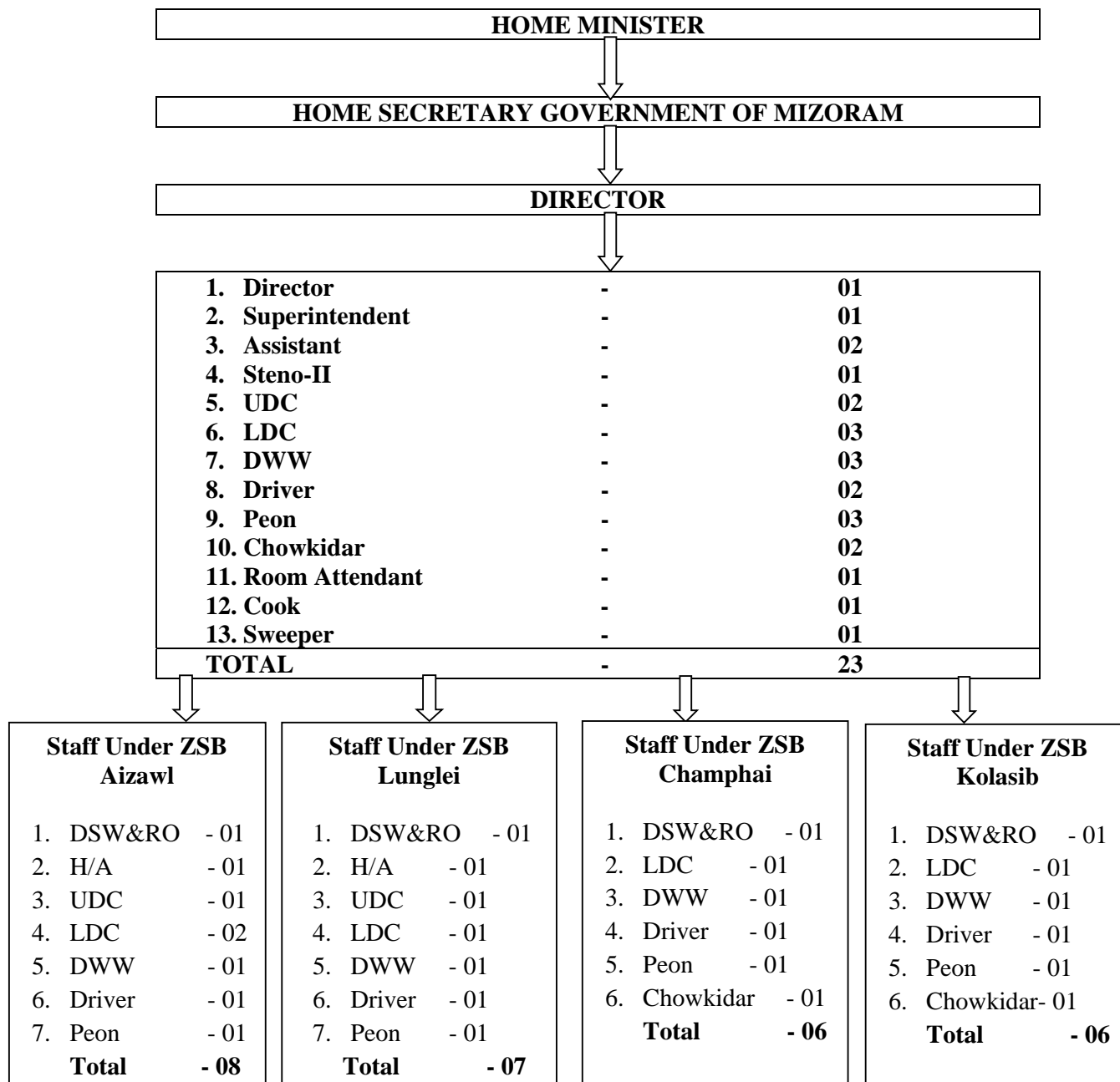
directorate liaise with the state and central government with regards to policy matters, fund raise, reimbursement, expansion of welfare schemes etc.

This Department is a minor department and the Director is the Head of the Department in the scheme of hierarchy. He is responsible to coordinate all the official works of the department. His next subordinate is the Superintendent whosupports him and is responsible to make sure that the directives of the Director is carried out effectively. Next in the hierarchy is the District Sainik Welfare & Resettlement officerswho are posted in the District Offices and they are accountable and responsible for the tasks assigned to them by the Director and also towards the districts which they supervise. There are no technical staff in the Department.<sup>4</sup>

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<sup>4</sup>*Ibid.*,

## Organisational Chart of the Department <sup>5</sup>



<sup>5</sup>Citizen Charter of Sainik Welfare & Resettlement in Aizawl, Mizoram.

The overall strength of the department all over Mizoram is sixty. Out of this, there are 6 Group A Officers. 9 Group B (Non- Gazetted), 21 number of Group C, 14 number of Group D and 10 number of Muster Roll in the whole organisation. The table 2.1 below shows the latest statistic of group-wise number of incumbency of the department of Sainik Welfare and Resettlement.

**Table 2.1**

**Group-wise number of incumbency as on 2017-2018**

No	Group	Nos
1.	Group A	6
2.	Group B (Non-Gazetted)	9
3.	Group C	21
4.	Group D	14
5.	MR Worker	10
	Total	60

**Source:** Annual Report of the Department of Sainik Welfare and Resettlement 2017-2018

**Directorate**

In the directorate there are 23 regular employees and 3 muster roll employees. Table 2.2 shows the group-wise number of incumbency of the Directorate.<sup>6</sup>

**Table 2.2**

**Staff Position of the Directorate as on 2017-2018**

No	Group	Nos
1.	Group A	2
2.	Group B (Non-Gazetted)	5
3.	Group C	8
4.	Group D	8
5.	MR Worker	3
	Total	26

**Source:** Annual Report of the Department of Sainik Welfare and Resettlement 2017-2018

<sup>6</sup>Annual Report of the Department of Sainik Welfare and Resettlement, 2017-2018.



## District Offices

For the smooth functioning and implementation of different programmes and schemes, the department of Sainik Welfare and Resettlement has set up its district offices at Aizawl, Lunglei, Champhai and Kolasib. Here, we find a decentralized form of governance. The District Sainik Welfare and Resettlement Officer (DSW&RO) is the head of the district office. He is assigned with the responsibility to look after, to supervise and to coordinate the district office as per the directions given by the Directorate.

### District Office at Aizawl

District Sainik Welfare and Resettlement Officer, Aizawl is responsible to look after the districts of Aizawl, Mamit and Serchhip. The district office of Aizawl was established on 9<sup>th</sup> October, 1986. There are 8 regular employees and 2 Muster roll employees. The office is located at Khatla, Aizawl.

Table 2.3 below depicts the staff position of Department of Sainik Welfare and Resettlement (DSW&R) District office at Aizawl.<sup>7</sup>

**Table 2.3**

#### Staff Position of DSW&R District office at Aizawl

No	Group	Nos
1.	Group A	1
2.	Group B (Non-Gazetted)	2
3.	Group C	4
4.	Group D	1
5.	MR Worker	2
	Total	10

**Source:** *Annual Report of the Department of Sainik Welfare and Resettlement 2017-2018*

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<sup>7</sup>*Ibid.*,

### **District Office at Lunglei**

District Sainik Welfare and Resettlement Officer, Lunglei is responsible to supervise and look after the districts of Lawngtlai Lunglei, Saiha and. This district office was established on 1<sup>st</sup> May, 1977. There are 7 regular employees and 4 Muster roll employees. The office is located at Venglai, Near District Court, Lunglei.

Table 2.4 given below shows the staff position of DSW&R District office at Lunglei.

**Table 2.4**

**Staff Position of DSW&R District office at Lunglei**

<b>No</b>	<b>Group</b>	<b>Nos</b>
1.	Group A	1
2.	Group B (Non-Gazetted)	2
3.	Group C	3
4.	Group D	1
5.	MR Worker	4
	Total	11

**Source:** *Annual Report of the Department of Sainik Welfare and Resettlement 2017-2018*

### **District Office at Champhai**

District Sainik Welfare and Resettlement Officer, Champhai is responsible to look after the district of Champhai. District office of Champhai was established on 14<sup>th</sup> March, 2011. There are 6 regular employees. The office is located at Venglai, Near Selluaia Traffic Point, Champhai.

Table 2.5 given below highlights the staff position of DSW&R District office at Champhai.<sup>8</sup>

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<sup>8</sup>*Ibid.*,

**Table 2.5**

**Staff Position of DSW&R District office at Champhai**

No	Group	Nos
1.	Group A	1
2.	Group B (Non-Gazetted)	Nil
3.	Group C	3
4.	Group D	2
5.	MR Worker	Nil
	Total	6

*Source: Annual Report of the Department of Sainik Welfare and Resettlement 2017-2018*

**District Office at Kolasib**

District Sainik Welfare and Resettlement Officer, Kolasib is responsible to look after the district of Kolasib and was established on 17<sup>th</sup> March, 2011. There are 6 regular employees and 1 Muster roll employee. The office is located at Project Veng, Kolasib.

Table 2.6 given below highlights the staff position of DSW&R District office at Kolasib.<sup>9</sup>

**Table 2.6**

**Staff Position of DSW&R District office at Kolasib**

No	Group	Nos
1.	Group A	1
2.	Group B (Non-Gazetted)	Nil
3.	Group C	3
4.	Group D	2
5.	MR Worker	1
	Total	7

*Source: Annual Report of the Department of Sainik Welfare and Resettlement 2017-2018*

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<sup>9</sup>*Ibid.*,

All the four district offices are allotted equal budget for one financial year, which is 185.72 lakhs for their office management. They are given the same responsibilities and functions. The main functions are as follows:

- a) To follow and oblige the directions given by the directorate.
- b) To disseminate information to the public regarding the Armed Forces in the country and to promote and maintain a feeling of cooperation between service personnel, ex-servicemen and civilian.
- c) To guide the intending candidates in approaching the appropriate recruiting agencies for the purpose of enlistment.
- d) To maintain close liaison with the Pension Disbursing authorities in the District to ensure correct and proper payment of pension and reliefs to pensioners or their dependents.
- e) To maintain welfare measures in the District such as vocational and other training facilities, Rest House for ex-servicemen, etc. under the supervision of the State Rajya Sainik Boards.
- f) Maintaining close and effective liaison for the purpose of resettlement with revenue authority, industrial organisation and Employment Exchange.
- g) Dealing with correspondence, complaints and queries.
- h) Assisting the Directorate in the implementing and maintaining procedures/office administrative systems.<sup>10</sup>

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<sup>10</sup>[www.sainikwr.mizoram.gov.in](http://www.sainikwr.mizoram.gov.in)

## **Functions of the Director**

Initially, on inception for the welfare of Ex-Servicemen, it was named as Lushai Hills District Soldiers, Sailors & Airmen Board under the District Superintendent Aizawl. The board functions under the appointed Secretary from the Ex-Servicemen. As time goes on, the designation of Secretary was re-designated as Director in the year 1989. Henceforth, the Department functions as full fledged Department under the state Government.

He is supposed to be an Ex-Service Defence Officer. Minimally at the rank of Major as per the existing Recruitment Rules. The Director is appointed as per the direction of the state Government which however is on a direct recruitment basis. He is supposed to be a cure to the tradition of the Armed forces viewing its various functionaries. He is supposed to be an example to maintain the tradition of the Armed Forces. In spite of that, he is supposed to comply with the rules & regulation of the state Government as he is supposed to liaise with the state Government authority as well as the Armed Forces fraternity. The Director is supposed to maintain the overall performance of the department while producing and planning strategic operating plans and objectives so as to accomplish the desired goals for the long term future. He is the final decision maker within the department. His role is to analyse and evaluate the efficiency of the day to day tasks within the department while ensuring that all objectives are being met. He also monitors and coordinates the overall working of the organisation for smooth running of the organisation.<sup>11</sup>

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<sup>11</sup>Interview with the Director of the Department of SW&R on 10<sup>th</sup> August, 2019.

## **Functions of the Superintendent**

The Superintendent is the next sub-ordinate officer to the Director. His main role is to carry out the directions given by the Director. He supervises the overall functioning of the office staff within the directorate. He also oversees the daily operations and the long-range planning of the department, supervise a variety of clerical and support work involving both specific routines and broadly defined policies and procedures; greets and interacts with the public and works cooperatively with the staff of the organisation.

The Department functions as per the guidelines of Ministry of Defence, Government of India. However, respective actions are based on the directives of the state government authority. Ministry of Defence, though it keeps the directions, it is the purview of the state Government to implement various directives. It is pertinent to mention that the total expenditure of the Department is borne by the Central Government at the rate of 75:25 pro rata basis. Hence, the total expenditure is not borne by the state Government. As such, this Department is distinctive as compared to the other state Government Departments.

As per the Central guidelines, staffs to be employed under this Department are supposed to be an Ex-Servicemen or eligible dependent of Ex-Servicemen. The candidates are selected on a merit basis as per their performance in the written & interview examination. However, preference is made as per the priority list prescribed by the Kendriya Sainik Board (Ministry of Defence).<sup>12</sup> Also, candidates having the capability to perform multi-tasking function (eg. one who can do the

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<sup>12</sup>Citizen Charter of Sainik Welfare & Resettlement in Aizawl, Mizoram.

clerical works along with computer skills and also capable of driving vehicles as and when necessary, etc. are given preferences.

Recruitment Rules is as per the guidelines of the Central Government. There are few posts like Defence Welfare Worker (DWW) which is not a regular post created by the State Government which is solely in existence with the department. Though the department is under the State Government, the department functions as per the norms and guidelines of the Central Government and follows / observe certain obligations which is not notified by the State Government like Vijay Diwas, Armed Forces Flag Day (AFFD), Ex-Servicemen Reunion, Jessami Day, etc., in which the department makes an observation day and closes the offices.

The staff under the department are not transferable to other departments except within its own department. Therefore, the staff posted in the department are engaged within the departments only till superannuation. At the same time, no employee can be posted from any other department as the department has its unique way of functioning and dealing.

#### **Clerical and other Ministerial Staff**

At the Directorate level, the Superintendent supervises the clerical works which is carried out by the ministerial staff and at the District level, by the Head Assistant.<sup>13</sup>

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<sup>13</sup>*Ibid.*,

### **Other Category of Staff**

This category includes Driver, Defence Welfare Worker (DWW), and other IV Grade staff and they carry out their duties according to the task assigned to them.

### **Financial Powers**

The financial rules laid down by the state Finance Department and all laid down procedures are followed by the Department. Since it is a minor department, there is no separate Accounts Officer. Under Scheduled I, the Director is delegated with financial powers. Under Scheduled III, each District Sainik Welfare & Resettlement Officer (DSW&RO) is delegated with financial powers. As mentioned earlier, the Director is the Head of the department and the DSW&RO are the Head of district offices, they have financial control in their respective establishments.

### **Decision Making Procedures**

A case requiring decision is processed by the respective dealing clerk. This is endorsed to the Superintendent with all the necessary related documents, papers, references, etc. After this, the Superintendent endorses it to the Director for final approval and decision with his comments and remarks. In a case requiring decision of the Government, the case is endorsed to the Deputy Secretary of Home Department by the Director for further necessary actions.<sup>14</sup>

The procedure at the district level is similar in which the District Officer makes the decision. If any case is required to be dealt by the higher authority, this will be endorsed to the Director for final decision or for further action and decision by the competent authority.

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<sup>14</sup>*Ibid.*,



### **Channel of Supervision**

Channels of supervision are maintained by the following established hierarchical channel, i.e. in both the Directorate and District Offices, the immediate superior supervises his next subordinate staff or officer. This same procedure is followed while writing the Performance Appraisal Report (PAR) or Annual Confidential Report (ACR). The officer writes his/her own appraisal and submits it to his/her next immediate superior, who then forwards it to the next higher authority after writing the report of the officer's performance. The Director is designated with the authority to accept the reports for the non-gazetted staff and the Home Secretary is given the authority for the gazette officers.

### **Accountability**

All the officers and staff are accountable for the work and duties they perform, and they are bound to accept and face any consequences of negligence.<sup>15</sup>

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<sup>15</sup>*Ibid.*,

### CHAPTER – III

This chapter aims to understand the functions and working of the Department of Sainik Welfare and Resettlement in Mizoram. It highlights the functions and role of the department in implementing and carrying out their day to day operations. There is also an elaborate discussion of the various welfare schemes, policies and programmes which are implemented and undertaken by the department for the promotion and benefits of the Ex-servicemen and their dependents residing in Mizoram.

#### **Functions and Working:-**

- a) To co-ordinate the work of Zila Sainik Welfare Offices in the State and administer it as per the rules and regulations which are prescribed by the Central and State Governments.
- b) To promote welfare and resettlement measures for Ex-servicemen and families of deceased or serving personnel of the Defence Forces.
- c) To disseminate information to the public regarding the importance of Armed Forces in the country and for taking steps to raise awareness and interest in these amongst the public in general.
- d) To disseminate information to the public regarding the Armed Forces in the country and to promote and maintain a feeling of cooperation between service personnel, ex-servicemen and civilian.<sup>1</sup>

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<sup>1</sup>Government of Mizoram (2011), *Facilities and Benefits to Ex-Servicemen and Dependents*, Department of Sainik Welfare & Resettlement (The Synod Press, Mission Veng), Aizawl, p. 1-3.

- e) To watch over the welfare issues of the families of both servicemen and Ex-servicemen and to help them when it comes to representation of their cases with the local authorities or the defence administration.
- f) To support intending candidates in approaching the appropriate recruiting agencies and authorities for the purpose of enlistment.
- g) To scrutinise applications for relief from various charitable funds relating to civil and military and making appropriate recommendations.
- h) To settle the financial problems like release benefits, dues, pension and other retirement benefits to Ex-servicemen.
- i) To maintain a close liaison with the Pension Disbursing agencies and authorities in the District to make sure timely, prompt and correct payment of pension and reliefs to pensioners and their dependents.
- j) To provide aid for various disputes and land settlement issues.
- k) Assisting the families of serving personnel in regard to their welfare during their absence while they are on duty.
- l) Maintaining and promoting the welfare measures in the District such as vocational and other training facilities, Rest House for ex-servicemen, etc. under the supervision and guidance of the State Rajya Sainik Boards.
- m) To mobilise guidance and assistance for medical treatments in Civil and Military hospitals.
- n) To maintain liaison with other welfare organisations in order to expand the field of additional sources of concessions and welfare.<sup>2</sup>

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<sup>2</sup>*Ibid,*

- o) Maintaining an up-to-date register of dependents, war widows and those disabled in action.
- p) Maintaining close and effective liaison for the purpose of resettlement with revenue authority, industrial organisation and Employment Exchange.
- q) To assist Ex-servicemen in establishing co-operatives for self-employment, and provide aid to dependents, war widows and war disabled for their resettlement.
- r) To assist and guide the intending candidates for entry into the Armed Forces (Army, Navy, Air Force) and simultaneously hosting high ranking officials from the Ministry as well as the Armed forces (recruiting agencies) who comes for the recruitment process and provide them vehicles with food and lodging. Also, the staff translates the medium of language as per requirement during this recruitment process.
- s) Other responsibilities are:-
  - i) Organising Flag Day and any other necessary fund raising measures within the District.
  - ii) Organising re-union and rallies of ex-servicemen.
  - iii) Assisting the three Services (Army, Navy & Air Force) whenever called upon.<sup>3</sup>

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<sup>3</sup> *Ibid.*,

Here are the elaborated schemes and programmes undertaken and provided by the department of SW&R, Mizoram for the welfare and benefits of ex-servicemen and their families.

### **EMPLOYMENT OF EX-SERVICEMEN, DISABLED AND DEPENDENTS UNDER GOVERNMENT OF MIZORAM**

- **Job Reservation:** The ex-servicemen under the Government of Mizoram reserves 10% and 20% vacancies in Class III and IV posts respectively.
- **Priority I for disabled Ex-servicemen:** Disabled ex-servicemen are accorded Priority I with the aforesaid reservations in Class III & IV Posts.
- **Priority II for family members of soldiers killed in action:** Upto two members each of the family of defence service personnel killed in action may be appointed without registration at the Employment Exchange to Class III & IV posts filled by direct recruitment. Members of the families would include his widow, sons/daughters/near relatives who agree to support the deceased family.
- **Priority III:** Other ex-servicemen within the reservation.
- **Age Relaxation:** Ex-servicemen are allowed to deduct the period of military service from his actual age and if the resultant age does not exceed the maximum age limit prescribed for the post which he seeks appointment by more than 3 years.<sup>4</sup>
- **Relaxation of Education Qualification for Class IV Appointment:** Appointing authority may at its discretion relax the minimum education

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<sup>4</sup> *Ibid.*,

qualification, if any, prescribed in respect of Class IV post in favour of ex-servicemen who are otherwise eligible for appointment to such posts.

- **Carry forward of vacancies:** Continuous account of the vacancies arising in Class III and IV posts from year to year should be kept. If the Employment Exchange furnishes a non-availability certificate in respect of a vacancy reserved for ex-servicemen, the vacancies may be filled by other candidates but before doing so, a reference may be made to the DGR, Ministry of Defence, who may nominate suitable persons. If 13 vacancies arise in post in class III in a year, one vacancy should be reserved for ex-servicemen, but the excess of 10 vacancies in that year, viz. three, would be notionally carried forward to the next year and added to the vacancies arising in the next year to work out the reservation for ex-servicemen, if 18 vacancies arise in the second year, the previous three vacancies would be added to this year, the previous three vacancies would be added to this and two vacancies will be reserved for ex-servicemen, and the remainder, i.e. one vacancy, would once again be carried notionally to the next year to be added to the vacancies arising in that year for determining the reserved vacancies.
- **Class I & II Posts:** For the purpose of employment to these posts, recruitment to which normally made by Government disabled personnel who possess the required qualification and experience and whose age does not exceed 45 years (50years in case of disabled defence personnel belonging to Scheduled Caste Tribes) will also be considered.<sup>5</sup>

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<sup>5</sup>Citizens Charter of Sainik Welfare & Resettlement in Aizawl, Mizoram.

- **Disabled Ex-Servicemen for Class I & II Posts:** Disabled defence personnel are also eligible for employment to Class I & II Posts, which are filled through competitive examination by the UPSC provided they are educationally qualified and the age does not exceed 45 years (50 years in case of disabled defence personnel belonging to Scheduled Caste and Scheduled Tribes).
- **Medical Examination before Appointment for Disabled Ex-Servicemen:** The disabled ex-servicemen would be issued a Certificate by the Demobilisation Defence Services Medical Board.No further medical fitness certificate is required for recruitment to Class I to IV posts. If the physical capacity of a person deteriorates or improves after demobilisation, the employment authority may require a fresh medical examination by the appropriate Civil Medical Board.
- **Hindi Teacher of Middle School for Ex-Servicemen:** Special Recruitment Rules for ex-servicemen framed by Education Department are as follows:  
**Essential Qualifications-** Army First Class in Hindi and Class VIII passed in general education.
- **Grant of Various Concession/Facilities to Ex-Servicemen of Assam Rifles:** All Departments are to grant various concessions/facilities to ex-servicemen of Assam Rifles which are presently being extended to ex-army personnel.<sup>6</sup>
- **Recognition of Directory of Education of Service Trade with Civil Trade:** Government of Mizoram recognized the directory of equation of Service trade

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<sup>6</sup> *Ibid.*,

with Civil trade vide Government of Mizoram, Home Department letter No. A. 12027/2/90-HMP (SB) of 10<sup>th</sup> Oct' 91.

- **Sponsoring Power:** RSB and ZSB are given Sponsoring Power for ex-servicemen candidates for appointment in Government jobs for Group 'C' and 'D' w.e.f. 1<sup>st</sup> April'82.
- **Exemption from Payment of Application/Examination Fees:** Ex-servicemen who are released from Armed Forces on completion of their normal tenure of service are exempted from payment of Application/Examination fees in respect of examination held under Government of Mizoram for filling the vacancies for Class III services and post in Mizoram on production of their Discharge Certificate.
- **Relaxation of Upper Age Limit to the Ex-servicemen Commissioned Officers:** Ex-service commissioned officers including ECO/SSCO for Appointment to Group 'A' and Group 'B' Posts filled by direct recruitment are given the following relaxation:-
  - (a) Upper age limit is relaxable by the length of Military Service increased by 3 years.
  - (b) Group 'A' and 'B' vacancies should be filled by direct recruitment on the basis of All India competitive examination held by UPSC and ex-service officers are given relaxation of 5 years in the upper age limit.<sup>7</sup>

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<sup>7</sup>*Ibid.*,



## **TRAINING**

- **Training of Ex-servicemen in ITI Aizawl:** Reservation of 1<sup>1/2</sup> seats each in ITI, Aizawl for the trades as Electrician, Wiremen, Motor Mechanics, Fitter and Welder has been made for ex-servicemen.<sup>8</sup>
- **Reservation of Seat in Knitting/Tailoring under Industries Department:** Two seats have been reserved in training Knitting/Tailoring at District Industry Centre, Aizawl per Batch for Widows and dependents of Ex-servicemen, Vide Directorate of Industries, Mizoram, No.B.16015/13/81-Dte-IND/4 of 08 June'81.
- **Computer Training:** Computer Training for children of ex-servicemen was established and training commenced from 11 Nov.2002. The training centre was named Sainik Computer Training Centre (SCTC). Upto the present batch of students the SCTC has trained 187 children of ex-servicemen free of cost as a welfare measure for ex-servicemen and families. This has enabled the wards of ex-servicemen to achieve employability.<sup>9</sup>

## **WELFARE AND FINANCIAL ASSISTANCE**

- **Ex – Gratia Grant to Dependents of Service Personnel Killed in Action/ Operations:** Government. of Mizoram enhanced ex-gratia grant to dependents of service personnel killed in action/operation as under:-
  - (a) Ex-gratia to next of kin of Rs. 3.00 lakhs soldiers killed in action.

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<sup>8</sup>Government of Mizoram (2011), Department of Sainik Welfare & Resettlement, *Facilities and Benefits to Ex-Servicemen and Dependents*, (The Synod Press, Mission Veng.), Aizawl.

<sup>9</sup>[www.sainikwr.mizoram.gov.in](http://www.sainikwr.mizoram.gov.in)

(b) Ex-gratia to soldiers disabled in action.

- i) 75% and above disability - Rs.2.00 lakhs
- ii) 50% -75% disability - Rs.1.00 lakhs
- iii) 25%-50% disability - Rs. 0.50 lakh.

- **Financial Assistance for Construction of Dwelling Houses for Families of Deceased Soldier During Battle:** Government of Mizoram has decided to subsidise cost of construction of houses for families of servicemen killed or disabled as a result of Indo-Pak War 71 and OP Pawan as follows:-

- (a) Officer - Rs. 15,400/-
- (b) JCO - Rs.12,460/-
- (c) Other Ranks - Rs.10,000/-<sup>10</sup>

- **Education Concessions:** Education Concessions are given to children of ex-servicemen killed or disabled during wars. The following facilities or financial help are being provided to them:

- a) All school fees are exempted
- b) Exemption of hostel fees for children of ex-servicemen staying in hostels.
- c) School books and stationery items are given or provided.
- d) Where uniforms are compulsory then the cost of uniforms are given or provided.

The above education concessions are given till degree course and also for those continuing till post graduate too.<sup>11</sup>

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<sup>10</sup>Government of Mizoram (2011), *Facilities and Benefits to Ex-Servicemen and Dependents*, Department of Sainik Welfare & Resettlement (The Synod Press, Mission Veng), Aizawl.

<sup>11</sup>[www.sainikwr.mizoram.gov.in](http://www.sainikwr.mizoram.gov.in)

- **Remission of House Tax or Land Revenue:** Government of Mizoram sanctioned remission of House Tax or Land Revenue to ex-servicemen and families of Armed Forces killed in action. Ex-servicemen with his family should actually reside in the house and agricultural land of one holding registered in the name of ex-servicemen.
- **Exemption from Payment of Entertainment Tax:** Non-Commissioned members of defence service in uniform and in civilian clothes on production of identity cards are exempted in all cinema halls from payment of Entertainment Tax under Sub-Section (3) of Section 8 of the Assam Amusements and Betting Tax Act 1939 which is adopted in Mizoram.
- **Sainik Rest House in Mizoram:** There are two Sainik rest Houses at Aizawl and Lunglei where ex-servicemen can stay comfortably at very cheap rates.
- **Jai Jawan Stall:** Under this Department there are five Jai Jawan Stalls, four at Aizawl and one at Lunglei. Jai Jawan Stall at New Market, Aizawl was donated by Indian Tobacco Co.Ltd. Guwahati on 28<sup>th</sup> Sept'82 two Jai Jawan Stall constructed by 71 Mountain Brigade and one Jai Jawan Stall was constructed recently at Ngaizel, Aizawl. These stalls are allotted to deserving war widows, widows and ex-servicemen.
- **National Permit for Road Transport to Ex-Servicemen:** 10% reservations of National Permit for Road Transport to ex-servicemen has been made available vide Government of India, Ministry of Shipping and Transport letter no. TCM(33)/75 of 22.3.1979.<sup>12</sup>

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<sup>12</sup>Citizen charter of Sainik Welfare & Resettlement in Aizawl, Mizoram.

- **Special Casual Leave to Ex-Servicemen:** Heads of Departments may grant special casual leave up to 15 days in a year to re-employed ex-servicemen for-

(a) Appearing before Medical Re-survey Boards for assessment of disability pension.

(b) Attending Artificial Limb Centres for replacement of artificial limb(s) or for treatment, of injuries sustained during operation.

- **Cash Awards to Recipients of Gallantry/Distinguish Service Medals:**

Sl. No.	Name of Award	Revised Rate
1.	Param Vir Chakra (PVC).....	Rs. 15,00,000/-
2.	Maha Vir Chakra (MVC).....	Rs. 10,00,000/-
3.	Vir Chakra (VrC) .....	Rs. 5,00,000/-
4.	Ashoka Chakra (AC) .....	Rs. 15,00,000/-
5.	Kirti Chakra (KC) .....	Rs. 10,00,000/-
6.	Shaurya Chakra (SC).....	Rs. 5,00,000/-
7.	Sarrottam Yudh Sewa Medal.....	Rs. 17,000/-
8.	Uttam Yudh Sewa Medal.....	Rs. 10,000/-
9.	Yudh Sewa Medal.....	Rs. 4,000/-
10.	Param Vishist Seva Medal (PVSM).....	Rs. 15,000/-
11.	Ati Vishist Seva Medal (AVSM).....	Rs. 7,000/-
12.	Vishist Seva Medal (VSM).....	Rs. 3,000/-
13.	Sena / Nao Sena / Vayu Sena Medal .....	Rs. 3,00,000/-
14.	Mention-in-Despatched (M-in-D) .....	Rs. 1,50,000/- <sup>13</sup>

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<sup>13</sup>*Ibid.*,

**- Monthly monetary allowances will only be given to the recipients of Ashoka**

**Chakra series of award at the following rates:-**

1. Ashoka Chakra - Rs. 180/-p.m.
2. Each Bar to Ashoka Chakra - Rs. 180/-p.m.
3. Kirti Chakra - Rs. 140/-p.m.
4. Each Bar to Kiri Chakra - Rs. 140/-p.m.
5. Shaurya Chakra - Rs. 100/-p.m.
6. Each Bar to Shaurya Chakra- Rs. 100/-p.m.

The terms and condition for grant of each cash reward to the recipients will be as follows:-

The recipients will be granted cash award in lump sum. Land for house site or agricultural purpose will also be allowed to the recipients of gallantry awards and distinguished service medals provided the recipients needs such land for personal use only and such land cannot be sold or transferred to any other persons.

- Cash grants and land will be restricted to the recipients who are permanently domiciled residents of the State of Mizoram.
- If the gallantry award is conferred posthumously the award will be granted to the legal heir of the awardee.
- Cash award and land will not be admissible if such grant has been given by any other State Government to the awardees for that particular award.<sup>14</sup>

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<sup>14</sup>*Ibid.*,

- The recipients who had won these decorations more than once or Bar to the decoration will be entitled to additional benefits as are applicable to each award.
- The recipients will be entitled to cash award and monetary grant on production of certificate of domicile from service headquarters or other competent authority on the basis of citation of gallantry award vide Government of India Gazette Notification.
- If the recipients are conferred lower award but subsequently conferred higher award, he will be eligible for the difference of cash award between the two awards.
- This order will take effect from the date of issue and no arrear of monthly allowances will be paid.
- The recipients of the gallantry awards prior to the date of issue of the order will be eligible for grant of cash reward.
- The expenditure is debitable to the head – “2235 – Social Security and Welfare 60-Other Security & Welfare Programme, 200-SS & A Board60/200(i) (a) Grant-in-Aid”.<sup>15</sup>
- **Financial Assistance to World War-II Veterans/widows:**

The Government of Mizoram, vide Memorandum No.38017/1/99-HM(SB)/L-II(a) dated 6<sup>th</sup> January, 2010 decided to enhance financial assistance in the form of gratuity at the rate of Rs. 1000/-p.m for Veterans and Rs. 800/- p.m for Widows w.e.f.1<sup>st</sup> July, 2009.<sup>16</sup>

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<sup>15</sup>*Ibid.*,

<sup>16</sup>Government of Mizoram (2011), Department of Sainik Welfare & Resettlement, *Facilities and Benefits to Ex-Servicemen and Dependents*, (The Synod Press, Mission Veng), Aizawl.

Eligibility Criteria are as follows:-

(a) **Veterans**

- (i) Should have been a member of the Armed Forces during the period from 3.9.1939 to 1.9.1945.
- (ii) Should be a permanent resident of Mizoram.
- (iii) Should hold a proper Discharge Book/Certificate.
- (iv) This Gratuity shall not be passed on to any person in the event of the death of the world War-II Veteran/Widows.
- (v) Shall not be required to pay arrears of financial assistance/gratuity for new applicant.
- (vi) Should apply for the pension in the prescribed form.

(b) **Widows**

Legal Widow of the eligible veteran will receive the pension/financial assistance as indicated at (i) above even if she is not over 63 years of age.

**- Incentive Cash Award of Rs.10, 000/- for those who passed CDSE/NDA/Naval academy Written Exam:**

The Government of Mizoram provides an incentive cash award of Rs.10, 000/- for those candidates who passed written examination in CDSE/NDA/Naval Academy conducted by UPSC.<sup>17</sup>

- **Special Fund for Reconstruction and Rehabilitation of Ex-servicemen:** This fund is managed by State Fund Managing Committee under the Chairmanship of the Governor of Mizoram. There is an executive sub-committee which is chaired

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<sup>17</sup>*Ibid.*,

by the Chief Secretary under the Government of Mizoram, which sanctions the stipends and necessary funds. The main aim is to assist the old veterans and also to enable subsidise loan interests for the ESM/dependents.

- **Armed Forces Flag Day Fund:** This aims to give immediate relief to all the ESM/dependents who so ever face any kind of emergency related problems. Eg.
  - (a) To assist the families of a deceased personnel.
  - (b) To assist the old veterans.
  - (c) To assist the personnel facing 50% above disability while in service.
  - (d) To assist the personnel who died during the discharge of duty.
  
- **Travelling Concessions:** (i) Rail Travel Concession-75%concession is given to war widows and they can travel in second class. They have to produce their identity card given to them by the KSB at the ticket counter. 50% concession in second class is also given to the recipients of PVC, MVC, Ashok Chakra.
  - (ii) Air Travel Concession – For domestic travel, the following has been given concessions by Indian airlines: (a) 75% concession is given to the recipients of PVC, MVC, Ashok chakra and Kirti Chakra. (b) 50% concession is given to the incapacitated officers discharged during their service. (c) 50% concession is given to the war widows after independence.<sup>18</sup>
  
- **Employment Assistance from DGR:** Officer can register their names for employment with DGR as follows: (a) Retiring on superannuation- Last year of Service. (b) Premature retirement – on issue of release order. (c) SSC Officers – 6 months in advance.

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<sup>18</sup>*Ibid.*,



Renewal: To be renewed every year and automatically cancelled on the Officer attaining the age given below: (a) Lt Col and equivalent in navy /Air Force -56 years. (b) Brig or equivalent – 56 years. (c) Maj Gen or equivalent – 58 years. (d) JCO/OR can be registered 12 months before release. This will be done at ZSB. This is to be renewed once in 3 years.

- **Allotment of Petrol Pump, Gas and Kerosene Agencies:** The Petrol and Natural Gas Ministry has reserved 8% regarding oil and natural gas for the defence sector. The following are given priorities: (i)Wives of deceased personnel who received gallantry awards. (ii) Those personnel who faced injuries during wars with 50% disability. (iii) War widows and the dependents (families) of the deceased personnel. (iv) Wives of those personnel who died during their service.
- **Self-Employment Schemes for Ex-servicemen(SEMFEX):** Since it is not possible for the Ex-servicemen and their wives to get jobs in the public sector, the Director General Resettlement (DGR), Ministry of Defence has enabled for them to avail loans easily by collaborating with SIDBI, NABARD and KVI. This scheme aims to provide loans to Ex-servicemen and war widows in agriculture allied activities. <sup>19</sup>

Agriculture – (a) Farm Sector: There is no limit. (b) Maximum 10 lakhs.

Margin money (with low interest) - Loans with low rates of interest are given for various projects. If the applicant doesn't have a land for the proposed project,

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<sup>19</sup>*Ibid.*,

then 10% of the total loan has to be borne by him. But, this can differ depending upon the project.

Soft Loans Assistance – This is also given at low interest rates for the establishment of various projects. The rates of interest are: (a) Till Rs.25,000/-, 12%. (b) Rs. 25, 000/- to Rs. 2 lakhs, 13.5 %. (c) Above 2 lakhs, it has to be negotiated with the bank.

The different activities covered under SEMFEX are purchase of tractor and trailer, dug well with or without pumpset, bullocks and cart, lime/citrus plantation, grape cultivation, orange plantation, betel vine plantation, pine-apple cultivation, mushroom, dairy development, poultry, sheep breeding, goat rearing, piggery, duckery, pond fish culture, village industries/small scale industries in rural areas, cane bamboo, basket making, carpets, woollen carpets, stonework-stone carving, marble work, paper machine, carpentry, saw mills, furniture, honey and honey products, broom making, footwear making, printing, book binding, lithography, stone crushing, quarrying, cement works, blocks, wax candle, wood polish, metal polish, steel trunks, ball point pens, cane gur, noodles, bakeries, knitting and tailoring, sericulture, handloom/power looms, earthen pots for social forestry plants and pumpset.<sup>20</sup>

They can also avail loans from Khadi and Village Industry (KVI) at 17% interest rate in order to start up business, small scale industry, etc. The schemes included under KVI are bamboo and cane work, photo framing, manufacturing of jaggery, bee keeping, candle, camphor and scaling wax making, carpentry,

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<sup>20</sup>*Ibid.*,

blacksmithy, umbrella assembly, tin smithy, wire net making, iron grills making, tailoring and preparation of readymade garments, laundry, barber, serving of electrical wiring, repairs of diesel engines, pump sets, tyre vulcanizing unit, battery charging, noodles making, cattle feed, poultry feed making.

### **PENSION FACILITIES GRANTED TO EX-SERVICEMEN**

Maximum of the Armed Forces personnel retire between 35-47 years of age. Since the pension age is very early as compared to the civil pension, therefore they receive a better pension than the civil pensioners.

(a) Commutation: They are entitled to get a high pension commutation.

Under the rank of Officer – 50%.

Civil Rate – normally 40%.

(b) Disability Pension: Any personnel facing injury (20% and above disability) during duty and boarded out is eligible to receive disability pension apart from normal pension.

(c) War Injury Pension: Any personnel facing injury during war or Military Operation (War-like-Operation) is eligible to receive war injury pension. If the disability is 100%, then the pension will be same as the pay during the service.

(d) Lifetime pension for physically challenged dependents of Ex-servicemen: The physically challenged dependents (male or female) of Ex-servicemen can receive a lifetime pension if they are unable to sustain themselves economically.<sup>21</sup>

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<sup>21</sup> *Ibid.*,

## EDUCATION

### - Admission into Professional Colleges-

(a) Medical: There are 30 seats reserved in MBBS and 1-3 seats in KSB for children of ex-servicemen and deceased / disabled personnel. Eligibility criteria are as follows:-

i) Deceased during action in any wars.

ii) Disabled in action.

iii) Deceased during service.

iv) Personnel who are forced to pension during service since they are disabled.

(b) Engineering: 4 seats are reserved at Jadhavpur and Annamalai Universities.

According to merits admissions are given to the children of ex-servicemen.

(c) Reservation in IIT: 2 seats each are reserved at IIT Bombay, Delhi, Kanpur, Kharagpur, Madras and Banaras Hindu University, Institute of Technology and Roorkee for the children of ex-servicemen and disabled personnel. Entrance tests are conducted and admitted according to merit.

- **Reservation in Sainik School and Military School:** In these schools, seats have been reserved for admission for the children of serving and retired Armed Forces personnel:

(a) Sainik School - 25%

(b) Military School - JCO/ORs-67%, Officers-20%<sup>22</sup>

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<sup>22</sup>*Ibid.*,

- **Hostel Facilities:**

War Memorial Hostel: There are 36 Hostels in different regimental Centres. For the NE region there is the Assam Regimental Centre in Shillong. These hostels are created for the accommodation of the children of the military service personnel who were killed or incapacitated during the discharge of the duties. They are given Rs. 900/- per month.

The Assam Regiment Boys Hostel, Happy Valley, Shillong: The aim of this Hostel is to provide boarding, lodging and education facilities to the sons of the JCOs and Ors of the Assam Regiment who were killed or incapacitated during War, Counter-Insurgency Operations or on field service, with a view to enable them for suitable employment and career in the future.

**EX-SERVICEMEN RESETTLEMENT TRAINING SCHEME**

Ex-servicemen resettlement training scheme was started in 1983-84 by the Defence Ministry. Through the office of Directorate General Resettlement (DGR), there is an option to undergo resettlement courses in reputed institutes for Officers, JCOs/OR, retired personnel to boost their educational qualifications and increase employment opportunities after retirement. 100% exemption of the course fees is given to JCOs/ORs and 60% to officers. This exempted amount of the course fees is paid by the office of DGR. Also, the dependents of ESM and are eligible to this scheme. The different trades under the scheme are: <sup>23</sup>

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<sup>23</sup>*Ibid.*,

<b>Sl. No.</b>	<b>Trade</b>	<b>Period of Training</b>	<b>Training Fee</b>
a)	TV Repair-colour/B & WZ	10 weeks	Rs. 400 per trainee
b)	Video Repair	10 weeks	Rs. 400 per trainee
c)	Motor Driving	4-6 weeks	Rs. 500 per trainee
d)	Typewriter & Duplicate repair	1 month	Rs. 150 per trainee
e)	Agr. Vocations	2 months	Rs. 200 per trainee
f)	Mushroom cultivation	1 month	Rs. 250 per trainee
g)	Armature winding & repair of elect, appliance	6 weeks	Rs. 200 per trainee
h)	Soap Manufacturing	6-8 weeks	Rs. 150 per trainee
i)	Banking Courses	3 weeks	Rs. FREE
j)	Fishery	1 month	Rs. 100 per trainee
k)	Dairy	1 month	Rs. 100 per trainee
l)	House wiring / elect	2 months	Rs. 100 per trainee
m)	Paltry wiring / elect	2 months	Rs. 100 per trainee
n)	Welder	3 months	Rs. 300 per trainee
o)	Handloom	3 months	Rs. 300 per trainee
p)	Leader craft	3 months	Rs. 300 per trainee
q)	Bee Keeping	1 month	Rs. 100 per trainee
r)	Auto Rickshaw Driving	4 weeks	Rs. 200 per trainee
s)	Tailoring	3 months	Rs. 300 per trainee
t)	Computer Course	12 weeks	Rs. 1200/- per trainee

- **Queen Mary Technical Institute, Pune:** The Queen Mary's Technical Institute, Range Hills, Pune, a private Charitable Institution conducts ITI recognised vocational trades training courses for disabled servicemen, ex-servicemen and their dependents. Currently the following courses are conducted:<sup>24</sup>

<b>Sl. No.</b>	<b>Course</b>	<b>Duration</b>	<b>Education</b>
(a)	Fitter	Two years	SSC Pass
(b)	Electrician	-do-	-do-
(c)	Mechanic Radio & TV	-do-	-do-
(d)	Wireman	-do-	-do-
(e)	Mechanic, diesel	One Year	SSC Fail

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<sup>24</sup>*Ibid.*,

(f)	Steno (English)	-do-	SS Pass 50% marks in English
(g)	Cutting & Tailoring	-do-	VIII Pass

### **EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME**

- Since 2003 the Central Government had planned many Health Schemes for the benefits of ex-servicemen. These health schemes can also be benefitted by Armed Forces to pensioners /War Widows/Medical Boarded out/NoK of Battle Casualties, Coast Guard and DSC pensioners.
- Pensioners before the year 1996 did not have to contribute but ex-servicemen after 1996 had to contribute as per the following rates:

<b>Basic Pension</b>		<b>Rates of Contribution</b>
Rs. 15,001 and above	-	Rs. 18,000/-
Rs. 10,001-15,000/-	-	Rs. 12,000/-
Rs. 6,001-10,000/-	-	Rs. 8,400/-
Rs. 300/- - 6,000/-	-	Rs. 4,800/-
Upto Rs. 3,000/-	-	Rs. 1,800/-

Ex-Servicemen Contributory Health Scheme (ECHS) is considered to be a very good scheme in India. But, many of the Ex-servicemen do not understand the need to be a member of this scheme. Also, many of them do not know how to utilise this scheme. Under this scheme, the Ex-servicemen and their wives can be included. Their parents can also be included if they are alive. Also, their children can be covered under this scheme till they attain 25 years of age. <sup>25</sup>In this, female child is

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<sup>25</sup>*Ibid.*,

covered until they get married. When the female child gets married, if by any chance gets divorce or gets widowed and goes back to her parents, she can still be covered under this scheme. Also, the differently abled children are included in this scheme for their lifetime. The Ex-servicemen have to record their dependents in their service book at the Record Office.<sup>26</sup>

## **PENURY**

### **Background**

Rs 100/- per month for a period of two years was introduced for the financial assistance of non-pensioner ESM/their widows on attaining the age of 65 years in 1981. It was then subsequently revised to Rs 500/- pm for two years in 2007 by the Management Committee of AFFD Fund, with an additional one-time grant of Rs 30,000/- at the age of 70/75 years. In Oct 2011 the scheme was then revised and simplified to a monthly grant of Rs. 1,000/- per month per beneficiary for life time and started w.e.f. 01 Apr 2017 and the amount was then increased to Rs 4,000/- per month per beneficiary, for life time.

### **Aim**

The aim of this aid-gratis Penury grant was to provide a measure of relief to destitute non-pensioner ESM up to rank of Havildar/equivalent and their widows.<sup>27</sup>

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<sup>26</sup>*Ibid.*,

<sup>27</sup>Government of India (2009), *Guide to Service Personnel Ex-Servicemen, Widows and Dependents on the Benefits and Concessions Provided by Central and State Governments*, Kendriya Sainik Board, New Delhi.



### **Financial Assistance**

Penury grant is provided w.e.f. 01 Apr 2017 at the rate of Rs. 4000/- per month for life time.

### **Eligibility Conditions**

To avail financial assistance under this scheme the eligibility criteria required to be met are as follows:-

- (a) He / She must be a non-pensioner ESM or his widow.
- (b) He / She should be of rank Havildar/equivalent from the Navy/AF and below.
- (c) He / She should be above 65 years of age.
- (d) He / She should be recommended by respective ZSB and RSB.
- (e) He / She should hold bank account (preferably in SBI/ PNB) with IFS Code, ceded with Aadhar Number.

### **Application Form**

All application forms should be filled online. The application form is available on KSB website. The following documents uploaded on the system must be scanned images (The image size in terms of MB has been mentioned online):-

- (a) Service Document/Discharge Book of ESM (It is Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages and without any alterations). The uploaded pages must be legible. If there is any cutting / overwriting in discharge book it must be authenticated by the DSWO. The Stamp marks and Signatures of any other authority except DSWO will render the entry null and void.<sup>28</sup>

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<sup>28</sup>*Ibid.*,

(b) There should be age proof, if date of birth is not given in the Service Document / Discharge Book.

(c) Identity Card of Widow/ESM issued by ZSB.

(d) First page of the Bank Pass book and a cancelled cheque in case the details like Bank A/c Number, IFS Code and account holder's personal particulars are not given in the first page of the Bank Pass book.

(e) A Copy of Aadhar Card.

(f) Certificate of penury should also be included to state that the applicant does not have any source of income which should be signed by the Sarpanch / Patwari / BDO (revenue officials) affixed with his rubber stamp & round seal. The specimen of "Certificate of Penury" is available on the web-site.

### **Channel of Application**

The application form is required to be submitted online by an eligible ESM / widow for the current financial year between 01 Apr to 01 Mar (next year), thereafter it will lapse for the current financial year. Previous years applications will also be considered as time barred. A system generated application number will be given on consequent to successful uploading of application, which he/she should note down for future reference.<sup>29</sup>

### **Certificate to Be Rendered By ZSWO While Recommending Online Application.**

(a) The up loaded original documents by Widows/ESM are to be personally checked and verified by ZSWO prior to recommending the application which are as follows:-

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<sup>29</sup>*Ibid.*,

(i) The Discharge Book of ESM/Service Document (It is Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages and without any alterations). The uploaded pages must be legible. If there is any cutting /overwriting in discharge book it must be authenticated by the DSWO. The Stamp marks and Signatures of any other authority except DSWO will render the entry null and void.

(ii) Age Proof of applicant should be provided.

(iii) An ink signed certificate of Penury from the village Sarpanch / Patwari / Block Development Officer for Widows/ESM applying for Penury and that the ESM/Widow is not receiving any pension or grant from the Central Government / State or any other agency, as per information held with State revenue official/ ZSB.

(iv) An attested copy of ESM/ Widow Identity Card.

(v) Bank documents.

(b) ZSWO to certify that the Penury certificate uploaded by the applicant

(i) He / She does not have income / pension form any other source.

(ii) He /She has not been provided any financial assistance from the State Government or any other source.

(iii) The information furnished by the applicant online is correct and also confirms the original documents uploaded with the application. Hence, case is recommended.

(iv) The Certificates given below is to be duly signed, sealed, stamped specifying rank, name, designation and date of issue by ZSWOs:-<sup>30</sup>

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<sup>30</sup>[www.ksb.gov.in](http://www.ksb.gov.in)

### **Subsequent Grant**

The beneficiary must submit a life certificate online, duly countersigned by respective ZSWO between 01 December and 01 March of the current financial year for subsequent years, after initial penury grant has been awarded. Life Certificates will not be accepted if signed by any other person/authority other than the concerned ZSWO and Digital Life Certificate. Life Certificates will be accepted only through submission by online on KSB website and not by any other means. After 01 March of the financial year online application of Penury grant will not be accepted by website. If the beneficiary fails to upload the life certificate within the period specified above he /she will not be paid the grant for the year. Upon the death of the ESM or widow it may be noted that the financial assistance is non-transferable and will cease automatically. Under the penury, his widow will have to apply for a fresh financial assistance after expiry of ESM.

It is the responsibility of ZSWO to inform the KSB Secretariat Welfare Section regarding the unfortunate death of the beneficiary ESM/ widow, immediately. The beneficiary must submit a life certificate online, duly countersigned by respective ZSWO between 01 Dec and 01 Mar of current financial year, for subsequent years, after initial penury grant has been awarded. Life certificate will not be accepted if signed by any other person/ authority other than concerned ZSWO and Digital Life Certificate. Life Certificate will be accepted only through online submission by KSB website only and not by any other means. <sup>31</sup>Online application submitted after 01 Mar of the financial year will not be accepted by the website for

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<sup>31</sup>Government of India (2009), *Guide to Service Personnel Ex-Servicemen, Widows and Dependents on the Benefits and Concessions Provided by Central and State Governments*, Kendriya Sainik Board, New Delhi.

renewal of Penury grant. If the beneficiary fails to upload the life certificated within the period specified above he / she will not be paid the grant for the year. Upon death of the ESM or widow it may be noted that the financial assistance is non-transferable and will cease automatically. A fresh financial assistance under the penury will have to be applied by his widow after expiry of ESM. It is the responsibility of the respective ZSWO to inform the KSB Secretariat Welfare Section regarding the unfortunate death of the beneficiary ESM/ widow, immediately.<sup>32</sup>

## **FINANCIAL ASSISTANCE FOR EDUCATION OF CHILDREN/WIDOWS OF ESM**

### **Background**

The scheme started in 1981 to provide financial assistance to ESM and their widows for helping them in educating their wards started with an amount of Rs 15/- per child per month for a maximum of three children up to Class XII, which was last revised in October 2011 into a monthly grant of Rs.1000/- per month per child (for maximum two children) up to graduation and also for widows to pursue Post Graduation degree.<sup>33</sup>

### **Aim**

This scheme provides scholarships to up to a maximum of two dependent children of ESM or their widows, up to the ranks of Havildar in the Army and equivalent in the Navy and Air Force, and to widows for post-graduation degree course which is the aim of this scheme.

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<sup>32</sup>*Ibid.*,

<sup>33</sup>[www.ksb.gov.in](http://www.ksb.gov.in)

### **Financial Assistance**

For the previous academic year, payable in one instalment in a financial year education is provided out of AFFD Fund @ Rs.1000/- per month per head (up to max two children) of eligible ESM and their widows, which is applicable for classes from 1 to 12 of school and undergraduate classes of a degree college. For widows who wish to pursue 2-year post graduate degree this grant is also admissible to them but not applicable for any of the professional or technical courses/degrees.

### **Eligibility Conditions**

To avail this grant the following criteria must be fulfilled:-

- (a) An applicant must be an ESM/ widow/Orphan dependent.
- (b) He/She should be of rank Havildar/equivalent and below.
- (c) The child should have passed the previous class.
- (d) He/She should be recommended by respective Zila Sainik Board (ZSB).
- (e) He/She should not be drawing education allowance from the State or his Employer.

### **Application Form**

The applicants should be applied by the prescribed format with verification of concerned Zila Sainik Welfare Officer (ZSWO) online and the specimen application form is placed as Annexure 1.<sup>34</sup>

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<sup>34</sup>*Ibid.*,

The following copies of documents duly attested by the respective ZSWO must accompany the application:-

- (a) Service Document/Discharge Book of ESM (Page that contains ESM/Personal Particulars, Service Particulars and Family Particulars)
- (b) ESM or Widow I-Card issued by respective ZSB.
- (c) Mark-sheet / School Progress Card of child/children.
- (d) Part –II Order mentioning names of the child (ren) for which grant is sought or there should be a proper entry to this effect in the Discharge Book/Documents.
- (e) A certificate from applicant saying that he/she has not taken any money/grant from the state or present employer in the form of education allowance or scholarship.
- (f) Details of Bank A/c No (in PNB/SBI only) and IFS Code.
- (g) Aadhar Card copy.

#### **Channel of Application**

The application for the just concluded academic year must be submitted online by an eligible ESM / their widows to respective ZSB from the month of May for Classes 1st to 9th & 11th and from the month of July for Board classes 10th & 12th. For under-graduate courses (non-technical and non-professional), applications will be submitted from the month of Aug. ZSWO will scrutinize the online applications, give appointment to the applicant and after due verification, will recommend the online application and forward it via RSB to the KSB Secretariat for approval and payment in the current financial year.<sup>35</sup>The cut-off

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<sup>35</sup>*Ibid.*,

date for all categories is November for the financial year, Cases older than one year will not be accepted.

### **Processing at KSB**

The applications will be checked online on receipt at the KSB Secretariat. The designated clerk will check the data of the applications in the computer assigned by the Section-in-charge. The correctness of entries and the eligibility of applicants will be checked by another clerk. The Section-in-Charge will also check the same and recommend them online to the JD (Welfare). Such applications on a quarterly basis will then be moved in a lot pertaining to AFFDF for approval of the competent authority preferably.

### **Payment Procedure**

The Welfare Section will then proceed for processing for payment after approval of the applications. After verifying the name, service number, bankers, account number and IFS Code of the applicants, the Welfare Section will then forward the approved list to the Accounts Section for payments, after which the payment via ECS will then be released to the beneficiaries.

### **Subsequent Grant**

For all the subsequent academic years fresh application is required to be made provided that the child (ren) has/have satisfactorily advanced to the next class. In the month of May subsequent application should also be submitted through ZSB. Each year for consideration in the current financial year ZSB will forward all the applications online to KSB Secretariat.<sup>36</sup>

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<sup>36</sup>*Ibid.*,



## **FINANCIAL ASSISTANCE TO 100% DISABLED CHILD OF ESM**

### **Background**

Like all men in the society, the Ex-Servicemen (ESM) 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 cases, it is the duty of the organization to help the ESM in looking after his disabled child and provide them some assistance to resettle in life. For an ESM without any other source of income and in a state of penury, the scheme to provide financial assistance was started in 2007 amounting to Rs 500/- per month. This rate was last revised on file in Oct 2011 with an amount of Rs 1,000/- per month.

### **Aim**

This aid gratis provides a small measure of relief to 100% disabled children of ESM which is the aim of this aid.

### **Financial Assistance**

Out of the AFFD Fund will be provided at a rate of Rs.1000/- per month payable on monthly basis during the financial year for the disabled child.

### **Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) The child must be a legitimate offspring of ESM/Widow.
- (b) The ESM should be of the rank of Havildar/equivalent of the Navy/Air Force and below.<sup>37</sup>

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<sup>37</sup>*Ibid.*,

- (c) Disability of the child should be 100%.
- (d) Should not receive any disability benefit from any other official agency.
- (e) There should be recommendations by the respective Zila Sainik Board (ZSB).

### **Application**

Application submitted should be made on the prescribed application form with recommendation of Zila Sainik Welfare Officer (ZSWO) on it and specimen application form is placed at Annexure 1 to this document. The following copies of documents duly attested by the ZSWO must be accompanied with the application:-

- (a) A photocopy of the Discharge Book (must have entry regarding child).
- (b) ESM and Dependent Identity Card issued by ZSB.
- (c) Certificate issued by the Military / Government hospital should show 100% disability on the certificate.
- (d) Details of Bank A/c No (in PNB/SBI only) and IFS Code.

### **Channel of Application**

By the 31st Dec of the year, the application form must be submitted by an eligible ESM / widow at his or her respective ZSB. For the case to be considered in the current financial year and for processing it further by the 31<sup>st</sup> of January of the year from the RSB to KSB the application will be first scrutinized by the ZSWO and if found correct in all respect then only will it be forwarded (a hard copy as well as in digital format).<sup>38</sup>

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<sup>38</sup>*Ibid.*,

### **Processing at KSB Secretariat**

When the Welfare Section receives it, the AFFDF applications will be filed in order of receipt in batches of 200 each. The file will then be assigned to a particular clerk who will enter the desired data from applications onto the computer by the Section-in-Charge. The correctness of the entries will be checked by a different clerk. The Section-in-Charge will approve and this will be put up for printing the list for approval of JD (Welfare). On quarterly basis, such applications pertaining to AFFDF will be moved for sanction of the competent authority in one lot.

### **Payment Procedure**

Once the application is approved, it will be processed for payment in batches of 200 applications by the Welfare Section. The Welfare Section will verify the service number, name, bankers, IFS Code and account number, and forward the list to Accounts Section for payment, which will make the payment directly by an account payee cheque or via ECS.

### **Subsequent Grant**

Disabled Child Grant, once approved, stands for the duration of eligibility but every year a "Life Certificate" (as per the format attached) and "Disability Certificate" on the Government prescribed format, needs to be submitted through the respective ZSB by 15Jan for the grant to be continued in the next financial year. All the cases of renewal will be put upto JD (Welfare) by 01 Mar, who will in turn obtain the sanction of the Secretary, KSB for continuation of the financial assistance during next financial year.<sup>39</sup>

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<sup>39</sup>*Ibid.*,

Upon death of the beneficiary, the financial assistance is non-transferable and will cease automatically. The responsibility of ZSB is to inform the KSB Secretariat regarding the death of a beneficiary.

## **FINANCIAL ASSISTANCE FOR REPAIRING OF HOUSE OF ESM/WIDOWS, DAMAGED DURING NATURAL DISASTER/CALAMITY**

### **Background**

When the houses of the Ex-Servicemen or their widow or orphan are ravaged by natural calamity, it becomes very difficult for them to repair their houses because of limited financial resources. Therefore, the State and the Central Governments steps in and provides financial assistance for rehabilitation and rebuilding, in case of wide spread natural calamities. Sometimes aids may not be forthcoming or timely, in case of events like damaged due to isolated landslide. Grants are provided by the KSB Secretariat in order to provide some financial assistance to eligible orphan daughter of all ranks and 100% disabled Ex-Servicemen / widow. This financial assistance or scheme was launched in 1981 amounting to Rs. 2,500/- and later revised in May, 2007 to Rs.20, 000/- .

### **Aim**

The aim of this aid gratis is to provide financial assistance for repair of house to an orphaned daughter of all ranks and 100% disabled Ex-Servicemen or widow with the rank of Havildar or an equivalent in Air Force and Navy whose house has been damaged in natural calamity.<sup>40</sup>

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<sup>40</sup>*Ibid.*,

### **Financial Assistance**

A maximum amount of Rs. 20,000/- ( payable in one instalment) is provided for the House Repair out of AFFDF to orphan daughter of all ranks 100% disabled Ex-Servicemen /widow of Ex-Servicemen upto the rank of Havildar / equivalent in Navy and Air Force whose house is damaged by natural calamity.

### **Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) Applicant must be an orphan daughter of all ranks.
- (b) Should be 100% disabled Ex-Servicemen or widow with the rank of Havildar or equivalent in Navy and Air Force.
- (c) House should have been damaged as result of a natural calamity notified by the Centre / State Governments only.
- (d) Should be recommended by respective Zila Sainik Board (ZSB) and Rajya Sainik Board (RSB).

### **Application**

Eligible Ex-Servicemen/widows are required to do registration at KSB web site: [www.ksb.gov.in](http://www.ksb.gov.in) . The application is to be applied on-line and the followings documents duly attested by ZSWO are required to be scanned and uploaded with the on-line application form.

- (a) Discharge Book / Certificate
- (b) House Ownership Certificate.<sup>41</sup>

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<sup>41</sup>*Ibid.*,

- (c) Certificate from the State Government/Revenue officials regarding cause of damage and estimated loss.
- (d) Notification issued by the Central or State Government declaring that the damage is due to a natural calamity.
- (e) 100% Disability Certificate (for Ex-Servicemen /widow).
- (f) Death Certificate of parents (for orphaned daughter).
- (g) Self declaration from applicant that he/she has not received any compensation or aid from the Government for the damage.
- (h) Details of Bank A/c No (in PNB/SBI only) and IFS Code.

#### **Channel of Application**

The application must be submitted by an eligible orphan daughter of Ex-Servicemen / widow at their respective ZSB. ZSWO will scrutinize the application and If found correct, forward it (its hard and digital copies) along to concern RSB. The RSB will scrutinize the application and if found meeting QRs will forward to KSB Secretariat for payment.

#### **Processing at KSB**

The applications will be filed in order of receipt at Welfare Section of KSB Secretariat; the dealing clerk will check these applications with relevant data from the on-line applications on computer. The correctness of the entries will be check by another clerk. The Section-in-Charge will approve this and put up the printed list for final approval of Joint Director (Welfare). <sup>42</sup>Such applications pertaining to AFFDF

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<sup>42</sup>*Ibid.*,

will be moved for sanction of competent authority in one lot, preferably on a quarterly basis.

### **Payment Procedure**

The Welfare Section will verify the list of approved applications for payment. After carrying out necessary checking like service no, name, bank's IFS Code and Account number of beneficiaries, it will be forwarded to Accounts Section for payments. The payments will be made directly to the beneficiaries via ECS or by an account payee cheque by the Accounts Section.<sup>43</sup>

## **FINANCIAL ASSISTANCE FOR FUNERAL OF ESM**

### **Background**

The Armed Forces personnel generally remain cut off from the society, by virtue of isolation imposed by the service conditions. Mostly on his retirement the meager terminal benefits received are spent in acquiring a house. In such a case, they find it difficult to start off into a second career which is worsened by uncooperative attitude of most agencies. Most of ESM land up in a state of poverty when they become old and aged since they are burdened with usual social and family responsibilities and have no stable source of income. A widow of ESM borrows money for his last rites during such extreme cases. A scheme for grant of money to a widow for funeral of her ESM husband was introduced to mitigate such a situation. <sup>44</sup>This scheme was

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<sup>43</sup>*Ibid.*,

<sup>44</sup>Government of India (2009), *Guide to Service Personnel Ex-Servicemen, Widows and Dependents on the Benefits and Concessions Provided by Central and State Governments*, Kendriya Sainik Board, New Delhi.

started in May, 2007 with an amount of Rs. 5, 000/- to provide financial assistance to such widows of ESM.

### **Aim**

The aim of this scheme is to provide financial assistance to a widow for the last rites of her Ex-Servicemen husband.

### **Financial Assistance**

One time grant of Rs. 5000/- is provided for funeral out of AFFDF.

### **Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) Applicant must be widow of an Ex-serviceman.
- (b) Should be of rank Havildar (equivalent in Navy and Air Force) & below.
- (c) Should be recommended by respective ZSB.
- (d) Should not have taken money from ADLRS (Army/Navy/AF) for the funeral.

### **Application**

Eligible Ex-Servicemen/widows are required to do registration at KSB web site: [www.ksb.gov.in](http://www.ksb.gov.in). The application is to be applied on-line and the followings documents duly attested by ZSWO are required to be scanned and uploaded with the on-line application form.

- (a) Complete Discharge Certificate/Book.
- (b) Death Certificate issued by the Competent Authority.
- (c) Widow I-Card issued by concerned ZSB.
- (d) A certificate from widow stating that she has not availed ADLRS assistance.<sup>45</sup>

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<sup>45</sup>*Ibid.*,



(e) Details of Bank A/c No (in PNB/SBI only) and IFS Code.

### **Channel of Application**

The application must be submitted by an eligible orphan daughter of Ex-Servicemen / widow at their respective ZSB at the earliest. ZSWO will scrutinize the application and if found correct, forward it (its hard and digital copies) along to concern RSB. The RSB will scrutinize the application and if found meeting QRs will forward to KSB Secretariat for payment. Old cases will not be entertained.

### **Processing at KSB Secretariat.**

The applications will be filed in order of receipt at Welfare Section of KSB Secretariat; the dealing clerk will check these applications with relevant data from the on-line applications on computer. The correctness of the entries will be check by another clerk. The Section-in-Charge will give verification to the same and put up the printed list for approval of Joint Director (Welfare). Such applications pertaining to payment from AFFDF will be processed for approval of competent authority.

### **Payment Procedure**

The Welfare Section will verify the list of approved applications for payment. After carrying out necessary checking like service no, name, bank's IFS Code and Account number of beneficiaries, it will be forwarded to Accounts Section for payments. The payments will be made directly to the beneficiaries via ECS or by an account payee cheque by the Accounts Section.<sup>46</sup>

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<sup>46</sup>*Ibid.*,

## **FINANCIAL ASSISTANCE TO ORPHAN CHILDREN OF EX-SERVICEMEN**

### **Background**

The Armed Forces personnel generally remain cut off from the society by virtue of isolation imposed by the service conditions. After their release from service, some of them get married and consequently have children at a late stage in life. The young offspring is left orphaned in the unfortunate event of the demise of both ESM and his spouse in an accident or due to natural causes/disease. The orphaned child is often neglected by his/her relatives and is financially handicapped most of the time. This problem is more pronounced in the case of the orphans of non-pensioner ESM. In such cases, it is the responsibility of the organization to support such orphans and ensure their education-cum-settlement. In May 2007 this scheme to provide financial assistance to the orphaned children of ESM was started with an amount of Rs 500/- per month for girls and revised in Oct 2011 with Rs 1,000/-pm irrespective of child's gender.

### **Aim**

#### **Financial Assistance**

An amount of Rs. 1000/- per month is provided to eligible Orphan out of AFFDF during the financial year.

#### **Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) Applicant must be a legitimate offspring of Ex-Servicemen.<sup>47</sup>

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<sup>47</sup>*Ibid.*,

(b) Orphan should be aged below 21 years for son or unmarried daughter.

(c) Should be recommended by respective Zila Sainik Board (ZSB).

### **Application**

The eligible applicant is required to do registration at KSB web site: [www.ksb.gov.in](http://www.ksb.gov.in). The application is to be applied on-line and the followings documents duly attested by ZSWO are required to be scanned and uploaded with the on-line application form.

(a) Service Discharge Book/Document (must have entry regarding child).

(b) Death certificate of both parents.

(c) Dependent I Card issued by concerned ZSB.

(d) Birth Certificate of each orphan.

(e) Certificate from competent authority (for girl) certifying that the girl is not married.

(f) Details of Bank A/c No (in PNB/SBI only) and IFS Code.

### **Channel of Application**

The application must be submitted by an eligible orphan at their respective ZSB. ZSWO will scrutinize the application and If found correct, forward it (its hard and digital copies) along to concern RSB. The RSB will scrutinize the application and if found meeting QRs will forward to KSB Secretariat for payment.

### **Processing at KSB Secretariat.**

The applications will be filed in order of receipt at Welfare Section of KSB Secretariat;<sup>48</sup>the dealing clerk will check these applications with relevant data from

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<sup>48</sup>*Ibid.*,

the on-line applications on computer. The correctness of the entries will be check by another clerk. The Section-in-Charge will rectify this and put up the printed list for approval of Joint Director. Such applications along with other cases pertaining to AFFDF will be forwarded for sanction of the competent authority, preferably on quarterly basis.

### **Payment Procedure**

The Welfare Section will verify the list of approved applications for payment. After carrying out necessary checking like service no, name, bank's IFS Code and Account number of beneficiaries, it will be forwarded to Accounts Section for payments. The payments will be made directly to the beneficiaries via ECS or by an account payee cheque by the Accounts Section on a monthly basis.

### **Subsequent Grants**

The Orphan Grant, once approved by the competent authority, stands for entire duration of the eligibility. But a certificate from the concerned ZSWO that the orphan girl is not married is required to reach the KSB Secretariat by 15 Jan each year so as to continue the grant in the following financial year. In case of orphaned boys, the grant will cease automatically from the month following attainment of 21 years of age.<sup>49</sup>

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<sup>49</sup>*Ibid.*,

## **FINANCIAL ASSISTANCE FOR VOCATIONAL TRAINING OF WIDOWS OF EX-SERVICEMEN**

### **Background**

When a widow is left neglected and financially handicapped due to the unfortunate event of the demise of their spouse due to accident or natural causes or certain ailments, it is the duty and responsibility of the organization to step in and assist the widow to gain employment through vocation training. The widows of ESM need to acquire some vocational skills to become self-reliant and be able to meet their financial needs. They may opt to undergo the requisite vocational training depending on their educational level and aptitude. The widows of ESM may join such a course at any recognized vocational training institution under RSB or ZSB, like ITI or private training institutions such as NIIT etc. This scheme was started in May, 2007 with a onetime grant of Rs. 20, 000/- to provide financial assistance to ESM.

### **Aim**

The aim of this scheme is to provide financial assistance to a widow to settle in life through vocational training.

### **Financial Assistance**

On successful completion of vocational training, a maximum one time grant of Rs. 20,000/- is provided out of AFFDF.<sup>50</sup>

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<sup>50</sup>[www.ksb.gov.in](http://www.ksb.gov.in)

### **Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) Applicant should be widow of Ex-Servicemen with a rank up to Havildar (equivalent in Air Force and Navy).
- (b) Should have successfully completed said training.
- (c) Should be recommended by respective Zila Sainik Board (ZSB).

### **Application**

Eligible widows of Ex-Servicemen are required to do registration at KSB web site: [www.ksb.gov.in](http://www.ksb.gov.in). The application is to be applied on-line and the followings documents duly attested by ZSWO are required to be scanned and uploaded with the on-line application form.

- (a) Complete Discharge Certificate/Book.
- (b) Photocopy of Widow I-Card.
- (c) Certificate from institute after completion of training.
- (d) Certificate issued from ZSWO that widow after training is gainfully employed.
- (e) Details of Bank A/c No (in PNB/SBI only) and IFS Code.

### **Channel of Application**

The application must be submitted by an eligible orphan at their respective ZSB. ZSWO will scrutinize the application and If found correct, forward it (its hard and digital copies) along to concern RSB.<sup>51</sup>The RSB will scrutinize the application and if found meeting QRs will forward to KSB Secretariat for payment. Old cases will not be entertained.

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<sup>51</sup>*Ibid.*,

**Processing at KSB Secretariat.**

The applications will be filed in order of receipt at Welfare Section of KSB Secretariat; the dealing clerk will check these applications with relevant data from the on-line applications on computer. The correctness of the entries will be check by another clerk. This will be forwarded for approval to Joint Director (Welfare) by the Section-in-charge. Such applications along with other cases pertaining to AFFDF will be moved for sanction of the competent authority in one lot, normally on quarterly basis.

**Payment Procedure**

The Welfare Section will verify the list of approved applications for payment. After carrying out necessary checking like service no, name, bank's IFS Code and Account number of beneficiaries, it will be forwarded to Accounts Section for payments. The payments will be made directly to the beneficiaries via ECS or by an account payee cheque by the Accounts Section.<sup>52</sup>

**FINANCIAL AID FOR TREATMENT OF SERIOUS AILMENTS TO NON PENSIONER EX-SERVICEMEN (ALL RANKS)/WIDOWS****Background**

Under the ECHS all pensioners of Indian Armed Forces have been provided medical cover with effect from 01 Apr 2008. But there were some non-pensioners who were sent out of service at an early stage due to organizational constraints or discharged at own request, do not have such medical cover. It is extremely difficult for the non-

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<sup>52</sup>*Ibid.*,

pensioner ESM to meet their expenses on treatment of serious diseases like cancer, renal failure and heart ailments in their old age with increased costs of health care.

**Aim**

The aim of this scheme is to provide financial assistance to a non-pensioner Ex-Servicemen of all ranks and widows to meet medical expenses related to treatment of approved/listed serious diseases like cancer, renal failure, knee replacement and heart surgery.

**Financial Assistance**

Non-pensioner Ex-Servicemen of all ranks and widows are provided financial assistance for treatment of serious diseases as mentioned below subject to maximum of Rs 1,25,000/- per year and for treatment of cancer/dialysis subject to a maximum of Rs 75,000/- per annum as follows:-

- (a) For Non-Pensioner Officers/Widows. 75% of total expenditure incurred on medical treatment, hospitalization, medicines etc.
- (b) For Non-Pensioner other Ranks/Widows. 90% of total expenditure incurred per annum on medical treatment, hospitalization, medicine etc.

**List of Serious Diseases**

List of the serious diseases are covered under this scheme:-

- (a) Angiography & Angioplasty
- (b) CABG. (l) Dialysis<sup>53</sup>
- (c) Open heart surgery
- (d) Valve replacement

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<sup>53</sup>*Ibid.*,



- (e) Pacemaker Implant
- (f) Cerebral stroke
- (g) Prostrate surgery
- (h) Joint replacement
- (j) Renal failure
- (k) Cancer

### **Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) Applicant must be a non-pensioner Ex-Servicemen or his widow.
- (b) Should not be member of ECHS or availing AFMS facilities.
- (c) Should be recommended by respective Zila Sainik Board (ZSB).
- (e) Expenditure must be incurred at an approved government hospital at the rates applicable under CGHS / ECHS.

### **Application**

Eligible widows of Ex-Servicemen are required to register themselves on-line at KSB web site: [www.ksb.gov.in](http://www.ksb.gov.in). The application is to be applied on-line and the followings documents duly attested by ZSWO are required to be scanned and uploaded with the on-line application form.

- (a) Complete Discharge Book/Documents.
- (b) Photocopy of Ex-Servicemen / widow I Card.<sup>54</sup>
- (c) Original medical bills duly countersigned by attending doctor.
- (d) Hospital admission and discharge report duly countersigned by hospital authority.

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<sup>54</sup>*Ibid.*,

(e) A certificate from applicant that he/she has not taken any money/grant from the State Government or present employer in the form of reimbursement or medical allowance.

(f) Details of Bank A/c No (in PNB/SBI only) and IFS Code.

#### **Treatment of other Diseases**

In case the treatment of a serious disease which is not listed in this scheme-document, such application will be referred to DGAFMS for comment/recommendation to consider it for financial assistance for treatment of that disease, to Ex-Servicemen under this scheme.

#### **Channel of Application**

The application must be submitted on-line by an eligible Ex-Servicemen / widows at their respective ZSB. ZSWO will scrutinize the application and If found correct, forward it (its hard and digital copies) along to concern RSB. The RSB will scrutinize the application and if found meeting QRs will forward to KSB Secretariat for payment.

#### **Processing at KSB Secretariat**

The concerned in-charge will verify the same and put up the list to Joint Director (Welfare) who will get the approval of Secretary, KSB on a monthly basis.<sup>55</sup>The applications will be filed in order of receipt at Welfare Section of KSB Secretariat; the dealing clerk will check these applications with relevant data from the on-line applications on computer. The correctness of the entries will be check by another

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<sup>55</sup>*Ibid.*,

clerk. The printed list will be forwarded to the Joint Director (Welfare) who will get approval of Secretary, KSB on a monthly basis.

### **Payment Procedure**

The Welfare Section will verify the list of approved applications for payment. After carrying out necessary checking like service no, name, bank's IFS Code and Account number of beneficiaries, it will be forwarded to Accounts Section for payments. The payments will be made directly to the beneficiaries via ECS or by an account payee cheque by the Accounts Section.

## **FINANCIAL ASSISTANCE FOR PROCUREMENT OF MOBILITY EQUIPMENT FOR DISABLED ESM (ALL RANKS)**

### **Background**

The Armed Forces personnel are usually physically fit by virtue of their work style and even after their retirement, most of them continue to be engaged in physically challenging activities/work. But there are some who unfortunately become handicapped due to accident etc after their retirement and need mobility equipment such as modified scooter, crutches and wheel chair to carry on with their life. So, the KSB provides financial assistance to disabled ESM from AFFDF to procure mobility requirements.<sup>56</sup>

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<sup>56</sup>*Ibid.*,

**Aim**

The aim of this scheme is to provide financial assistance for procurement of modified scooter for those Ex-Servicemen, who are disabled after their retirement from service with disability of 50% or more.

**Financial Assistance**

A maximum of Rs. 57,500/- is provided from AFFDF to Ex-Serviceman who are disabled after their service with disability of 50% or more.

**Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) Applicants should be Ex-Servicemen disabled after retirement with a disability of 50% or more, and must not be covered under similar scheme of the Army, Air Force or Navy.
- (b) Should be recommended by respective Zila Sainik Board (ZSB).
- (c) Should be capable of personally utilizing the mobility equipment so provided.

**Application**

Eligible widows of Ex-Servicemen are required to register themselves on-line at KSB web site: [www.ksb.gov.in](http://www.ksb.gov.in). The application is to be applied on-line and the following documents duly attested by ZSWO are required to be scanned and uploaded with the on-line application form.

- (a) Complete Discharge Book/Document/Certificate.
- (b) ESM Identity Card.
- (c) Documentary evidence showing nature of activity in which disabled.<sup>57</sup>

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<sup>57</sup>*Ibid.*,

(d) Disability Certificate issued by Armed Forces Medical Authority, indicating nature of disability and recommended procurement of mobility equipment.

(e) Financial estimate for modified scooter from an authorized dealer indicating type, make and specifications of the mobility equipment.

(f) Details of Bank A/c No (in PNB/SBI only) and IFS Code.

### **Channel of Application**

The application must be submitted on-line by an eligible Ex-Servicemen / widows at their respective ZSB. ZSWO will scrutinize the application and if found correct, forward it (in hard and digital copies) to RSB. The RSB will scrutinize the application and will forward it to KSB Secretariat for payment.

### **Processing at KSB Secretariat.**

On receipt at KSB Secretariat, the Welfare in-Charge will assign the application to a particular clerk who will enter the desired data from the applications in the computer. Another clerk will be assigned to check correctness of the entries. The Welfare in-Charge will verify this and put up the case in relevant file for processing to JD (Welfare) who will obtain approval of Secretary, KSB.

### **Payment Procedure**

The Welfare Section will verify the list of approved applications for payment. After carrying out necessary checking like service no, name, bank's IFS Code and Account number of beneficiaries, <sup>58</sup>the Welfare Section will issue payment instructions to the Accounts Section for payment to concerned RSB via ECS for procurement and supply of the mobility equipment to the applicant.

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<sup>58</sup>*Ibid.*,

### **Acknowledgement of Payment**

On receipt of payment, Secretary RSB will confirm procurement of modified scooter and delivery of the same to beneficiary to KSB.<sup>59</sup>

### **FINANCIAL ASSISTANCE AS INTEREST SUBSIDY ON HOME LOAN**

War Widow / War Bereaved / War Disabled and Attributable Peace Time Casualties (all Ranks) are provided with interest subsidy on home loan upto Maximum Rs 1.00 Lakh.

### **Background**

For construction of houses to War Bereaved, War Disabled and Attributable Peace time casualties the KSB reimburses interest by way of subsidy on loan from banks. For the eligibility of the grant of interest subsidy, even though the loan taken might be of a higher amount this scheme was started before 1991 with upper limit of Rs 70,000/-. The interest charged by the banks or Govt/Public Sector including LIC,GIC and HUDCO would be reimbursable as interest subsidy by 50%. In May, 1991, this was revised with the upper limit of Rs 1, 00, 000/-.

### **Aim**

The aim of this welfare scheme is to provide a small measure of relief to war bereaved, war disabled and attributable peace time casualties (all ranks).<sup>60</sup>

### **Financial Assistance**

Reimbursement of interest on loan taken from banks for construction of house to War Bereaved, War Disabled and Attributable Peace time casualties is provided out

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<sup>59</sup>*Ibid.*,

<sup>60</sup>[www.ksb.gov.in](http://www.ksb.gov.in)

of AFFD Fund. The existing upper limit is Rs 1,00,000/- for eligibility of the interest subsidy, even though the loan taken may be of a higher amount. 50% of the interest charged by the banks or Government/Public Sector including LIC, GIC and HUDCO would be reimbursable as interest subsidy.

### **Eligibility Conditions**

The following criteria must be fulfilled:-

- (a) This facility is applicable for War Bereaved, War Disabled and Attributable Peacetime casualties only.
- (b) Interest subsidy is admissible up to maximum loan of Rs 1,00,000/- only even though the loan taken may be of a higher amount.
- (c) Subsidy will be paid up to a maximum period of five years or the date of final repayment of loan whichever is earlier.
- (d) 50% of the interest charged by bank or Government/public sector including LIC, GIC, HUDCO would be reimbursable as interest subsidy.
- (e) The interest subsidy would be payable half yearly direct to the applicant.<sup>61</sup>

### **Application**

Application should be made with recommendation of the concerned Zila Sainik Board with the following information/documents:-

- (a) Certificates from the concerned banker or reputed organizations in Government/PSUs including LIC, GIC and HUDCO are as follows:-
  - (i) A certificate to the effect that there would be no change in the schedule of repayment.

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<sup>61</sup>*Ibid.*,

(ii) A statement showing the amount of interest actually paid for the period covered under the claim.

(iii) A certificate to the effect that repayment of loan along with interest was regular.

(b) A copy of Ex-Servicemen Identity Card duly attested.

(c) A copy of Discharge Book duly attested.

**Processing at KSB Secretariat.**

On receipt at KSB Secretariat, the designated clerk will be assigned by the Account Section-in-Charge to enter desired data from the applications in the computer. Another clerk will check the correctness of the entries which will then be verified by the Section-in-Charge for obtaining approval from the Secretary, KSB.

**Payment Procedure**

After approval of Secretary, KSB, the application will be processed for payment by the Account Section. After verifying the Ex-Servicemen's service number, name, banker's IFS Code and bank account number, etc, the Account Section will issue payment instructions to the Accounts Section for payment to concerned Ex-Servicemen via ECS for procurement of toolkit.<sup>62</sup>

**IMPLEMENTATION OF ONE RANK ONE PENSION (OROP) TO DEFENCE PENSIONERS**

In view of the need of the Defence Forces to maintain physical fitness, efficiency and effectiveness, as per the extant Rules, Defence Service personnel retire at an early age compared to other wings in the Government. Sepoy in Army and

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<sup>62</sup>*Ibid.*,



equivalent rank in Navy & Air Force retire after 17/19 years of engagement/service and officers retire before attaining the age of 60 years i.e. the normal age of retirement in the Government. Considering these exceptional service conditions and in the interest of ever vigilant Defence Forces, the pensionary benefits of Ex-Servicemen have accordingly, over time, been fixed.

One Rank One Pension (OROP) has now been decided to implement for the Ex-Servicemen with effect from 1.07.2014. OROP implies that uniform pension must be paid to the Armed Forces Personnel who retire at the same rank with the same service length, regardless of their date of retirement, which, implies bridging the gap between the rates of pension of current and past pensioners at periodic intervals.<sup>63</sup>

The main features of the OROP are as follows:

- i. To begin with, pension of the past pensioners would be re-fixed on the basis of pension of retirees of calendar year 2013 and the benefit will be effective with effect from 1.7.2014.
- ii. Pension will be re-fixed for all pensioners on the basis of the average of minimum and maximum pension of personnel retired in 2013 in the same rank and with the same length of service.
- iii. Pension for those drawing above the average shall be protected.
- iv. Arrears will be paid in four equal half yearly instalments. However, all the family pensioners including those in receipt of Special/Liberalized family pension and Gallantry award winners shall be paid arrears in one instalment.

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<sup>63</sup>The Principal Controller of Defence Accounts (Pensions, 2016), Allahabad.

v. In future, the pension would be re-fixed every 5 years.

### **Applicability**

These orders apply to the all pensioners/family pensioners who had retired/discharged/invalid out from service/died in service or after retirement in the rank of Commissioned Officers, JCOs/Ors and Non-Combatants (Enrolled, Army, Navy, Air Force, Defence Security Corps, Territorial Army and who were / are in receipt of the following types of pension as on **01.07.2014**.

- a) Retiring Pension/ Service Pension/Service element of Disability Pension/Service Element of War Injury Pension/Invalid Pension
- b) Enhanced Rate of Ordinary Family Pension
- c) Normal Rate of Ordinary Family Pension
- d) Special Family Pension
- e) Special Dependent Family Pension/2<sup>nd</sup> Life Award of Special Family Pension
- f) Liberalised Family Pension
- g) Liberalised Dependent Pension/2<sup>nd</sup> Life Award of Liberalized Family Pension
- h) Disability Element of Disability Pension
- i) War Injury Element of War Injury Pension (Discharge)
- j) War Injury Element of War Injury Pension (In Invalid out)
- k) Pre 01.06.1953 Discharged Personnel

These orders also apply to TA personnel and Non-Combatants (Enrolled) (NC's (E)) of regular Army and Air Force drawing pension as on 1.7.2014. <sup>64</sup>

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<sup>64</sup>*Ibid.*,

Invalid Pension, Service Element of Disability Pension and Service Pension of TA personnel would also need to be revised in terms of these orders by the Pension Disbursing Agencies (PDAs). Specific tables indicating revised rates of pension for the purpose have been enclosed.

Nature of award sanctioned to the pensioner may be identified by the PDAs on the basis of nomenclature of award mentioned in the PPO and PPO series. However, in case of any doubt regarding nature of award, the same may be referred to Nodal Officers (mentioned at Para 20 of this circular) for clarification.<sup>65</sup>

#### **Revision of Pension of DSC**

Pension of DSC personnel who are in receipt of pension for **DSC service only** (i.e. those who are getting single pension for the services rendered both in the Army and the DSC by way of counting former service in the Army along with the service in the DSC) shall be revised based on the same rates as provided for regular army tables. DSC personnel on 'clerical duty' and 'other duty' are entitled for pension of regular army personnel of group 'Y'. However, for JCOs/Ors of DSC in receipt of second pension due to their services in the DSC, separate tables have been prepared and enclosed. DSC personnel on 'clerical duty' and 'other duty' are entitled for the same rate of pension.

#### **Revision of Pension of Territorial Army:**

Pension of TA personnel who are in receipt of pension for TA service shall be revised based on Territorial Army tables for JCOs/Ors.

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<sup>65</sup>*Ibid.*,

### **Non-Applicability**

The provision of this circular does not apply to UK/HKSRA/KCIOs pensioners, Pakistan and Burma Army Pensioners.

These orders do not apply to Reservist Pensioner.

These orders also do not apply to Pensioners in receipt of Ex-Gratia payments.

### **Impact of OROP in Mizoram**

In Mizoram, there are 7554 ESM and War Widows at present. Almost half of them are veterans who had retired very long back. Due to the introduction of OROP, many Pensioners can now receive their pensions as per the 7<sup>th</sup> Pay Commission and simultaneously receive a huge amount of arrears. This has led to the satisfaction of the ESM and their dependents tremendously, while it has also led to the economic improvement in Mizoram. Many of them are able to furnish their existing assets like immovable property such as land, houses, etc. Some of them are able to establish and start up business for their future, and it has proved to uplift and ameliorate their conditions.

This scheme proved to be very successful for the ESM in Mizoram. As a result of this, the department of SW&R has to frequently monitor and check the beneficiaries who often attempt to receive this scheme without any official approval i.e. unauthorised beneficiaries. The department also assist the ESM and their dependents whenever they face any problems regarding this.<sup>66</sup>

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<sup>66</sup>Interview with the Director of the Department of SW&R on 5<sup>th</sup> September, 2019.

## **CHAPTER -IV**

### **RESULTS AND DISCUSSIONS**

The department of SW&R played a vital role for the promotion and welfare of Ex-Servicemen and their dependents by implementing various schemes. In order to collect empirical data to administer the involvement of the organisation for the promotion and welfare of Ex-Servicemen and their dependents, two sets of questionnaire were prepared and administered. Accordingly structured questionnaires were sent out to the officials and to the beneficiaries.

This study is an attempt to find out the effectiveness of the organisation towards achieving their goals and the hurdles for the implementation of the same. The analysis of data has been interpreted through the following tables which indicate the findings with the help of open-ended questionnaires to the respondents as follows:

#### **Responses of the Officials to Questionnaires**

Data has been collected from the officials of SW&R who are being posted within Aizawl City area. The questionnaires were framed with a hope to collect information concerning the management, the policy, man-power and the funding pattern of the organisation. So, officials who are concerned with such matters have been selected. The total size of the whole organisation is only 23, out of which 8 samples are selected to represent the organisation.

**(a) Responses of the officials relating to the funding pattern for the smooth functioning and management of the office**

With a view to understand the perception of the officials regarding the adequacy of fund received from KSB, MoD, the following table represents the results of their responses.

**Table 4.1**

**Do you think you have received adequate fund from KSB, MoD for office management?**

Yes	%	No	%	No Idea	%
8	100	0	0	0	0

The above table 4.1 reveals that 100% of the officials are of the opinion that the fund they receive from KSB, MoD is adequate.

The reasons given by the officials may be summarized as follows:

Since, Mizoram is in the special category state, it is pertinent to mention that the total expenditure of the department is borne by the Central Government at the rate of 75:25 Pro-Rata on a regular basis.

**(b) Responses of officials regarding the fund they received from the Government of Mizoram.**

The Government of Mizoram has contributed from plan fund to the department for meeting the salary expenses of its employees and the management of the affairs of the office every year. In order to find out the opinion of the officials regarding

contributions of the Government of Mizoram, the following question was administered.

**Table 4.2**

**Do you think you have received adequate plan fund from the Government of Mizoram annually?**

<b>Adequate</b>		<b>Not Adequate</b>		<b>No Idea</b>	
<b>Respondent</b>	<b>%</b>	<b>Respondent</b>	<b>%</b>	<b>Respondent</b>	<b>%</b>
<b>0</b>	<b>0</b>	<b>8</b>	<b>100</b>	<b>0</b>	<b>0</b>

From the above responses out of 8 samples, the total sample which represents the total size was of the opinion that the fund they received from the Government of Mizoram is not sufficient.

It appears that the Government of Mizoram had no intention to raise their contribution to SW & R department, even though several measures have been taken by the department to pressurize the Government of Mizoram to increase their fund for the establishment of the office.

The criteria for allocation of fund from the State Government is as such budget allocation are made as per with the other departments under the State Government. The total budget received by the department is 495.31 lakhs.

Out of the budget allocation, 75% of the total expenditure is reimbursed from the Central Government which are again deposited to the state exchequer. Had the State Government allotted more fund to the budget to the department, more would be reimbursed.

However, the same could not be materialised by the State Government. Due to shortage of fund, certain activities like the Ex-Servicemen census awareness campaign, outreach programmes, frequent conduct of Ex-Servicemen rally, lump-sum financial aid, dedicated office accommodation and various other welfare measures could not be accomplished.

**(c) Questions relating to sufficiency of man-power in the organisation.**

The question was framed in order to get the opinion about the sufficiency of staff strength.

**Table 4.3**

**Do you think you have sufficient man-power to cater the overall welfare of ESM and their dependents?**

Yes	%	No	%	No Idea	%
1	12.5	7	87.5	0	0

The above response reveals that 87.5% of the respondents concluded that the existing staff is not adequate to handle and cater the overall welfare of the department. Only 12.5%, i.e. one out of 8 respondents feels that the present staff strength is adequate.

Even though the size of the organisation is not big as compared to other departments, still, there is a need to increase the staff strength for better functioning of the department.

Since there is a ban in filling up of vacant post by the State Government as an austerity measure, the department is deficient of man-power for the smooth



functioning of the department. Eg. Peon - 2, other departments maybe – 10. Maximum of the staff in the department are re-employed ESM, their tenure as a second career is much limited comparatively and goes on superannuation with only few years of service. Subsequent reliever is much required as compared to the other departments. Since a ban in filling up of vacant post was imposed by the State government; the department suffers much comparatively.

**(d) Impact of various Welfare Schemes of ESM / Dependents for their promotion and benefit.**

The following questionnaire was framed with a hope to reflect the impact of the various welfare schemes implemented by the department.

**Table 4.4**

**Do you think that various welfare schemes implemented by your department have an impact /benefits for the welfare of the ESM / dependents?**

<b>Yes</b>	<b>%</b>	<b>No</b>	<b>%</b>	<b>No Idea</b>	<b>%</b>
8	100	0	0	0	0

The above table shows that 100% of the official respondents accepted that various welfare schemes cater the needs of the ESM and dependents. The welfare measures such as pension schemes, concessions, reservations, re-employment facilities, exemption from several fees, relaxation of upper age limit, training of ESM, rehabilitation, ex-gratia grant, incentive cash award, etc. have a great impact for the benefits of ESM and dependents.

**(e) Impact of welfare schemes for generation of sustainable economic development.**

With a hope to collect a reliable data on whether the various welfare measures conducted by the organisation have generated sustainable economic development, the following question was generated.

**Table 4.5**

**Do you think that various welfare measures conducted by you have generated enough sustainable economic stability so far?**

<b>Yes</b>	<b>%</b>	<b>No</b>	<b>%</b>	<b>No Idea</b>	<b>%</b>
8	100	0	0	0	0

100% of the respondents, i.e. 8 respondents agreed that various welfare measures conducted by the organisation has held a lot to generate enough sustainable economic veteran awards, penury grants, financials assistance to world war-II and widows, etc, have proved to support them to acquire economic stability.

**(f) What is your biggest constraint for helping Ex-Servicemen and their dependents?**

The respondents are provided a space to scribe down few lines on the problems faced by them in the process of guiding and helping ESM / dependents. Some of the points may be highlighted below:-

The biggest problem faced by the department is fund constraints to conduct certain important activities like awareness campaign, Ex-servicemen census and rally. Also, insufficient pool vehicles, permanent office accommodation,

inability to establish more district offices, inability to oblige the Central Government guidelines for the provision of financial assistance to world war-II veterans, disbanded personnel of II Assam regiment are the problems faced by the department. There is also a huge fund constraints regarding withdrawal of GPF, travelling allowance daily allowance, etc. for the workers of the organisation. The respondents mentioned that, since three new districts have been recently acquired by the State, therefore, if new district offices can be created, it will significantly improve the working and functioning of the department. In a nutshell, shortage of fund from the Government of Mizoram is the main problem.

#### **ANALYSIS OF RESPONSES OF BENEFICIARIES TO THE QUESTIONNAIRE**

In order to obtain the effectiveness of the organisation, need is being felt to contact beneficiaries. Accordingly, the questionnaires were administered to the beneficiaries. 30 numbers of beneficiaries were contacted and series of questionnaires were framed with a view to obtain the contributions of the organisation for the welfare and promotion of ESM/ dependents. The reflections of the response were as follows:

(a) **How do you come to know about various welfare schemes?**

**Table 4.6**

<b>Bulletin</b>		<b>Friends</b>		<b>Others</b>	
Respondent	%	Respondent	%	Respondent	%
12	40	16	53.33	2	6.66

This question was raised with a hope to acquire information about the awareness in regard to welfare schemes. 55.33% of the respondents reflected that they come to know this program through friends and another 40% of the respondents revealed that they heard it through advertisement and another 6.66% got the information from others.

For the successful implementation of the important welfare program, it is essential that information is given to people as much as possible, make them aware about the importance and how they go about it for successful implementation of the same.

It is suggested that all the training programmes and schedules are flashed in the local newspapers, local cable networks and internet as well. In order to get the best result, it is necessary to educate people. Therefore, awareness programmes should be conducted as much as possible. The existing fund received by the department for awareness campaign is not sufficient enough. It is a non-fact that the success of every welfare scheme lies so much on the awareness of the people.

**(b) Who has made a decision to choose the Armed Forces as your career?**

**Table 4.7**

<b>Myself</b>		<b>Family</b>		<b>Others</b>	
<b>Respondent</b>	<b>%</b>	<b>Respondent</b>	<b>%</b>	<b>Respondent</b>	<b>%</b>
26	86.66	4	13.33	0	0

The above question was raised in order to acquire whether the retired personnel were really fit to enter into the services. It was possible that without knowing what exactly it would be like, they could have selected the wrong career. From the above

table it is clear that maximum of them i.e. 86.66% said that they had chosen their career by themselves, while 13.33% had chosen it by the influence of their family members.

**(c) Have you obtained important welfare schemes promulgated through SW&R Department?**

**Table 4.8**

<b>Yes</b>		<b>No</b>		<b>Others</b>	
<b>Respondent</b>	<b>%</b>	<b>Respondent</b>	<b>%</b>	<b>Respondent</b>	<b>%</b>
30	100	0	0	0	0

With a hope to get information on how far the welfare schemes have an impact on the beneficiaries, the above question was raised. The above table shows that 100% of the respondents had obtained maximum benefits from the department such as financial assistance to world war-II veterans, gallantry awards like Sena Medal, Ashok Chakra, etc., veteran awards, establishment of Jai Jawan stalls and so on.

**(d) Do you feel that KSB, MoD is doing its job for the management of the various welfare measures?**

**Table 4.9**

<b>Yes</b>	<b>%</b>	<b>No</b>	<b>%</b>	<b>No Idea</b>	<b>%</b>
30	100	0	0	0	0

The question sought to get information on how the KSB, MoD discharges its function for the overall management and welfare of the department. 100% of the respondents agreed that they were positive about the functioning of KSB with

regards to penury grant, educational grant, tax remissions, cash awards and many more financial assistance.

**(e) Have you acquired benefit from the department?**

**Table 4.10**

<b>Yes</b>	<b>%</b>	<b>No</b>	<b>%</b>	<b>No Idea</b>	<b>%</b>
30	100	0	0	0	0

The question was framed to obtain information on whether they benefitted from the department. 100% of the respondents agreed that they had gained many benefits from the department. It was revealed that the staff in the department are very helpful in dispersing all the necessary information as well as redressing the grievances of the ESM / dependents. Majority of the respondents disclosed that the staff are always ready to receive and welcome their clients anytime.

**(f) Do you really make use of this department to avail all the available / entitled welfare schemes?**

**Table 4.11**

<b>Yes</b>	<b>%</b>	<b>No</b>	<b>%</b>	<b>No Idea</b>	<b>%</b>
28	93.33	0	0	2	6.66

Replies to the questionnaire as reflected in the above table revealed that 28 respondents feel that they really make use of the department to obtain all the available / entitled welfare schemes. While 6.66% of the respondents had responded that they had no idea about it. This could possibly be due to lack of awareness and ignorance amongst them.

**(g) Write down one or two points on how you are not satisfied with the department.**

The reflections of the above questions may be summarised below:

The respondents revealed that the transportation cost is expensive and many a times, could not visit the directorate or the district offices from remote areas. Due to lack of fund, re-imburement of travelling expenses could not be provided. Many of them stated that this issue could be solved if more district offices are established.

Due to the introduction of e-Governance, many of them (especially the old veterans) are unable to utilise the internet facilities and they could not receive useful information, updates, notifications, etc.

Since the financial assistance given to the world war - II veterans, disbanded personnel of II Assam Regiment, war widows could not be enhanced as per the Central guidelines, this was also an issue given by the respondents.

The respondents also pointed out that while visiting the district offices for redressing their problems, they often faced food and lodging problems because Sainik Rest House is not available in Champhai and Kolasib Districts. They also mentioned that if the department can carry out field visits to give awareness and redress the issues and problems of the ESM/dependents, it will be very effective in solving majority of the problems faced. But, again this could not be done so due to insufficiency of fund and staff strength

## **CHAPTER - V**

### **CONCLUSION**

The last chapter is divided into two parts. The first part provides a brief summary of the discussion in the preceding chapter. The second part discusses the research questions and contains the major findings of the study. It also contains the issues and challenges and suggestions thereof for the effective functioning of the department of Sainik Welfare and Resettlement in Mizoram.

### **PART-I**

The dissertation has been divided into five chapters. The first chapter is an introductory chapter and starts with introducing the life of a soldier and the sacrifice rendered by him for the country. It also introduces the resettlement and welfare measures given to the retired armed forces personnel, and how the department of Sainik Welfare and Resettlement is responsible to look after it. It also contains. Review of related literature, Research Problem, Scope of the Study, Objectives of the Study, Research Questions, Methodology and Chapterisation.

The second chapter focuses on the structure of the organisation. This chapter highlights the organisational structure of the directorate and the district offices dispersed over the state with pictorial chart. It also highlights the uniqueness of the department with regards to its functioning and recruitment of the employees.

In the third chapter, there is an attempt to study the functions and role of Sainik Welfare and Resettlement for the promotion and welfare of ESM / dependents



in the state. It also deals with various welfare schemes and programmes implemented by the department for the benefits of the aforesaid.

The fourth chapter provides an analysis of the response to the interview and the questionnaire both by the officials and the beneficiaries. These questions have been framed to give answers to the research questions on the function of the organisation and different policies, schemes and programmes undertaken by the organisation which has contributed to the promotion and welfare of ESM / dependents in the state.

The last chapter deals with summary of the study, major findings and suggestions. An attempt has also been made to discuss the research questions followed by issues and challenges.

## **PART-II**

The dissertation is the first study relating to the functions and role of the department of Sainik Welfare and Resettlement for the promotion and welfare of Ex-servicemen/ dependents. The present study reveals that the department has undertaken various schemes and programmes funded mainly by Kendriya Sainik board (KSB) in delivering services for the welfare of the retired armed forces personnel and their dependents.

An attempt is made to answer the first research question: *Is the organizational structure of Sainik Welfare and Resettlement Department different from the structures of other Government Departments?* The department of Sainik Welfare and Resettlement was set up on 20<sup>th</sup> September, 1989. Before this, it was named as District Soldiers, Sailors and Airmen's Board (DSS&A) which was raised

on 18<sup>th</sup> February, 1947. The department functions as per the guidelines of ministry of defence, Government of India. Ministry of defence, though it keeps the directives, it is the purview of the State Government to implement various directives from time to time. Out of the total expenditure funded by the State Government 75% is reimbursed from the Central Government viz. KSB.

The head office is located at Aizawl. The concept of decentralised structure is realised by opening its district offices in four districts. The size of the organisation is not big as compared to other departments. The overall strength of the department all over Mizoram is fifty. Out of this, there are 6 Group A Officers. 9 Group B (Non-Gazetted), and 21 number of Group C and 14 number of Group D in the whole organisation.

Presently, in the Directorate, One Superintendent assists the Director. The District Offices of Aizawl, Lunglei, Champhai and Kolasib are headed by District Sainik Welfare & Resettlement Officer (DSW&RO). DSW&RO of Lunglei and Aizawl Districts are assisted by two Head Assistants. While in Champhai the same are assisted by two LDCs. The uniqueness of the department is that there are no posts such as Joint Director, Deputy Director, Assistant Director, etc ., which other department usually comprises of. The hierarchical chain of the organisation is very small as compared to other Government Departments.

The recruitment rules is as per the guidelines of the Central Government. As per this, the staff to be employed under the department are supposed to be an Ex-servicemen (ESM) or eligible dependents of ESM. The staff under the department are not transferable to any other department since they are not included in the re-organised services of Mizoram. The department even has its own recruitment rules.

Few posts like defence welfare worker which is not a regular post created by the State Government is solely in existence with the department. Regarding this, candidates having the capability to perform multitasking functions are given preference.

The second research question is: *What are the functions of the department?*

(a) To encourage, develop and regulate Sainik Welfare and Resettlement as the Government may prescribe from time to time. (b) To manage the work of Zila Sainik Welfare Offices in the State and administer it as per the rules and regulations which are prescribed by the Central and State Governments. (c) To promote welfare and resettlement measures for Ex-servicemen and families of deceased or serving personnel of the Defence Forces. (d) To convey information to the public with view to making them understand the importance of Armed Forces in the country and for taking steps to raise awareness and interest in these amongst the public in general. The important functions also include – i) To watch over the welfare issues of the families of both servicemen and Ex-servicemen. ii) To scrutinise applications for relief from civil and military charitable funds and make necessary recommendations. iii) To settle the financial problems such as retirement benefits, dues, pension, release benefits, etc. iv) To Provide assistance for land settlement and other disputes and to assist families of serving personnel in regard to their welfare during their absence while on duty. v) To maintain liaison with other welfare organisations in order to expand the field of additional sources of concessions and welfare. vi) Maintaining an up-to-date register of dependents, war widows and those disabled in action. vii) To assist Ex-servicemen in establishing co-operatives for self-employment, and provide aid to dependents, war widows and war disabled for their resettlement. viii) To

popularise and publicise the various welfare important schemes to assist the ESM/dependents so that they can obtain optimum benefit from them.

The third research question is: *What are the different policies, programs, schemes and role undertaken by the department?* Since its inception, the department of Sainik Welfare and Resettlement has taken up various steps to promote and help the Ex-servicemen and their dependents. The study reveals that the department of Sainik Welfare and Resettlement has undertaken many welfare schemes and projects for the benefits of ESM/dependents. Some of the important major schemes and policies implemented by the department are grant of concession and facilities to Ex-servicemen who served in Assam Rifles, job reservation for disabled Ex-servicemen and family members of personnel killed in action, education concession to children of service personnel killed/wounded in action, exemption from payment of entertainment tax, financial assistance to world war-II veterans/widows, incentive cash award, training of Ex-servicemen in reservation of seat in knitting/tailoring under industries department, Sainik computer training centre, penury grant, Officer children grant, disabled children grant, house repair grant, marriage grant, widow re-marriage grant, funeral grant, orphan grant, medical grant, vocational training grant for widows, financial aid for non-pensioner of ESM who are facing serious medical cases, assured grant for paraplegic rehabilitation centre, supply of modified scooter to ESM paraplegic patients, Ex-Gratia grant to dependents of service personnel who died during operations, Jai Jawan Stall, gallantry awards, veterans awards, financial assistance like interest subsidy on home loan, vocational training of widows, repairing of house during natural disaster, etc.

The last research question is: *What are the problems and challenges faced by the department?* The following points highlight the problems and challenges faced by the department:

- Due to the difficult terrain a big problem is created for the Ex-servicemen or their dependents residing in remote areas to visit the main office and the district offices to redress their issues and problems.
- Many a times, inconvenience is created due to the digitalization and introduction of e-Governance among the old retired Armed Forces Personnel and their illiterate widows to acquire many essential notifications, advertisements/bulletins targeted for their benefits and welfare.
- Many of the Ex-servicemen and their dependents are often unable to visit the directorate and the district offices.
- Due to scarcity of Ex-servicemen population and shortage of fund, the number of district offices could not be increased to watch over them.
- Due to insufficiency of fund, certain activities like Ex-servicemen census, rally, awareness campaigns, etc. could not be conducted very often. Also, financial assistance to world war-II veterans and widows, disbanded personnel of Second Assam Regiment could not be enhanced as per the central norms.

## **MAJOR FINDINGS**

Here are the major findings obtained from the study:

### **ACHEIVEMENTS**

#### **Establishment of Sainik School at Chhingchhip:**

Till 1966, the Mizos formed a majority in the Armed Forces amongst the other North Eastern States. Mizo Officers in the defence forces were maximum as compared to the other North Eastern States. But, due to the insurgency that took place in 1966, this number had reduced drastically. In 1977, Manipur superseded all other North Eastern States in the number of Armed Forces personnel and even had a Major-General.

As a result, the mind of Ex-Servicemen in Mizoram was to make it possible to let more youth enter into the service. Therefore, the need to establish Sainik School was felt. The Government of Mizoram along with the Ex-Servicemen Association pressurized the Central Government and took up several initiatives for the setting up of the school. After many hurdles and negotiations, the school was finally established on 17<sup>th</sup> May, 2017 in Chhingchhip. It became the 27<sup>th</sup> Sainik School in India and the 1<sup>st</sup> to admit girls cadet. Since women were permitted at recent times to get permanent commission in the Armed Forces, necessity for facilitating girls cadet was felt enormously. With the active action and necessary steps taken by erstwhile His Excellency, Governor of Mizoram, Lt. General Nirbay Sharma and the State Government authority, Sainik School Chhingchhip could become the 1<sup>st</sup> among the other Sainik Schools in India to admit girls' cadet, for possible commissioning to the Indian Armed Forces. 10% of the total capacity is reserved for girls. The present total strength is 60 students out of which 6 are

girls'cadet. With regards to the establishment of Sainik School, 52 families gave their land (in acres) without demanding any form of compensation, which is a very rare case. This is the reason why Chhingchhip had been chosen for its establishment. A very remarkable thing here is that the Government proposed a water supply scheme for the school from the DPR (Detailed Project Report). But, since 52 families contributed their land generously without hesitation for the successful establishment of the school, this scheme has been expanded to the community of Chhingchhip as a whole. The budget received for the establishment of the school from different sources are as follows:

- i. The fund received from Non-Lapsable Central Pool of Resources (NLCPR) – is 4954.96 crores. Here 10% of the total budget is borne by the State, which is State Matching Share.
- ii. The fund received from Thirteenth Finance Commission (TFC) is 4500.00 crores.

Due to the success of the pilot project launched by the defence ministry for admission of girls in the Sainik School at Chhingchhip in Mizoram two years ago, the Defence Minister Rajnath Singh has approved the proposal to admit girls in Sainik Schools from the 2021-2022 academic session in a phased manner, in yet another move for gender quality in the male-dominated environs of the over 15-lakh armed forces.

The minister has asked the authorities concerned to ensure availability of necessary infrastructure and sufficient female staff in Sainik school for smooth implementation of the directive, the decision is in line with the government's

endeavour towards greater inclusiveness, gender equality, enabling greater participation of women in the armed forces and strengthening the motto of 'Beti Bachao Beti Padhao' of PM Narendra Modi.

### **Grievance Redressal**

Different types of grievances like settlement of their pension / family pension, marital problems, inheritance of property problems of the Ex-Servicemen as well as serving soldiers are being redressed.

From the time of retirement, due to change in different pay commission, there are many anomalies in their pension/family pension. The same is used to be rectified in consultation with their respective record offices, CDA (P) (Control Defence Accounts), Allahabad and CPPC (Central Pension Processing Centre), Guwahati.

Part II order / publication – Any birth occurrence, marriage, divorce are supposed to be published within 5 years of the occurrence. However, since many of the Ex-Servicemen are not highly educated, due to ignorance and unawareness, many of the Ex-Servicemen do not comply. These cases are taken up by the department and are being solved for the welfare and benefit of the Ex-Servicemen.

### **Enhancement of monetary allowance attached to the Post-Independence**

**Gallantry Awards** - Irrespective of their ranks and income, the monetary allowance given to their recipients of gallantry award has been enhanced as shown in the table below:



**Table 5.1**

**Enhanced Rates of Gallantry Awards**

<b>Gallantry Awards</b>	<b>Pervious rate of Monetary Allowance (in Rupees per month)</b>	<b>Enhanced rate of Monetary Allowance (in Rupees per month)</b>
Sena/Nao Sena/Vayu Sena Medal (Gallantry)	1, 000	2, 000
Shaurya Chakra (SC)	3, 000	6, 000
Vir Chakra (Vr C)	3, 500	7, 000
Kirti Chakra (KC)	4, 500	9, 000
Maha Vir Chakra (MVC)	5, 000	10, 000
Ashoka Chakra (AC)	6, 000	12, 000
Param Vir Chakra (PVC)	10, 000	20, 000

The allowance is admissible to the recipient of the award and on his death to his widow lawfully married by a valid ceremony. The widow will continue to receive the allowance until her death. Ordinarily, the widow who was first married shall receive the allowance but with the special sanction of the Government the allowance may be divided equally between the lawful widows of the recipient.

When the award has been made posthumously to a bachelor, the monetary allowance shall be paid to his father or mother.

**Enhancement of Ex-Gratia to Martyrs** – The Existing rate of Ex-gratia grant given to the dependents of service personnel killed in action and disabled in action has been enhanced as shown in the table below:

**Table 5.2**

**Enhanced Rates of Ex-Gratia**

		<b>Previous Rate</b>	<b>Enhanced Rate</b>
1	Ex-Gratia to the family of soldiers who are killed in action	Rs. 5, 00, 000.00	Rs. 60, 00, 000.00
2	Ex-Gratia to disabled soldiers in action	i. <u>75% and above</u> Rs. 2, 00, 000/- ii. <u>50% to 75%</u> Rs. 1, 00, 000/- iii. <u>25% to 50%</u> Rs. 50, 000/-	i. <u>75% and above</u> Rs. 3, 00, 000/- ii. <u>50% to 75%</u> Rs. 2, 00, 000/- iii. <u>25% to 50%</u> Rs. 1, 00, 000/-

This is the outcome of the proposal passed in the Mizoram RSB meeting held on 5<sup>th</sup> July, 2017.

**Reservation for Re-employment for Ex-servicemen**

There are 598 employable ex-servicemen in Mizoram. However, due to economic measure there is a blanket ban on direct recruitment in the State for the past few years which severely affect the employment of the ex-servicemen. The ESM are discharged from service at younger age and required a second career to sustain their families. It was proposed in the RSB meeting held on 5<sup>th</sup> September, 2018 that the welfare of ESM be taken up by the State Government on a war footing as per the provisions laid down in the ESM (Re-Employment in Central Civil Service and Posts) Rules, 1979, and that the total ban be lifted for re-employment of ex-servicemen and the reservation of 10% for Group 'C' and 20% for Group 'D' be

maintained as 'Status Quo' by the State Government. In any recruitment ESM faced a problem regarding competence in education. It is obvious that ESM are outdated to compete with the fresh applicants. Moreover, age is a factor for ex-servicemen. An ESM cannot compete with a young civilian for passing several tests required. An example is that in some states, the ESM fail the physical tests due to their age during recruitment into the Police forces. The same problem occurs during the written exams as well.

A concerted nationwide effort must be made to ensure reservation for the ESM as they have sacrificed their youth in service of the nation. They have made other significant sacrifices including being away from their families for most of their service years. The average age of retirement of ESM is 42-45 years whereas people in civilian jobs serve till the age of 60. If the states look after the ESM by providing them with regular jobs, development will inevitably follow. In Punjab, 3-4 schemes have proved extremely beneficial for the ESM who are employed in preparing people for recruitment into the Armed Forces. The ESM in Punjab are also employed to see to the good governance of the State at all levels, and are headed by a retired officer of the rank of Lt General. Thus, a lot of initiatives are being taken in certain states. Vacancies must be filled by the ESM in the reservations earmarked for them. Each state follows its own provisions for reservations for ESM in government jobs. The issue is felt not only in Mizoram. The major drawback on this issue is with the Central Government and CPSU posts where the reservations are not being met. Due to this, the DGR had written to the Secretaries of various Ministries for a feedback as well as to ensure the implementation. Consequently, efforts were stepped up and the re-employment figures have risen significantly in some states mainly in the banking

sector which has started recruiting a number of ESM. The reservations made for ESM in the other North Eastern States are:-

Nagaland	-	5% reservation in Group C and D posts.
Sikkim	-	3% reservation in Group C and D posts.
Tripura	-	2% reservation in Group A, B, C and D posts.
Arunachal Pradesh	-	5%, 10% and 20% reservation in Group B, C and D posts.
Manipur	-	2%, 3% and 5% reservation in Group B, C and D posts.
Assam	-	2% reservation in Group C and D posts.

Regarding the Ex-servicemen in Mizoram, Renu Committee was set up to look into the matters of minimum requirement for the recruitment and reservation for them for various governmental jobs. As directed by the Chief Minister of Mizoram, a study was conducted by DP&AR by requesting information from states having a high number of ESM like Haryana and Punjab on the measures taken by them for the welfare and re-employment of ESM. After a deliberate consideration by the competent authority, 5% reservation was finally approved.

### **Establishment of District (Zila) Offices at Champhai and Kolasib Districts**

There is a need to establish district (Zila) offices at Champhai and Kolasib to cater to the ESM of many far flung villages in these areas. Owing to road communication problems, terrain and geographical conditions of Mizoram, special consideration is needed. For the ESM to reach Champhai and Kolasib towns from

remote villages is a problem in itself. From these two towns, to reach Aizawl is another problem.

In the RSB meeting held on 5<sup>th</sup> September, 2018, the Hon'ble Governor of Mizoram proposed that the establishment of district (Zila) Sainik offices should not be looked purely as an activity where the ESMs problems are addressed. The ESM in a state like Mizoram must be viewed in a different context as well. The Zila offices at the various districts cannot only be a place to redress their problems, but they can also be a part of the Government's flagship and other programmes for development and other similar endeavors. As the Zila offices provide a place where the ESM can congregate, their services in such programmes will help both the State and the Centre. Hence, this may be looked at from a different context, particularly in Mizoram where the ESM are a positive force.

As per the central norms, to establish a district office, the population of ESM must be at least 7500. But the ESM population in these two districts did not reach the minimum requirement. Therefore, it was appealed to the central authorities i.e. the KSB to make a waiver for this. It was then finally approved by the competent authority after a deliberate consideration and the two district offices started functioning since 2011.

## **ISSUES AND CHALLENGES**

### **Problems faced by the Department**

**Geographical terrain-** With a geographical area of over 21,087 sq.km and perched on the high hills of the North Eastern part of the Country, Mizoram possibly has the most difficult terrain, over 80% and with steep hills separated by rivers

flowing North to South, thus, creating innumerable hurdles in intra-state as well as inter-state communication. Thus, due to this difficult terrain road, rail, etc. connectivity becomes a major problem. This creates a big problem for the Ex-Servicemen or their dependents residing in remote areas to visit the main office (i.e. The Directorate) as well as the district Offices whenever they face issues and problems regarding the welfare schemes, pension issues, etc.

**Communication-** At this computer age, technology has revolutionised the way we communicate in our day to day lives, but simultaneously causes potential problems. Digitalization of government works, introduction of e-Governance, online governmental portals, e-offices, etc. have been popularised to a great extent. Since majority of the Ex-Servicemen and their dependents are computer illiterate, they are often unable to acquire useful information, updates, etc regarding the welfare schemes and related issues which are now usually flown through online advertisements/bulletins and notifications. This resulted in many inconveniences among them to obtain the various important notifications targeted for their benefits and welfare. Also, due to poor internet connectivity in many places delay in work and disseminating of numerous schemes often occurs.

**Transportation-** Due to high travelling expenses, many of the Ex-Servicemen and their dependents could not visit the Directorate or the District Offices many a times to acquire their needs, even in times of emergency.

**Inability to establish District Sainik Offices due to Scarcity of Population-** To open a new district office, as per the Central guidelines, at least 7,500 Ex-Servicemen is supposed to be the strength of the population. However, due

to scarcity of the Ex-Servicemen population in many places, the same could not be materialized.

**Inability to oblige the Central government guidelines-** The World War II veterans and Disbanded Personnel of 2<sup>nd</sup> Assam Regiment are to be remunerated with minimum amount of Rs. 6,000/-. But, due to the State Government's deficiency, this could not be met. At present, the government has enhanced the amount of financial assistance to these veterans from Rs. 1,200/- per month to Rs. 2,400/- per month. Also, the financial assistance given to the widows on a monthly basis has been increased from Rs. 1,000/- to Rs.2, 000/-. But, these could still not cope with the guidelines of the Central government.

**Absence of Permanent Office for the Directorate-** Notable among the difficulties faced by the Department is the absence of a permanent independent office for the Directorate. The fact that the apex board of the Department has been functioning since 20<sup>th</sup> September, 1989 without a permanent office is unjustifiable to say the least. The Directorate office has shifted several times and the establishment has to rent private accommodations and is at the mercy of their landlords. This is a complete outrage putting into consideration the importance of the department and the services it rendered in the realm of social security and welfare. A full fledged Directorate without a permanent office accommodation is unbecoming of the status and solemnity of a government organisation, especially because it rendered the establishment as a mere tenant of a privately property. In this regard, the proposal for constructing a Multi-Utility Recreational Centre is fully justified. The Centre will accommodate the Directorate and serve as a recreational centre for the ESM fraternity, housing a CSD canteen and liquor outlet for the same.

**Dearth of Vehicles-** The Department is also plague with the problem of dearth of pool vehicles. Whereas the entitlement of vehicles for the Directorate is 3, the procurement of vehicles is still in its rudimentary stage owing to incessant bureaucratic red tapism of the administrative department. This is evident from the fact that the Government of Mizoram has already approved the entitlement for the Directorate and the Directorate is yet to procure its entitled number of vehicles. This is a significant issue for the department as the department has to host many high ranking officials from the Ministry as well as the Armed forces who often frequent the State.

## **SUGGESTIONS**

From the study, it is clear to mention that the department of SW&R is facing financial problems due to the shortage of budget, received from the government of Mizoram. If this could be increased as per the demand of the department, it would prove to result in the better functioning and management of the department. As mentioned earlier, 75% of the whole budget is reimbursed every year from the KSB, MoD, therefore increasing the budget doesn't seem to be a strenuous issue for the government of Mizoram.

**Creation of the post of Deputy Director in the Directorate Office-** One of the uniqueness of the Department lies in the fact that there is no continuum in the hierarchy between the Superintendent and the Director. This has rendered an odd situation where the Superintendent takes complete charge of the Department in the absence of the Director. This is a crude anomaly as it is against the conventional



manual of office procedure. In this regard, RSB meeting chaired by the Governor of Mizoram has called for the creation of the post of Deputy Director which however was turned down by the DP&AR vide letter number: A.32014/1/2007-HM(SB) dated 23<sup>rd</sup> May, 2018.

In this RSB meeting held on September 05, 2017, the Secretary of the Department of Ex-servicemen Welfare, Ministry of Defence suggested the indispensability of a continuum in the hierarchy of officers for the smooth disposal of important matters. This is especially crucial in light of the fact that the Superintendent is not empanelled with any financial powers as per the Delegation of Financial Powers Rules followed by the Government of Mizoram. It is strongly corroborated by the research findings that the post of Deputy Director is justified in all respect. There is no logical underpinning on the part of the Government of Mizoram to reject the creation of post especially considering the fact that 75% of the expenditure accrued is borne by the Ministry of Defence.

**Empanelment of additional hospitals, diagnostic centres and pharmacies in Mizoram for members of Ex-Servicemen Contributory Health Scheme (ECHS)-** Empanelment of additional hospitals, diagnostic centres and pharmacies in Mizoram for member of the Ex-Servicemen Contributory Health Schemes (ECHS) is also been deliberated upon, at present, only two hospitals i.e. Grace Nursing Home located at Lower Zarkawt, Aizawl, Mizoram and Presbyterian Hospital located at Durtlang, Aizawl, Mizoram are empanelled. This is because the rates of ECHS are lower than the Central Government Health Scheme (CGHS). Due to this, almost all the private hospitals are not willing to agree to get empanelled. But the private

hospitals can be motivated to serve the ESM community with ECHS rates as they are revised from time to time.

Due to dearth of medicines in the Polyclinics, local purchase by the patients must be allowed which would be reimbursed by the Polyclinics, due to the location, the price of medicines in the North East States usually escalate manifold by the time they reach the state. It is suggested that ECHS patients must be allowed to pay the price difference in the final medical bills of the empanelled hospitals instead of losing out on the empanelment altogether.

The ECHS is perhaps the largest health scheme in the world terms of beneficiaries. The possibility of raising the ECHS rates must be examined by the Ministry of Defence. The generic medicine inventory must be increased manifold. At least one or two hospitals in Lunglei and Champhai must be empanelled due to the distance and travelling time involved.

**Allotment of land from the Assam Rifles Battalion Complex at Aizawl for the Office of the Department of Sainik Welfare and Resettlement, Mizoram-**

There has been a suggestion for the allotment of land once the Assam Rifles Battalion shifts to its new location at Zokhawsang. However, the approach road to the new location has not been completed. Moreover, the power and water connection have not been established due to which the move has been delayed. The land for the proposed establishment (Sainik Office) can be allotted following the move of the Battalion.

**Proposal for regularisation of posts for children of ESM serving in various Departments of the Government of Mizoram on Muster Roll (MR)/Temporary basis-** Even though it may not be possible for the children of ESM to be given special consideration as each Government Department maintains its respective seniority list of MR employees as per the guidelines of Government of Mizoram, the case may be appealed to the authorities to make special consideration.

**Exemption of property tax for the ESM in the State of Mizoram-** The state of Punjab has exempted even the spouses of ESM from paying Property Tax recently. The exemption is also given to the ESM in various other states. Due to this, there is a proposal to exempt property tax for the ESM in the State of Mizoram. The Mizoram Municipalities Act, 2007 is implemented by the Municipality but that the Act is framed by the Department of Urban Development and Poverty Alleviation (UD&PA). The Act will have to be amended and the nature of the ESM property be taken into consideration-whether the property is commercial, etc. Also, for this purpose Acts of other states on this matter may be obtained as a guideline.

**Enhancement of Financial Assistance to Medical treatment outside Mizoram and Financial Assistance due to poverty and hardship of ESM-** There has been a deliberation to enhance the Financial Assistance for medical treatment outside Mizoram to Rs. 10, 000/- per ESM from Rs. 5, 000/- and Financial Assistance due to poverty and hardship of ESM to Rs. 3, 000/- from Rs. 1, 000/- per ESM.

After studying the structure, functions and role of the department of Sainik Welfare and Resettlement, it can be concluded that the department is helping and fulfilling the needs of Ex-servicemen and their dependents at its best capacity by providing them resettlement and welfare measures in different forms. But, mainly due to financial constraints, many initiatives could still not be accomplished for improving the welfare and benefits of the retired Armed Forces personnel and their dependents.

The Ex-servicemen play a very vital role in social defence. Mizoram Home Guard (MRHG) was also established under the leadership of Ex-servicemen and they are employed/enrolled as instructors till now. The Ex-servicemen are also re-employed in the Police Forces. They are given preferences in any government departments especially in Disaster Management (DM&R), Excise and Narcotics Department, etc. due to their specialized skills and experiences they had acquired during their service. There had also been many MLAs among the Ex-servicemen in which five of them in the past had hold the post of Chief Minister and many other distinguished persons in the society. Till now, in every locality, they are highly honoured and respected and many of them are the leaders of their localities (VCP, VC Members, LC Members, etc.). During recruitment in the Armed Forces, members of the Ex-servicemen play a very important role by helping the candidates and act as translators. They also play an important role in Mizoram Social Defence & Rehabilitation Board, which combat against the growing menace of drug addiction among the youths of Mizoram. Many ex-servicemen assist the youths in joining the Armed Forces by mentoring them in all the possible ways in which they open various

coaching centres. They even guide the young children by encouraging and inspiring them to join the Sainik schools for their future prospects.

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**APPENDIX-I**

**Questionnaire for Officials**

1. Do you think you have received adequate fund from KSB, MoD for office management?

**Yes                  No                  No Idea**

2. Do you think you have received adequate plan fund from the Government of Mizoram annually?

**Yes                  No                  No Idea**

3. Do you think you have sufficient man-power to cater the overall welfare of ESM and their dependents?

**Yes                  No                  No Idea**

4. Do you think that various welfare schemes implemented by your department have an impact /benefits for the welfare of the ESM / dependents?

**Yes                  No                  No Idea**

5. Do you think that various welfare measures conducted by you have generated enough sustainable economic stability so far?

**Yes                  No                  No Idea**

6. What is your biggest constraint for helping Ex-Servicemen and their dependents?

Confidential

Name .....

Designation .....

## APPENDIX-II

### Questionnaire for Beneficiaries

1. How do you come to know about various welfare schemes?

**Bulletin**                      **Friends**                      **Others**

2. Who has made a decision to choose Armed Forces as your career?

**Myself**                      **Faculty**                      **Others**

3. Have you obtained important welfare schemes promulgated through SW&R Department?

**Yes**                      **No**                      **No Idea**

4. Do you feel that KSB, MoD is doing its job for the management of the various welfare measures?

**Yes**                      **No**                      **No Idea**

5. Have you acquired benefit for the department?

**Yes**                      **No**                      **No Idea**

6. Do you really make use of this department to avail all the available / entitled welfare scheme?

**Yes**                      **No**                      **No Idea**

7. Write down one or two points on how you are satisfied on the training programme.

### **PARTICULARS OF THE CANDIDATE**

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DEPARTMENT : PUBLIC ADMINISTRATION  
TITLE OF DISSERTATION : SAINIK WELFARE AND RESETTLEMENT  
DEPARTMENT IN MIZORAM: FUNCTIONS  
AND ROLE

DATE OF PAYMENT OF ADMISSION : 23.07.2018

COMMENCEMENT OF SECOND SEM /  
DISSERTATION : 24.06.2019

#### **APPROVAL OF RESEARCH PROPOSAL**

1. BOARD OF STUDIES : 03.04.2019

2. SCHOOL BOARD : 10.04.2019

REGISTRATION NO. & DATE : MZU/M.Phil./540 OF 10.04.2019

DUE DATE OF SUBMISSION : 31.01.2020

Head  
Department of Public Administration

## **Introduction**

A soldier lives on a borrowed time. In ensuing safety, honour and welfare of our country, gallant soldiers, sailors and airmen lose their lives or are wounded in unknown land, air or deep sea, thousands of miles away from home, thereby leaving many broken families behind, at the same time in keeping – up the profile of our defence forces young and remain fighting fit, armed forces personnel retire at much younger age compelling them to look for a second profession in the main stream of civil life with handicap of a late starter.

Realising the complex problems faced by armed forces personnel on retirement, the Government of Mizoram, despite its meagre resources, granted substantial benefits and extended special considerations to our Ex-servicemen and their dependents for their resettlement and welfare measures.

Due to expansion of the Navy and the Air Force during World War-II, the Indian Soldiers' Board was reconstituted in April, 1944. Later in March, 1951 it was renamed as Indian Soldiers, Sailors and Airmen's Board. This Board functions under the Ministry of Defence and Defence Minister as its Chairman. The designation of Board was changed to the Kendriya Sainik Board in 1975.

As the Welfare of the ex-servicemen and their dependents is the joint responsibility of the Centre and the State, majority of the problems will have to be resolved only by the states. To assist the State Government in this regards, there are 29 Rajya Sainik Boards (RSB) in the Country. Like Kendriya Sainik Board at the Centre, the Rajya Sainik Boards are advisory bodies in respect of policy formulation with regards to resettlement and welfare of ex-servicemen residing in the States. However, the implementation of resettlement and welfare Schemes is carried out

through the Department of Sainik Welfare in the State and Zila Sainik Welfare Offices at the district level.

### **Review of Literature**

Due to the condensed and clear cut nature of the topic of research, there exists a dearth of literature specific to the same. This will be compensated by manoeuvring the research in a specific framework geared towards clearly defined research questions that will not be heavily dependent on existing literature. The theoretical framework employed can generally be categorized under the ambit of administrative theory. However, since the research will be purely qualitative in nature, it will be predominantly descriptive in nature without attracting to a perceptible theory.

The following ten books and five articles have been reviewed for the study:

#### **Books:**

*Kargil War Widows* by Dr. Leena Parmar (2003)

*Army Welfare Education* by Arihant (2011)

*Resettlement Opportunities for Ex-servicemen & Dependents* by A. K. Khanna (1992)

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**Articles:**

*'North East India: Child Safety, Welfare and Well-being'* by Sibnath Rai (2008)

*'A Soldier's Diary: An Inside Story'* by Anita Rai (2015)

*'Women and Child Development in North East India: Issues, Welfare Schemes and Challenges'* by Vikram Choudhary (2012)

*'Airmen and Air Veteran'* by Capt Ashok Saini (2015)

*'The Indomitable Rhino Warriors of North-East India'* by Lt. Gen. J. R. Mukherjee (2010)

**Statement of the Problem**

Due to the problems faced by the armed forces personnel on retirement, the Government of Mizoram introduced various benefits and special considerations to the ex-servicemen and their dependents for the resettlement and welfare measures. Also, the war widows are taken care of by providing and facilitating them with numerous welfare schemes. It is the vital duty and responsibility of the central as well as state Government to assist the retired armed forces personnel who sacrificed their lives as well as stood up to defend their country and serve the nation while contributing for the safety of the Country. One very important aspect of the department is enabling and encouraging the youths to join the armed forces and assist them in the procedures to get into the services (Army, Navy, Air Force).

It is also responsible for implementing fair recruitment process for the aforesaid. Also, re-employment of the retired armed forces personnel within the department from time to time. The department tries to fulfill the needs and desires of the dependents of ex-servicemen, war widows and provide better pension schemes such as OROP (One Rank One Pension), even though certain changes and improvements are still to be achieved. There is a close need to look into the issue that whether the department serves the larger good and whether changes are needed in them. It is also important to determine whether the welfare schemes reach out to a greater extent. There is also a need to disburse and allocate the schemes to the beneficiaries within a shorter time span without any delay. New policies and programmes initiated by the central as well as the state governments should be circulated in the website or through other media for quicker execution and implementation. It has to be very supportive to the needs of the beneficiaries.

### **Scope of the study**

The study will cover the origin and history of department of Sainik Welfare and Resettlement of Mizoram, and its important role played for the promotion and welfare of the ex-servicemen and their dependents. It will also study the various central government programmes and schemes to be implemented by the department in the state of Mizoram. Over and above, it will focus on how the ex-servicemen, war widows and the dependents of the deceased soldiers derived benefits through different schemes and programmes undertaken by the Sainik Department and simultaneously highlight the constraints and challenges faced by the department for promotion of the welfare schemes for the ex-servicemen and their dependents.



## **Objectives of the Study**

The present study have the following objectives:-

1. To study the organizational structure
2. To analyse the functions and working of the department for the welfare of ex-servicemen and their dependents
3. To study the problems and challenges faced by the department in carrying out their functions for the welfare and benefits of the ex-servicemen and their dependents

## **Research questions**

The following research questions have been formulated for the purpose of the study-

1. Is the organizational structure of Sainik Welfare and Resettlement Department different from the structures of other Government Departments?
2. What are the functions of the Department?
3. What are the different policies, programmes, schemes and role undertaken by the Department?
4. What are the problems and challenges faced by the Department?

## **Methodology**

The study has been based on primary and secondary data. The study is purely qualitative in nature. Primary data have been collected through questionnaires and unstructured interviews. Two sets of questions have been prepared for the officials in Sainik Welfare and Resettlement Department of Mizoram and the beneficiaries of Sainik welfares and Resettlement. Unstructured interview have also

been used for eliciting information from the two types of respondents. With regard to beneficiaries, 20 of them have been targeted for the study. Primary data have also been collected from statistical handbooks and official records.

The secondary data have been collected from various sources such as journals, newspapers, related literatures, Sainik annual reports, published and unpublished documents and related websites.

### **Chapterization**

This research work attempts to investigate the organisational structure of Sainik welfare and Resettlement Department in Mizoram, its uniqueness from other government departments and its functions and role in providing welfare measures for the retired Armed Forces personnel. It seeks to find the extent to which the department plays a role in assisting and promoting the resettlement and welfare measures of Ex-servicemen and their dependents.

The whole study is divided into five chapters.

The first chapter is an introductory chapter which starts with introducing the life of a soldier and the great sacrifice rendered by him for the country. It also discusses the challenges faced by him after retirement in seeking for a second profession to sustain himself since the retirement age is quite early. The latest definition of Ex-servicemen given by the High Level Committee has also been indicated. It also introduces the resettlement and welfare measures given to the retired armed forces personnel and how the implementation of resettlement and welfare schemes is carried out through the Department of Sainik Welfare in the State

and Zila Sainik Welfare Offices at the district level. It also includes necessary proposal like review of literature, research problems, scope of the study, objectives, research questions, methodology and concluded with chapterization.

In the second chapter, an attempt has been made to study the organisational structure of the Department of Sainik Welfare and Resettlement in Mizoram. This chapter discusses the historical background of the department and highlights the structure of the directorate and the district offices dispersed over the state with pictorial chart. It also discusses the hierarchical structure and the flow of the information within the hierarchy, the role of the Head of the department and the next subordinate officer. It also highlights the uniqueness of the department as compared to other departments with regards to its functioning and recruitment of the staff.

In the third chapter an attempt has been made to study the functions and role of Sainik Welfare and Resettlement for the promotion and welfare of ESM / dependents in the state. It also deals with various welfare schemes and programmes such as financial assistance and aids, various concessions and benefits, educational concessions and different training schemes, health care schemes, etc. implemented by the department for the benefits of the aforesaid.

The fourth chapter deals with the results and discussions and provides an analysis of the response to the interview and the questionnaire both by the officials and the beneficiaries. These questions have been framed to give answers to the research questions on the functions of the organisation and different policies, schemes and programmes undertaken by the organisation which has contributed to the promotion and welfare of ESM / dependents in the state. This study is an attempt

to find out the effectiveness of the organisation towards achieving their goals and the hurdles for the implementation of the same.

The fifth Chapter is the concluding Chapter which has brought out the summary and major findings of this research. It has also suggested some measures for improving the working of the Department of Sainik Welfare and Resettlement in Mizoram. An attempt has also been made to discuss the research questions followed by issues and challenges faced by the department.

Office of DSS&A, Board (District Soldiers, Sailors and Airmens Board) was raised on 18<sup>th</sup> February, 1947 and was headed by the Secretary. The designation of the Department was changed into “Department of Sainik Welfare and Resettlement” and its Secretary was called ‘Director’ w.e.f. 20 September 1989.

The Head Office (Directorate) of Sainik Welfare and Resettlement Department is located at Treasury Square, Near Congress Bhavan, Aizawl. The department is one of the welfare Department under the Government of Mizoram headed by the Director under whom there are 4 (four) District Sainik Welfare and Resettlement Officer (DSW&RO), one District Sainik Welfare and Resettlement Officer (DSW&RO) at Lunglei to look after the Districts of Lunglei, Saiha and Lawngtlai, one at Aizawl to look after three Districts namely Aizawl, Serchhip and Mamit district. Besides, Government of Mizoram has approved the establishment of two new Zila Sainik Welfare at Kolasib and Champhai.

**Important Functions of the Department are:**

- a) Co-ordinate the work of Zila Sainik Welfare Offices in the State and administering it in accordance with the rules and instructions prescribed by the Central and State Governments.
- b) Promoting measures for the welfare and resettlement of ex-servicemen and families of serving/deceased personnel of the Armed Forces.
- c) Disseminating information to the general public regarding the Armed Forces in the Country and for taking measures to raise interest in Armed Forces amongst the members of general public.

**Some of the major schemes and policies implemented by the department for the promotion and welfare of ESM/dependents are:**

- a. Training of Ex-servicemen in ITI Aizawl
- b. Reservation of Seat in Knitting/Tailoring under Industries Department
- c. Computer Training
- d. Ex – Gratia Grant to Dependents of Service Personnel Killed in Action/  
Operations
- d) Financial Assistance for Construction of Dwelling Houses for Families of  
Deceased Soldier During Battle
- e) Exemption from Payment of Entertainment Tax
- f) Education Concessions:
- g) Jai Jawan Stall
- h) Financial Assistance For Repairing Of House Of Esm/Widows, Damaged In  
Natural Disaster

- i) Financial Assistance To Orphan Children Of Ex-Servicemen
- j) Financial Assistance For Vocational Training Of Widows Of Ex-Servicemen
- k) Financial Assistance For Treatment Of Serious Diseases To Non Pensioner Ex-Servicemen (All Ranks) / Widows.
- l) One Rank One Pension (OROP) for the Ex-Servicemen with effect from 1.07.2014. OROP implies that uniform pension be paid to the Defence Forces Personnel retiring in the same rank with the same length of service, regardless of their date of retirement, which, implies bridging the gap between the rates of pension of current and past pensioners at periodic intervals.
- m) Modified Scooter Grant.
- n) Prime Minister's Scholarship Scheme.
- o) Reservation of ESM in Central Government Posts.
- p) Resettlement Training.

## **MAJOR FINDINGS**

Here are the major findings obtained from the study.

## **ACHEIVEMENTS**

- Establishment of Sainik School at Chhingchhip.
- Grievances- Different types of grievances like settlement of their pension / family pension, marital problems, inheritance of property problems of the Ex-Servicemen as well as serving soldiers are being redressed.
- Enhancement of monetary allowance attached to the Post-Independence Gallantry Awards - Irrespective of their ranks and income, the monetary allowance given to their recipients of gallantry award has been enhanced.

- Enhancement of Ex-Gratia to Martyrs.
- Reservation for Re-employment for Ex-servicemen.
- Establishment of District (Zila) Offices at Champhai and Kolasib Districts.

## **ISSUES AND CHALLENGES**

Problems faced by the Department are:

- Geographical terrain-Due to the difficult terrain road, rail, etc. connectivity becomes a major problem. This creates a big problem for the Ex-Servicemen or their dependents residing in remote areas to visit the main office (i.e. The Directorate) as well as the district Offices.
- Communication- Digitalization of government works, introduction of e-Governance, etc. often creates problems for the ESM/dependents who are computer illiterate.
- Transportation- Due to high travelling expenses, many of the Ex-Servicemen and their dependents could not visit the Directorate or the District Offices many a times to acquire their needs, even in times of emergency.
- Inability to establish District Sainik Offices due to Scarcity of Population.
- Inability to oblige the Central government guidelines for World War II veterans- The remuneration given to the World War II veterans could not be enhanced as per the Central norms due to shortage of fund.
- Absence of Permanent Office for the Directorate.
- Dearth of Vehicles.

## **SUGGESTIONS**

- Creation of the post of Deputy Director in the Directorate Office.
- Empanelment of additional hospitals, diagnostic centres and pharmacies in Mizoram for members of Ex-Servicemen Contributory Health Scheme (ECHS).
- Allotment of land from the Assam Rifles Battalion Complex at Aizawl for the Office of the Department of Sainik Welfare and Resettlement, Mizoram.
- Proposal for regularisation of posts for children of ESM serving in various Departments of the Government of Mizoram on Muster Roll (MR)/Temporary basis.
- Exemption of property tax for the ESM in the State of Mizoram.
- Enhancement of Financial Assistance to Medical treatment outside Mizoram and Financial Assistance due to poverty and hardship of ESM.

After studying the structure, functions and role of the department of Sainik Welfare and Resettlement, it can be concluded that the department is helping and fulfilling the needs of Ex-servicemen and their dependents at its best capacity by providing them resettlement and welfare measures in different forms. But, mainly due to shortage of fund, many initiatives could still not be accomplished for improving the welfare and benefits of the retired Armed Forces personnel and their dependents.

The Ex-servicemen plays a very vital role in social defence. Mizoram Home Guard (MRHG) was also established under the leadership of Ex-servicemen and they are employed/enrolled as instructors till now. The Ex-servicemen are also re-employed in the Police Forces. They are given preferences in any government



departments especially in Disaster Management (DM&R), Excise and Narcotics Department, etc. due to their specialized skills and experiences they had acquired during their service. There had also been many MLAs among the Ex-servicemen in which five of them in the past had hold the post of Chief Minister and many distinguished persons in the society. Till now, in every locality, they are highly honoured and respected and many of them are the leaders of their localities (VCP, VC Members, LC Members, etc.). During recruitment in the Armed Forces, members of the Ex-servicemen play a very important role by helping the candidates and act as translators. They also play an important role in Mizoram Social Defence & Rehabilitation Board, which combat against the growing menace of drug addiction among the youths of Mizoram. Many ex-servicemen assists the youths in joining the Armed Forces by mentoring them in all the possible ways in which they open various coaching centres. They even guide the young children by encouraging and inspiring them to join the Sainik schools for their future prospects.

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