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GOVERNMENT OF JAMMU AND KASHMIR
DIRECTORATE OF SAINIK WELFARE
AMBPHALLA, JAMMU – 180 005

To,

Zila Sainik Welfare Officer
(all)-----

No:- 302-Mtg/CS/DSW/2021/

Dated:- 15 June 2021

Subject:- RECORD NOTE OF CoS MEETING CHAIRED BY THE CHIEF SECRETARY, J&K ON 9TH JUNE 2021 (WEDNESDAY)

1. Sainik Welfare Department (J&K) is committed to deliver various welfare services for ESM, Veer Naries and their dependents in a fair, transparent and pro-active manner. It is important to apprise the beneficiaries of various schemes and policies and time frame for delivery of various services. Therefore a charter of various services has been prepared and is attached as Appendix. The time limits laid down are the maximum time allowed for various activities.

2. Please display this promptly in your offices. It will be ensured that the standards listed out are achieved by all without fail.

3. ZSWO Srinagar only. Take action to upload this on the site of the Sainik Welfare Department, J&K, ^{web} _L



(Brigadier Gurmeet Singh Shan)

O/c Director, Sainik Welfare Deptt, J&K

Jps
15/6/2021

CITIZENS CHARTER : ZILA SAINIK WELFARE OFFICES (J&K)

	<u>Nature of Work</u>	<u>No of Days</u>
1.	Registration of ESM	1 Day #
2.	Issue of ESM Card	7 Days
3.	Re-issue of Card	1 Day
4.	Registration for Employment	1 Day
5.	Issue of CSD Dependency	1 Hour
6.	CDP/ ESM Certificate	5 Hours
7.	Processing off Details/ Information required by ESM from Records	5 Hours
8.	Registration for Online Scheme (KSB) Penury Grant Marriage Grant Orphan Child Grant Officer Cadet Grant House repair Grant Medical Grant Vocational Training Grant Mobility Equipment for Disabled ESM	3 Days #
9.	Renewal of Registration for Online Scheme (KSB)	1 Day
10.	Registration for Welfare Scheme (RSB) Penury Grant Marriage Grant Orphan Child Grant Annuity Gallantry J & K Militia Relief World War II Relief Medical Grant OTI (Education Grant) Mobility Equipment for Disabled ESM	3 Days #
11.	Renewal of Registration for Welfare Scheme (RSB)	1 Day
12.	Processing of Prime Minister Scholarship Scheme	7 Days
13.	Despatch of Documents to Records after verification Relationship Certificate Correction of Name and Date of Birth of Dependents Addition of Name of Newly Born Child/ Marriage/ Remarriage/Divorce/ Death	7 Days
14.	Attestation of Documents	1 Hour
15.	Verification /Investigation with respect to Serving Soldier	7 Days
16.	Reminders to Records/Army HQ/KSB/Misc	1 Day
17.	Despatch of Documents of Grants to Battle/Physical Casualties to R&W Section, IHQ of MoD (Army) after due verification CEA/Widow Education Grant Entitlement Cards Computer Grant	7 Days

	Mobility Equipment/ Modification of Bathroom Marriage Grant for Daughter/ Widow Re-marriage / Orphan son	
18.	Processing of Claims of recently Retired ESM (All Ranks) like CEA, HRA, Composite Transfer Grant or/and Outstanding Claims not settled before Retirement	7 days
19.	Handing Over of Documents or Grants Received from various Agencies like Records, DPDO, M & P Dte, PAO(OR), KSB, RSB etc	1 Hour
20.	Initiation of Documentation for Grant of Family Pension Joint Notification Descriptive Roll Correction of Name/DoB in Sheet Roll Extended AGI	1 Day #
21.	Counselling to ESM and their Dependents	1 Day
22.	Miscellaneous Cases	1-7 Days

ESM should have complete set of documents required for processing the case and prior appointment otherwise 7 days.

