

NAVY FOR LIFE AND BEYOND

DIRECTORATE OF ESM AFFAIRS

E-NEWSLETTER – MAY 23



NAVY CARES FOR ITS ESM

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Commodore Viresh Das
Cmde (ESM Affairs)(AOD)
Directorate of Ex-Servicemen Affairs



FROM THE DESK OF CMDE (ESM AFFAIRS)

It gives us immense pleasure to bring out another edition of the quarterly e-newsletter.

In our endeavour to keep our esteemed ESM abreast of the latest events, we have included a photo collage of important events taken place during the quarter in this edition.

This year, the day of 25th May would mark the centenary of Late Adm Ronald Lynsdale Pereira, PVSM AVSM, the ninth Chief of the Naval Staff (1979-1982), recognised as an icon of leadership across multiple generations. This occasion will be commemorated in a befitting manner pan-Navy during the period May 23 to May 24.

We request all naval ESM who have not taken NF/ VSF membership to become members of Navy Foundation/ Veteran Sailors Forum at their earliest opportunity. Navy Foundation and Veteran Sailors' Forum meetings cover a large number of issues and a large number of senior serving officers attend these meeting to resolve the issues being faced by ESM. These meetings, therefore, serve as an important link and channel of communication between the retired and the serving.

Updates on important schemes are included in this e-newsletter and we sincerely hope that the information brought out through this e-newsletter provides valuable inputs for ESM not only to remain updated with the developments but also to remain well connected with the Navy. In addition, we request our ESM to continuously update themselves through DESA and INPA websites and remain plugged in to get the latest updates.

Best wishes and warm regards,

New Delhi
11 May 23

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DESA Updates

1. **Change of Address.** The Directorate has been shifted from its earlier location at Chanakya Bhavan to Talkatora Stadium Annexe Building. The new correspondence details of DESA are as follows:-

Directorate of ESM Affairs
Integrated Headquarters of Ministry of Defence (Navy)
Room No. 004, Ground Floor
Talkatora Stadium Annexe
New Delhi 110001
Tele: 011-21410482
Toll Free No. - 1800-113-999
Email: desa@navy.gov.in
Website: <https://www.indiannavy.nic.in/navy/desa>

2. **Change of Correspondence Address of ECHS (N) Cell.** ECHS (N) cell has been shifted from 6th Floor Chanakya Bhavan to Talkatora Annexe Building, Talkatora Stadium. The new correspondence details of ECHS (N) are as follows:-

ECHS (Navy) Office
Room No – 07, Ground Floor
Talkatora Stadium Annexe
New Delhi 110001
Tele: 011-21411421
Fax: 011-23093196
Mob: 9667325533
Email: echsdelhi@navy.gov.in

3. **Samman.** Adm R Hari Kumar, PVSM, AVSM, VSM, ADC, Chief of the Naval Staff along with Mrs Kala Hari Kumar, President NWWA interacted with nearly 1500 retired Naval Officers along with their spouse on 12 Feb at NOM Varuna. The event has been named 'Samman' as an ode to the veterans. The CNS briefed the ESM on the latest developments and initiatives taken by the Govt and the Indian Navy. Various Help desks were setup at the venue to aid the ESM with Service and Pension related issues including Banks.

4. **12th AGM of Veteran Sailors Forum.** The 12th AGM of VSF North Zone was conducted under the aegis of DESA on 26 Feb 23 at Varunika Auditorium, New Delhi. Approximately 200 retired sailors attended the event. Adm R Harikumar, PVSM, AVSM, VSM, ADC, CNS and Vice Adm Suraj Berry, AVSM, NM, VSM, CPS, addressed the gathering on completion of the AGM. Various Help desks were set up at the venue to aid the ESM with Service and Pension related issues which included desks of DESA, DPA, ECHS, CRSO, INS India, NAVPEN, LIC, SBI and PNB. The event was concluded with Lunch where CNS interacted with ESM.

5. **Pre Retirement Capsule.** A Pre-Retirement Capsule for officers retiring in next one year was conducted by DESA over Video Conference mode from 02 to 04 May 23. Various experts from the field of Finance, Banking, Corporate HR, Holistic Healing as well as reps

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of DGR, KSB, ECHS, DPNF, DOP, DMS and DPA addressed the officers and provided valuable insights towards preparing them for a fruitful post retirement life.

Naval Regimental System (NRS)

6. The Naval Regimental System (NRS) has been functional since Dec 10 to provide support to spouse/ NoK/ dependents after the demise of naval personnel irrespective of the time of the incident i.e. whether it occurred whilst in harness or after retirement. NRS has now emerged as a platform where issues pertaining to widows/ NoK are being dealt with in a speedy manner. Command Regimental System Officers (CRSOs) have been appointed at Command Headquarters. To cover the areas that are not in immediate vicinity of Command Headquarters, additional officers have been appointed at RSUs and RCUs.

7. Details of CRSOs as per the geographical responsibility are given below:-

<u>Ser.</u>	<u>Geographical Area</u>	<u>CRSO Address</u>	<u>Contact No</u>	<u>E-mail id</u>
(a)	Delhi, NCR, Haryana, Himachal Pradesh, Jammu & Kashmir & Punjab	The Commanding Officer [for CRSO (North)] INS India, Defence Office Complex, Africa Avenue, New Delhi - 110023	011 - 24121429 011 - 24121430 (Fax)	crsonorth.navy@gmail.com
(b)	Madhya Pradesh, Rajasthan, Uttar Pradesh & Uttrakhand	The Commanding Officer [for CRSO (Central)] INS India, Defence Office Complex, Africa Avenue, New Delhi - 110023	011 - 24121429 011 - 24121430 (Fax)	crsonorth.navy@gmail.com
(c)	Andhra Pradesh, Chhattisgarh, Orissa, Tamil Nadu & Pondicherry	The Flag Officer Commanding-in-Chief [for CRSO (East)] Headquarters Eastern Naval Command, Visakhapatnam - 530014	0891 - 2813067 0891 - 2510275 (Fax)	crsoeast.navy@gmail.com
(d)	Bihar, Jharkhand, West Bengal & NE States	The Naval Officer-in-Charge [for CRSO (NE)] West Bengal c/o Navy Office, Hastings, Kolkata - 700022	033 - 22314965 033 - 22420205 (Fax)	crsonortheast.navy@gmail.com
(e)	Dadar & Nagar Haveli, Daman & Diu, Goa, Gujarat, Karnataka & Maharashtra	The Flag Officer Commanding-in-Chief [for CRSO (West)] Headquarters Western Naval Command, Mumbai - 400023	022 - 22751998 022 - 22698393 (Fax)	crsowest.navy@gmail.com

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<u>Ser.</u>	<u>Geographical Area</u>	<u>CRSO Address</u>	<u>Contact No</u>	<u>E-mail id</u>
(f)	Kerala & Lakshadweep	The Flag Officer Commanding-in-Chief [for CRSO (South)] Headquarters Southern Naval Command, Kochi - 682004	0484 - 2873333 0484 - 2873334 0484 - 2667398 (Fax)	sncrso@navy. gov.in
(g)	Andaman & Nicobar Island & Kardip	The Commander-in Chief [for CRSO (A&N)] Headquarters Andaman & Nicobar Command, Port Blair – 782014	03192 - 248294/ 243333 03192 - 232829 (Fax)	crso.an@gmail. com navccpb- navy@nic.in

8. A check list for actions to be taken by Widow/ NoK in case of demise of a naval ESM is available on DESA Webpage under document repository (<https://www.indiannavy.nic.in/desa>).

Issues for Consideration

9. **Membership – Navy Foundation and Veteran Sailors’ Forum.** Navy Foundation and Veteran Sailors’ Forum meetings cover a large number of issues. In addition to the ESM, a large number of senior serving officers attend these meeting to resolve the issues being faced by ESM. These meetings, therefore, serve as an important link and channel of communication between the retired and the serving. It is, therefore, requested that non-member naval ESM become members of the NF as well as VSF at their earliest opportunity.

ECHS

10. **Disabling of Ty Slips.** A large number of new 64KB ECHS Cards remain uncollected at various PCs. Thus, to ensure time-based collection of new 64KB cards/ by beneficiaries, it has been decided by the Competent Authority (Central Organisation, ECHS) that all Online Temporary Slips (generated upon successful verification of application by Record Offices) will be blocked after 90 days from the date OTP is generated for collection of Cards by the card issuing authority and will become unusable.

(Auth: - Central Organisation, ECHS letter B/49711-NewSmartCard/AG/ECHS dated 15 Jun 22)

11. **Annual Validation of ECHS Membership of Dependents.** A large number of representations have been received from ESMs/ Primary beneficiaries that income status of dependents has changed since last submission of their proof of income due to a variety of reasons and have requested for a fresh provision to upload the updated documents. Therefore, a second review at the level of Central Organisation, ECHS is being introduced. The details are given in succeeding paragraph:-

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(a) **Cases Pending for Approval**. All pending cases for annual validation will be processed by respective Oi/C Parent Polyclinic (PC) and Director Regional Center (RC) in accordance with the extant policy.

(b) **Action by ESM/ Primary Beneficiary**. The ESM/ Primary Beneficiary will be required to take following actions for their dependents (whose online application for annual validation has been rejected by the respective Director RC):-

(i) Submit offline application along with requisite self-attested documents separately dependent wise excluding parents to MD ECHS through respective Oi/C PC and Director RC.

(ii) Submit offline application combined together for his/ her parents giving out status of mother and father duly supported with requisite self-attested documents.

(iii) Attach self-attested additional supportive documents required as per policy.

(c) **Action by Oi/C Parent Polyclinic**. Process the application based on the eligibility criteria and forward to Director RC.

(d) **Action by Director Regional Centre (RC)**. The Director RC will check the documents attached and compare it with the documents earlier uploaded in the system and give recommendations to MD ECHS.

(e) **Action at CO ECHS**. The application will be processed at CO ECHS and decision will be communicated to the following:-

- (i) ESM/ Primary Beneficiary
- (ii) Director RC
- (iii) Oi/C PC
- (iv) SDCPL (Vendor)
- (v) UTI ITSL (Vendor)

(f) **Action by SDCPL**. The Vendor will upload letter issued by Central Organisation (CO) ECHS and unblock the card for one year w.e.f date of blockage.

(Auth: - Central Organisation, ECHS letter B/49711-NSC/AG/ECHS Gen Corr dated 27 Dec 22)

12. **Annual Validation for White Card Holders**. Consequent to the issue of policy on Annual Validation of ECHS beneficiaries, several parents of White Card holders under PwD Act 2016 have taken actions to withdraw investments in the name of the White Card holders to ensure that their income remains below the threshold of ₹ 9000 per month excluding DA. Keeping this in view, a onetime exception is being granted for a period of two years w.e.f

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27 Dec 22 for all White Card ECHS beneficiaries wherein following actions are taken at various levels:-

- (a) **Beneficiary**. Submit an offline application along with proof of withdrawal of investments in the name of White Card beneficiaries resulting in their monthly income falling below the ceiling limit of ₹ 9000 per month, in order to allow continued membership in ECHS.
- (b) **Polyclinics**. Oi/C Polyclinics will satisfy themselves about White Card holders meeting the income criteria and forward the application to Director RC.
- (c) **Regional Centre**. Director RC will satisfy themselves that the applicants meet the income criteria and forward such applications after scrutiny to CO ECHS.
- (d) **CO ECHS**. CO ECHS will examine the documents and take action to approve the membership of such White Card holders who meet the income criteria in view of the withdrawal of investments. Once approved, membership of such cases will be extended for one year. For next annual validation, the beneficiary should continue to have income less than ₹9000 (excluding DA) for the preceding year. Subsequently, after two years, all such beneficiaries should be able to provide Form 26 AS for the preceding two consecutive years with income less than the prescribed ceiling for ECHS membership.

(Auth: - Central Organisation, ECHS letter B/49711-NSC/AG/ECHS Gen Corr dated 27 Dec 22)

13. **Reimbursement of Medical Expenses Under ECHS**. Govt. of India, Ministry of Defence has approved reimbursement of Hospital Stoppage Rolls (HSR) for treatment of ECHS beneficiaries at any Military/ Armed Forces Hospital. The expenses will be paid by the beneficiary initially and can be claimed through ECHS in full.

(Auth: - GoI/ MoD / DESW letter 22 D (13)/2020-D (WE/Res-I) dated 14 Dec 22)

14. **Executive Instructions: Domiciliary Medical Equipment**: Detailed letter for reimbursement of Domiciliary Medical Equipment is available on DESA/ ECHS website.

(Auth: - Central Organisation, ECHS letter B/49761/AG/ECHS/Medicine Policy/2022 dated 10 Jun 22)

15. **OPD Consultation - Above 75 years**. Beneficiaries aged 75 years and above are permitted to seek consultation from specialist of empanelled hospital without a referral from the Polyclinic. However in case of any unlisted investigations/procedure being advised by the specialist in non-emergency conditions, prior approval of competent authority is to be obtained prior undergoing the investigation/ procedure.

(Auth: - Central Organisation, ECHS letter B/49769/AG/ECHS dated 16 Jun 22)

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16. **Verification Process.** Verification of applications of ESMs is carried out by Record Offices (DOP (OA&R) for officers and NAVPEN for sailors). The Record Office matches the details furnished by the applicant in the ECHS application with the details held in individual's service record. If all details match, the application is further forwarded for printing and dispatch of cards. However, a considerable delay is experienced by the veterans in receipt of cards and there is multiple to and fro movement of application from Record Offices and the applicant, view mismatch in the details furnished and records held. It is advised that veterans may keep regular track of their application (either on echs.gov.in or ECHS Beneficiaries mobile application) and liquidate all observations (if any) in one go as soon as possible. This will substantially reduce turnaround time for verification of application.

17. **Advisory.** All ESM are requested to apply for 64 KB Cards as early as possible to avail ECHS benefits. While filling up online ECHS application, common errors observed are as tabulated below. The same may be avoided so as to obviate delays in verification and subsequent issue of Cards.

<u>S.No</u>	<u>Common Error</u>	<u>Remarks</u>
(i)	DOB entered online for ECHS Cards does not match records held at DOP / CABS.	If the Date of Birth is entered wrongly while filling up application, the same can be corrected using the edit application online.
(ii)	Service number entered online for ECHS Cards does not match records held at DOP / CABS.	Make sure the service number entered is correct and the appropriate suffix is entered in the suffix column. Caution: - The prefix box is to be left blank by all Naval Personnel while registering on online ECHS website www.echs.gov.in.
(iii)	Name entered online for ECHS Cards does not match records held at DOP / CABS.	Please keep in mind while filling up online application, make sure the correct name (as entered in Discharge book) is entered.
(iv)	Scanned documents are not clear.	Please upload clear copy of Documents like PPO, Death Certificate, PWD Certificate, DPDO Certificate (Preferable size of all scanned documents are not more than 100KB for smooth uploading in online ECHS application)
(v)	<ul style="list-style-type: none"> • Photographs unclear. • Not with plain white background. 	Make sure passport size photo should have a Plain white background (No print / design).

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(vi)	Certificate as prescribed by PWD Act 2016 not attached.	Personnel with disability (PWD) are advised to upload a disability certificate as per ECHS guidelines Appendix C of PWD act 2016.
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DGR News

18. The Directorate General Resettlement (DGR), an attached office to Department of Ex-Servicemen Welfare (DESW), Ministry of Defence, works toward effective resettlement of Ex-Servicemen (ESM) and their Widows/ Wards through imparting requisite skilling and empowering them for a host of employment and self-employment opportunities available Pan India. It functions as an effective interface between the retiring soldiers/ESM and environment is totally committed to their gainful resettlement in this regards upload on DESA website. All information relating to DGR schemes is available at DGR website www.dgrindia.gov.in. ESM are requested to access the website and keep themselves updated.

KSB

19. All information relating to welfare schemes provided by KSB/DESW is available at KSB website www.ksb.gov.in. ESM are requested to access the website and keep themselves updated.

Canteen News

20. **Policy Letters**. Following policy letters on CSD facilities pertaining to ESM, promulgated by the Canteen Services Directorate of Quartermaster General Branch, IHQ MoD (Army) are uploaded on DESA website: -

(a) **Drawal of Stores by Attendants of Elderly Ailing Members**. IHQ MoD (Army) letter no. 96003/Q/DDGCS dated 22 May 08.

(b) **Dependent Canteen Smart Card (Grocery Only)**. IHQ MoD (Army) letter no. 95350/Q/DDGCS/Policy dated 04 May 18.

(c) **Purchase of Monthly Entitlement of Grocery and Liquor from CSD Canteen in Advance**. IHQ MoD (Army) letter no. 95350/Q/DDGCS/Policy dated 19 Oct 22.

(d) **Advisory - CSD Smart Card Prep for ESM**. IHQ MoD (Army) letter no. 953565/Q/DDGCS/Canteen Smart Cards dated 10 Nov 22.

(e) **Advisory: Processing of CSD Smart Card Applications by URCs**. IHQ MoD (Army) letter no. 95365/Q/DDGCS/Canteen Smart Cards dated 16 Nov 22.

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(f) **Review of Entitlement of Four Wheelers through CSD.** IHQMoD (Army) letter no. 95350/Q/DDGCS/Policy dated 30 Nov 22.

(g) **Discontinuation of Annual renewal Of CSD Smart Cards.** It has been decided that the annual renewal of Canteen Smart cards will be discontinued wef 01 Jan 23. The detailed information in this regard has been provided in IHQ MoD (Army) letter 95350/Q/DDGCS/Canteen Smart Cards dated 21 Sep 22.

INBA and NGIS News

21. **Revision of Existing Rate of Scholarship by INBA to the Differently Abled Children of Serving and Retired Personnel.** Differently abled children from age group of 03 to 25 years are eligible for scholarship based on disability certificate from competent medical authority. IHQ MoD (N)/ DNPf letter BA/4001-006/2021-22 dated 29 Nov 21 in this regard is uploaded on DESA website.

22. Following facilities/ grants are available from NGIF and INBA for the naval pensioners: -

<u>NGIF</u>	
(a)	<p><u>Sailors.</u> Post Retirement Death Insurance Extension Scheme (PRDIES) for sailors on compulsory deduction of ₹ 52325.00 non-refundable contribution from Saving element.</p>
	<p>₹ 7.5 Lakh Up to 30 years after retirement or 75 years age whichever is earlier</p>
(b)	<p><u>Officers.</u> Post Retirement Death Insurance Extension Scheme (PRDIES) for sailors on compulsory deduction of ₹ 62,100.00 non-refundable contribution from Saving element.</p>
	<p>₹ 15 Lakh upto 30 years after retirement or 75 years age whichever is earlier</p>
<u>INBA</u>	
(a)	<p>Merit Scholarship for Graduation/ Post Graduation courses</p>
	<p>Boarder - ₹ 30,000/- p.a Day Scholar - ₹ 22,500/- p.a (Copy of Discharge Certificate & PPO may be enclosed only at the time of "fresh" application and not for renewal cases).</p>
(b)	<p>Merit Scholarship for Graduation/ Post Graduation courses to wards of deceased retired naval personnel</p>
	<p>₹ 45,000/- for both Day Scholar and Boarder.</p>

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(c)	Reimbursement of Tuition Fee for Special /Mentally Challenged Children	₹ 5,000/- p.m (Production of fee receipts/ bills waived off) <u>Disability percentage</u> <u>Amount</u> Upto 50% ₹ 5,000/-pm 51-60% ₹ 6,000/-pm 61-70% ₹ 7,000/-pm 71-80% ₹ 8,000/-pm 81-90% ₹ 9,000/-pm 91-100% ₹ 10,000/-pm
(d)	40% re-imburement of coaching fee is applicable only to:- (i) Institutes taking admissions on JEE (Advance) Score. (ii) Admissions in medical colleges (for MBBS only) run by Central/ State Government.	
(e)	Demise Grant to NoK	₹ 40,000/-
(f)	Special Scholarship Scheme (SSS) for wards of naval personnel who die in harness	Play School to KG ₹ 15,000/- p.a Class I-VIII ₹ 30,000/- p.a Class IX-XII ₹ 45,000/- p.a Graduation ₹ 45,000/- p.a Post-Graduation ₹ 45,000/- p.a Legal/Vocational ₹ 60,000/- p.a Computer/Management ₹ 75,000/- p.a Engg/ Medical ₹ 1 lakh /- p.a Engg /Medical(SSS) ₹ 1,25,000/- p.a Boarding/ Lodging ₹ 75,000/- p.a
(g)	Scholarship to the wards of naval personnel, who die after retirement, from NWWA	Class I-VIII ₹ 10,000/- p.a IX-XII ₹ 14,000/- p.a
(h)	Financial Assistance for starting self-help Economic Venture to widows	Upto ₹ 1.5 Lakh on case to case basis
(j)	Financial Assistance for vocational courses to widows	Upto ₹ 50,000/- on case to case basis.
(k)	Grant for daughter's marriage to Veer Naris	₹ 50,000/-
(l)	Scholarship to orphaned children of naval personnel under the category of Special Scholarship Scheme (SSS) irrespective of whether the parents died while in service or post retirement	Rates as per Special Scholarship Scheme (SSS)
(m)	Financial assistance to family members of unmarried officers/sailors who die in harness	(i) Grant of ₹ 50,000/- extended for marriage of one sister. (ii) Re-imburement of fees for Vocational course Upto ₹ 50,000/- to mother only on case to case basis.

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		(iii) Self-help economic venture Upto ₹ 1.5 Lakh to mother only on case to case basis. (iv) Scholarship introduced to maximum two unmarried sisters under Special Scholarship Scheme (SSS).
(n)	Enhancement in rates of special scholarship for the 'Girl Child', for pursuing professional courses in Engineering and MBBS, of a naval personnel of the following categories:- (a) Naval personnel who die in harness. (b) Orphan Children of a naval personnel irrespective of whether parents die while in service or post retirement. (c) Two dependent unmarried sisters of unmarried naval personnel who die in harness.	Upper limit of ₹ 1,25,000/- p.a or actual fees paid to the University/College by the girl child, whichever is less

* Common application form for scholarship and grants from INBA is available on INBA website.

DNE News

23. **Admissions of Wards of Naval Personnel in Higher Educational Courses.** To facilitate higher education for wards of naval personnel, collaborations with following Institutes have been made for admissions in higher educational courses in AY 2023- 24:-

(a) **Details of Universities/ Colleges/ Institutes.**

<u>Ser.</u>	<u>Name of University/ College/ Institution</u>	<u>Contact at University/ College/ Institute</u>
(i)	Bennett University, Noida	Mrs Chetna Pargai <u>Website:</u> www.bennett.edu.in <u>Email:</u> chetna.pargai@bennett.edu.in <u>Tel:</u> 1800-1038484 / 0120-7199300 <u>Mob:</u> 9810745015
(ii)	Jaypee University of Information Technology, Solan, Himachal Pradesh	Mr Sanjay Kumar Verma <u>Website:</u> www.juit.ac.in <u>Email:</u> admission@juit.ac.in <u>Tel:</u> 01792-257999, 07807846047

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Ser.	Name of University/ College/ Institution	Contact at University/ College/ Institute
(iii)	BML Munjal University, Gurugram	Website: www.bmu.edu.in Email: info@bmu.edu.in Tel: 011 49281750
(iv)	University of Petroleum and Energy Studies (UPES), Dehradun	Ms Divya Gautam Website: www.upes.ac.in Email: divya.gautam@upes.ac.in Mob: 8547788424
(v)	Bhai Gurdas Group of Institutions, Jalandhar	Mr Amandeep Singh Website: www.bgiet.ac.in Email: info@bgiet.ac.in Tel: 01672 278528, 01672278529, Mob : 9639800022
(vi)	Lovely Professional University, Jalandhar	Mr Diwakar Jyoti Website: www.lpu.in Email: admissions@lpu.co.in Tel: 01824-404404 / 09878977400 Toll Free: 1800-1024431
(vii)	K.R. Mangalam University, Gurgaon	Mr Amritansh Kumar ,Director, Website: www.krmangalam.edu.in Email: kumar.amritansh@krmangalam.edu.in Mob 7011389167
(viii)	Amity University Online	Website: www.amityonline.com Tel: 0120-4614200
(ix)	Amity Institute of Education, Noida	Cmde (Retd) PL Messon, VSM, Director (HR) Website: www.amityonline.com Tel: 1800-1023434/ 8527901901
(x)	N.R.I Institute of Information Science & Technology, Bhopal	Mrs Nishi Parihar Mob: 7999688126 Staff Officer (Edn), HQWNC Tel: 022-22752756
(xi)	Adi Shakara Institute of Engineering and Technology	Website www.adishankara.com Tel: 0484-2463825
(xii)	Andhra University	Dr. Ujjwal Kumar Ghatak Acade Adviser – Defence Cell Email Ujjwalghatak10@gmail.com Website www.andhrauniversity.edu.in
(xiii)	NSHM Knowledge Campus, Kolkata	Prof (Dr.) Krishnendu Sarkar, Director, NSHM Tel (o) 033-24032300/301 Mob 9903250725

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<u>Ser.</u>	<u>Name of University/ College/ Institution</u>	<u>Contact at University/ College/ Institute</u>
		SEDO, INS Netaji Subhas Tel: 033-22221400 (Kolkata Extn) 033-22221492 (Netaji Subhas)
(xiv)	Sri Sri University	Mr. Sri Jayesh Mob 9903250725 SEDO, INS Chika Tel 06756 257221/ 222 (Extn 2415)
(xv)	Hindustan Group of Institutions, Chennai	Mr. Mohammed Saleem, Director Admissions Tel: 9840485858, 044-27474395 SSO (Edn), HQTN&P Tel: 044-25317354
(xvi)	Sri Chandrasekharendra Saraswathi Viswa Mahavidyalaya, (SCSVMC University) Kancheepuram	Registrar Tel: 044-27264293 SSO (Edn), HQTN&P Tel: 044-25317354
(xvii)	Chennai Business School, RA Puram, Chennai	Registrar Tel: 044-42424242 SSO (Edn), HQTN&P Tel: 044-25317354

(b) **Courses Offered.** The details of the courses offered by the above mentioned institutions are available on Indian Navy website https://www.indiannavy.nic.in/misc_wel/15.

(c) **Admission Procedure.** Retired *IN* personnel desirous of seeking admissions of their wards in these institutions are to obtain 'Recommendation Certificate' from IHQ MoD(N)/ DNE or CEDO/ SSO (Edn) of respective Commands or SEDO of coordinating unit and approach the concerned institution. Admissions will be subject to the regulations of individual institutions. Format of 'Recommendation Certificate' is given below:-

<u>RECOMMENDATION CERTIFICATE</u>	
1.	Please refer to MoU/ Letter with/ from _____ University/ Institution dated _____ regarding admission of wards of Naval personnel.
2.	It is certified that _____ S/O, D/O of _____ is a ward of Naval personnel and is authorised to take admission vide MoU/ Letter ibid.
3.	It is therefore recommended that _____ be given admission in _____ course for AY _____.

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Date :	Cdr (NE) - HE/ SSO (Edn)/ SEDO
Place:	

24. **Andhra University, School of International Business (AU-SIB)**. As part of an MoU signed between Armed Forces and Andhra University, AU-SIB is offering MBA (Logistics and Supply Chain Management) Course to the Armed Forces personnel (both working and retired), their dependents, children and spouse from AY 2022-23.

25. **FLAME University, Pune**. An MoU has been concluded IN NWWA and FLAME University, Pune for wards of SAHARA families, serving and retired personnel with a concession of up to five wards for each category as under: -

- (a) 100 percent for Naval personnel died in harness.
- (b) 75 percent for serving Naval personnel.
- (c) 50 percent for retired personnel.

Pension Related Issues

26. **Policy issued on e-LPC.**

- (a) Last Pay Certificate (LPC) was earlier being dispatched by NPO as an ink-signed document for handing over to retiring personnel as under:-
 - (i) Flag Officers and Commodores – As part of retirement Kit by the Chief of the Naval Staff.
 - (ii) Officers (Captain & below) – Through respective SO (P) at Command Headquarters.
 - (iii) All Sailors – Through NAVPEN.
- (b) The manual procedure was found to be cumbersome as the certificates were required to be printed and dispatched to units spread across all stations. Accordingly, the issue was deliberated with stakeholders and as part of *SHIPS FIRST* approach and digitization efforts, post approval of Competent Authority, policy on generating and uploading of e-LPC for retiring/ retired personnel on NPO website and discontinuation of existing manual procedure of providing ink-signed LPC has been issued by IHQ MoD(N)/ DPA on 07 Oct 22. Electronically-signed LPC is available on the NPO website on NUD/Internet for all retiring/ retired personnel wef **01 Nov 22** in PDF format and the same can be downloaded using their unique login.

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27. **SPARSH Outreach Programme**. In order to apprise veterans about the present status and procedures of SPARSH, outreach programmes have been conducted at New Delhi, Visakhapatnam and Hyderabad on 12 Feb, 26 Feb and 02 May 23 respectively.

28. **Extension Of NAVPEN SPARSH helplines (SMART) to 12 hours manning daily**:- As per the Vision of IHQ MoD (N) and under the guidance of Personnel Branch to increase support to Naval veterans wrt SPARSH, the extended timings of SMART* wef 12 Apr 23* would be as follows:-

Mon to Sat – 0800h- 2000h

Sunday & Closed holidays – Holiday

(a) The NAVPEN phone numbers and email IDs for SPARSH issues remain the same, as follows:-

Officers

022-25075608

Email- offcmigration-navpen@navy.gov.in

Sailors

022-25075622, 022-25075455, 022-20850328, 022-25075600,
022-25529401

Mobile no- **8652048303**

Email- sparshmig-navpen@navy.gov.in

Officers

Toll free Nos

1800220560, 1800220559

Sailors

Toll free Nos

1800220560, 1800220559

29. **Organizing Outreach program for completing Identification for SPARSH NID Pensioners**. IHQ MoD/ DPA note No. PN/0725/SPARSH/23 dated 19 Apr 23 is uploaded on DESA website.

30. **Grant of Training Allowance Standard Cooling-Off Period and Remittance of Arrears**: - IHQ MoD/ DPA letter No. PA/6304/04 dated 29 Oct 22 is uploaded on DESA website.

31. **Facility for Identification/ Life Certificate for Migrated Pensioners by the Banks**: - PCDA (Pensions) letter No. EDP/58/PPP/2022/Vol-II dated 13 Oct 22 is uploaded on DESA Website.

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32. **Admissibility Of CEA/ Hostel Subsidy Post Retirement**:- The amended procedure for claiming Children Education Allowance (CEA) and Hostel Subsidy for retired personnel has been promulgated vide IHQ MoD(N) DPA letter PA/4202/04 dated 19 Sep 22. Details are as follows: -

(a) CEA and Hostel Subsidy will be paid on the basis of Genform. CEA and Hostel Subsidy is admissible till end of academic year in which an officer/ sailor ceases to be in Service due to retirement, discharge, dismissal or removal from service in the course of an academic year. To streamline the procedure and to have a uniform Genform based payment methodology for *IN* personnel, the retired personnel are to submit application along with relevant documents to his/ her last unit within six months on completion of the academic year and not later than 30 Sep of the ensuing year to effect payment. NPO it to provide necessary provision in GMS to enable units to raise CEA and Hostel Subsidy Genform for such personnel who have retired during the academic year.

(b) The amended procedure is effective from academic year 2022-23 onwards, payment *wef* Apr 23.

33. Memorandum of Understanding (MoU) are being concluded with various banks both Public & Private Sectors towards enabling facilitation of best banking facilities to *IN* Personnel/ Pensioners, Agniveers and Naval Civilians. List of banks and point of contact for queries is enclosed herewith.

LIST OF BANKS AND CONTACT DETAILS

<u>Ser</u>	<u>Bank Details</u>	<u>Contact Details</u>
(a)	State Bank of India (SBI)	Name: Rear Admiral Rajesh Singh (Retd) Designation : Defence Banking Advisor (Navy) Contact : 011-23407048, 9811772258 e-Mail: dba.navy@sbi.co.in
(b)	Bank of Baroda(BOB)	Name: Mr Virender K Sardana Designation : Deputy General Manager Contact : 011-23448869 & 9999007917 e-Mail: Virender.sardana@bankofbaroda.co.in Name: Mr Rohit Gupta Designation : Chief Manager Contact : 011-23448845 & 9810331983 e-Mail: Rohit.gupta2@bankofbaroda.co.in Name: Mrs Shruti Singh Designation : Sr Manager

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<u>Ser</u>	<u>Bank Details</u>	<u>Contact Details</u>
		Contact : 011-23448860 e-Mail: Shruti.singh@bankofbaroda.co.in
(c)	Kotak Mahindra Bank	Name: Mr Punish Khurana Designation : Vice President Contact : 9811815169 e-Mail: Punish.khurana@kotak.com Name: Ms Poonam Abhilasha Designation : Senior Manager Contact : 9717911088 e-Mail: Poonam.abhilasha@kotak.com
(d)	IDFC First Bank	Name: Debraj Saha Designation : Sr Vice President & Regional Head (North & East) Government Banking Group Contact : 011-66712022, 9818109212 e-Mail: debraj.saha@idfcfirstbank.com Name: Col Harmeeek Designation : Defence Banking Contact : 011-42549212 e-Mail: Harmeeek.singh@idfcfirstbank.com Name: Cdr Manish Kundu Designation : Regional Head, Defence Banking Contact : 011-66809662 e-Mail: Manish.kundu@idfcfirstbank.com
(e)	IDBI	Name: Varda Menon Designation : General Manager Contact : 022-66553355 & 9930872201 e-Mail: v_menon@idbi.co.in Name: Mr Tejas Parikh Designation : Assistant General Manager Contact : 022-22189111 & 8108033306 e-Mail: Tejas_p@idbi.co.in Name: Mr Kashif M Sharfani Designation : Assistant General Manager Contact : 011-66083401 & 8100379904

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<u>Ser</u>	<u>Bank Details</u>	<u>Contact Details</u>
		e-Mail: kashif.ms@idbi.co.in
(f)	HDFC Bank	Name: Mayank Srivastava Designation : Assistant Vice President Contact : 011-61016161, 9873639790 e-Mail: mayank.srivastava@hdfcbank.com
(g)	Axis Bank	Name: Dilip Kanojia Designation : Asst Vice President, Key Account Head for PSU Govt Defence and Paramilitary Salary Account Contact : 9654535555 e-Mail: dilip.kanojia@axisbank.com Name: Nikhil Kumar Designation : Senior Manager, RB-Liability Sales Contact : 9091060606 e-Mail: Nikhil25.kumar@axisbank.com
(h)	ICICI Bank	Name: Wg Cdr Sangeeta Rishi (Retd) Designation : Key Relationship Head – Defence Ecosystem Contact : 9560793416 e-Mail: sangeeta.rishi@icicibank.com Name: Maj Padmaja Kishore (Retd) Designation : Key Relationship Manager – Defence Ecosystem Contact : 9650961090 e-Mail: padmaja.kishore@icicibank.com Name: Capt TS Mankotia (Retd) Designation : Key Relationship Manager – Defence Ecosystem Contact : 8335849191 e-Mail: tribhuvan.mankotia@icicibank.com

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<u>Ser</u>	<u>Bank Details</u>	<u>Contact Details</u>
(j)	YES Bank	<p>Name: Lt Gen Arvind Dutta (Retd) Designation : Strategic Advisor to MD YES Bank Contact : 9910754398 e-Mail: Arvind.Dutta@yesbank.in</p> <p>Name: Col Harpal Singh Gill (Retd) Designation : Head YES VIJAY (Defence Banking) Contact : 7889576719 e-Mail: harpalsingh.gill@yesbank.in</p>
(k)	IndusInd Bank	<p>Name: Lt Col Sandeep Sharma (Retd) Designation : National Head – Army Branch Banking Contact : 011-42505417, 9350874016 e-Mail: Sandeep.isharma@indusind.com</p> <p>Name: Nitin Aggarwal Designation : National Sales Manager, Corporate Sales Contact : 8588895995 e-Mail: aggarwal.nitin@indusind.com</p>
(l)	Union Bank of India	<p>Name: Kompal Negi Designation : Chief Manager Contact : 9560985664 e-Mail: kompal@unionbankofindia.bank</p> <p>Name: Vinay Joshi Designation : Senior Manager Contact : 9953842180 e-Mail: vinayjoshi@unionbankofindia.bank</p>
(m)	Punjab National Bank	<p>Name: Sahil Sethi Designation : Manager Contact : 9910872479</p> <p>Name: Vaibhav Upadhyay Designation : Asstt Manager Contact : 8130762689</p>

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Other News

34. **Step by Step guide for prompt settlement of personal Accident Insurance Claims** Details uploaded under document repository in DESA website.

35. **Welfare of Soldiers Community by Para Military Forces Housing Project.** Details uploaded under document repository in DESA website.

36. **Dedicated Defence Helpline – Uttar Pradesh Police.** A large number of defence service personnel among tri service hail from Uttar Pradesh. Owing to nature of their jobs and posting at remote areas, these personnel are neither able to monitor their family complaints at police stations nor can they directly communicate with police authorities to resolve their grievance. To mitigate the above circumstances, Uttar Pradesh Police has taken the initiative to address serving defence personnel/ESM complaint/ grievance by opening a dedicated 'Defence Helpline'. This facility will help the defence personnel and their families for registering their issues with concerned police stations. Moreover the DGP Uttar Pradesh Police vide his circular has also published the list of nodal police officers to monitor these complaints. The Def Helpline details are as under: -

(a)	Helpline Number	7839877707
(b)	Email ID	Defhelpline.uppolice@gmail.com
(c)	Monitoring Officer number	9454400691

A copy of DGP Uttar Pradesh Police vide his circular is uploaded under document repository in DESA website.

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IMPORTANT CONTACT DETAILS

<u>DIRECTORATE OF ESM AFFAIRS (DESA)</u>	
TELE NO.	011-21410482, 21410476
TOLL FREE NO.	1800-113-999
FAX	011-21410481
E-MAIL ID	desa@navy.gov.in
WEBSITE	https://www.indiannavy.nic.in/navy/desa
<u>DIRECTORATE OF PAY AND ALLOWANCES (DPA)</u>	
TELE NO.	011-21410549, 21410541
FAX.	011-21410549
E-MAIL ID	dpa@navy.gov.in
<u>DIRECTORATE OF PERSONNEL (DOP)</u>	
TELE NO.	011-23014346, 23011575, 23010497
FAX.	011-23793063
E-MAIL ID	dop@navy.gov.in
<u>DIRECTORATE OF NON-PUBLIC FUND</u>	
TELE NO.	Cmde (NPF) : 011-21410787 Secy NGIF – Tel/ Fax : 011-21410788
FAX	011- 23092644/ 23092646
E-MAIL ID	lnba.dnpf@navy.gov.in
WEBSITE	www.indiannavy.nic.in
ADDRESS	COMMODORE (NPF) DIRECTORATE OF NON PUBIC FUNDS (DNPf) IHQ MOD(N), TALKATORA ANNEXE BUILDING GROUND FLOOR, TALKATORA INDOOR STADIUM NEW DELHI 110001
<u>INDIAN NAVAL BENEVOLENT ASSOCIATION (INBA)</u>	
TELE NO	Secy INBA : 011-21410785 (M) 9315796161 Office : 011- 23093781
FAX	011- 23013656
E-MAIL ID	dnpf-navy@nic.in
<u>NAVAL PENSION OFFICE (NAVPEN)</u>	
TELE NO	022-25075455, 022-25075620, 1800-220-560 (Toll Free)
FAX	022-25075653
E-MAIL ID	navpen-navy@nic.in
<u>ECHS (NAVY)</u>	
TELE NO	011-21411421
HELP LINE NO	9667325533
TOLL FREE	1800- 114- 115
E-MAIL ID	echselhi@navy.gov.in

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SOME IMPORTANT WEBSITES

37. **Indian Navy Website (www.indiannavy.nic.in)**. This is the official website of Indian Navy. It provides vision document of Indian Navy. All information of relevance to ESM is hosted on the website under "Personnel" section of the website. It provides links to all other naval agencies.
38. **ECHS/ Health Website (www.echs.gov.in)**. This webpage of Ex-Servicemen Contributory Health Scheme provides information about ECHS policy letters, list of polyclinics, FAQs, guide lines for ECHS members etc.
39. **Naval Pension Cell (www.indiannavy.nic.in/navpen)**. All policy letters and latest updates on matters related to pension as well as links to other pension related portals are available on the website.
40. **PCDA Allahabad (www.pcdapension.nic.in)**. The Website of the Principal Controller of Defence Accounts (Pensions), Draupadi Ghat, Allahabad; E-mail id of PDCA is also available on the site and personnel can directly send e-mail to CDA regarding their grievances.
41. **PCDA Navy (www.pcdanavy.nic.in)**. This site provides information regarding latest orders/circulars relevant to pensioners. They can be contacted for pending claims regarding revision of pension and TA/DA claims etc.
42. **Pension Information (www.pensionersportal.gov.in)**. This site provides important information about pension.
43. **Pension Grievances (www.pensionportal.gov.in)**. Information related to grievances of pensioners is hosted on this website. CPGRAMS (Centralised Pensionary Grievances Redressal and Monitoring System) is also hosted on this site.
44. **Canteen Stores Department (www.csdindia.com)**. All important information in respect of Canteen Stores Department like revised monetary limits, authority letter regarding purchase of cars by PBOR, CSD bulletin, Depot wise AFD item list are available on this site.
45. **Indian Naval Placement Agency (www.indiannavy.nic.in/inpa)**. Indian Naval Placement Agency site provides employment assistance to all ex-naval personnel including widows.
46. **Naval Children School (www.nesnavy.com)**. This is official site of Navy Children School. You can visit this site for career options, counselling, admissions, etc.
47. **Naval Recruitment (www.joinindiannavy.nic.in)**. This site provides detailed information about various entries in Navy, recruitment criteria, eligibility and contact details of DMPR.

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48. **Air Force – Navy Housing Board (www.afnhb.org)**. This official website provides details of AFNHB schemes, demand survey, updated reports on housing projects etc.
49. **Naval Pay Office (<https://navypay.gov.in>)**. This is Website of the Naval Pay Office. After logging in you can communicate with Naval Pay Office and find all forms/information related to pay, perks and other entitlements.
50. **DGR Website (www.dgrindia.com)**. This website is maintained by the Director General Resettlement and contains valuable information regarding resettlement opportunities, employment assistance provided to ESM, various Forms and News update from the Kendriya Sainik Board (KSB).
51. **Ministry of Defence (www.mod.nic.in)**. This is official website of Ministry of Defence which provides all MoD/Gol orders/circulars and publications which are useful to ESM eg 'Sainik Samachar'.
52. **Ministry of Personnel (www.persmin.nic.in)**. This is the official website of Ministry of Personnel, Public Grievances and Pensions.
53. **Photo Gallery.**



'Samman', an event to interact with retired officers and their spouse was organised on 12 Feb at NOM Varuna. The Quarterdeck 2023 was also released on the occasion by Adm R Hari Kumar, PVSM, AVSM, VSM, ADC, Chief of the Naval Staff.

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Annual General Body Meeting of VSF North Zone was held at Varunika Auditorium, Chanakyabagh on 26 Feb 23. The event was graced by Adm R Hari Kumar, PVSM, AVSM, VSM, ADC, Chief of the Naval Staff.



Shri Gajanan Jagannath Mane, Ex MEI was presented with the 'Padma Shri' by Hon'ble President of India on 05 Apr for social work in the field of leprosy eradication.

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CRSO(North) conducted Naval ESM outreach at Dharamshala and Hamirpur in Himanchal Pradesh in Feb 23 and Firozpur, Amritsar (Punjab) in Apr 23.



CRSO(Central) conducted Naval ESM outreach at Jodhpur (Rajasthan), Ratlam, Ujjain and Indore (MP) in between Feb and Apr 23.

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