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Headquarters
Western Naval Command
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WE/1022/RGC/6/28-A

16 Oct 23

MINUTES OF THE 8th REGIONAL GOVERNING COUNCIL (WEST) MEETING OF NAVY FOUNDATION

1. The 8th meeting of the Navy Foundation Regional Governing Council (West) was held at WNC (O) Mess Conference Room on 09 Sep 23. Vice Admiral Dinesh K Tripathi, AVSM, NM, Flag Officer Commanding-in-Chief Western Naval Command and President of Navy Foundation, Regional Governing Council (West) chaired the meeting. The following were present:-

(a) **Council Members**

Ser	Rank and Name	Appointment/ Designation
(i)	RAdm Rajat Kapoor	CSO(P&A) & Vice Chairperson RGC(W)
(ii)	Cmde JP Chiplunkar	CEDO & Secy RGC(W)

(b) **Invitees**

Ser	Rank and Name	Appointment
(i)	RAdm AN Pramod	FOMA
(ii)	Surg RAdm Anupam Kapur, NM	CMO
(iii)	Surg RAdm Vivek Hande, VSM	CO, Asvini
(iv)	Cmde Aditya Hara	CO, Angre
(v)	Cmde Sunil Rajasekharan	CO, Tanaji
(vi)	Cmde Sanjay Nagar	CO, Kunjali
(vii)	Cmde Satyen Vartak	Dir, RC ECHS(Mbi)
(viii)	Cmde Sankaran Supradeepan	LOIC NAVPEN
(ix)	Cmde AK Agarwal(Retd)	GM, INCS(Mbi)
(x)	Surg Cmde RK Patel	ACMO
(xi)	Capt RS Saini	CRSO(W)
(xii)	Cdr Sravan Sekhar T	SSO(Welfare)
(xiii)	Maj PP Jadhav (Retd)	ZSWO(Thane)

(c) **Chapter Representatives**

Ser	Rank and Name	Designation
(i)	VAdm J Korde, PVSM, AVSM, VSM (Retd)	President, NF Pune Chapter
(ii)	VAdm KO Thakare, AVSM, NM(Retd)	President, NF Nagpur Chapter

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Ser	Rank and Name	Designation
(iii)	RAdm PG Pynumootil, AVSM, NM (Retd)	President, NF Goa Chapter
(iv)	RAdm NK Mishra, NM(Retd)	President, NF Bengaluru Chapter
(v)	Cmde AA Abhyankar (Retd)	Secretary, NF Nagpur Chapter
(vi)	Cdr Vijay Vadhera, NM(G) (Retd)	President, NF Mumbai Chapter
(vii)	LtCdr Farokh Tarapore, VSM (Retd)	Secretary, NF Mumbai Chapter

OPENING ADDRESS BY THE CHAIRPERSON RGC (W) & FOC-IN-C (W)

2. The Chairperson extended a warm welcome to the Presidents of NF Chapters of Pune, Nagpur, Bengaluru, Goa and Mumbai and acknowledged the significant contribution made by them to the fine Service as also the veteran community, whilst reiterating that HQWNC is deeply committed towards ensuring the well-being of our veterans.

3. FOC-in-C (W) complimented all the Chapters for providing unwavering support to the veteran community in times of need and also for strengthening the bonding in the fraternity through conduct of various events and activities. Further, FOC-in-C (W) assured them that despite hectic schedules, busy operational tempo and continually heightened state of readiness, Area Commanders under HQWNC are committed, and will continue, to actively involve themselves with the Chapters for efficient functioning.

4. The Chairperson reiterated few salient activities, initiatives and issues meriting attention as follows :-

(a) Asvini has been efficiently utilising its communication lines by relaying messages on veteran forums to disseminate vital information on facilities and patient initiatives.

(b) CO Asvini has been following an open-door policy every Saturday between 1230 to 1330 h to take first-hand information from veterans. With the introduction of Patient Buddy (a dedicated mobile number), veterans and veer naaris can get assistance on patient care between 0800 to 2000 h every day, apart from existing facilities available at the "May I Help You" desk located on the first floor of Asvini.

(c) Asvini along with OIC ECHS is constantly working towards ensuring the availability of medicines or alternatives wherever prescribed medicine is not in stock.

(d) Manasik Sahayog (Manobal) facility has also been extended to veterans and details of the Manobal helpline are displayed at prominent locations.

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(e) Twice a week surveys are undertaken at Asvini to monitor veterans' satisfaction with the facilities and undertake prompt course corrections where deemed necessary. Asvini is also working towards extending Niramaya facilities to veterans.

(f) Regional Centre ECHS (Mumbai) has maintained a proactive approach towards addressing issues faced by veterans by actively interacting with them on occasions like veteran officers luncheon at IMSC (Dhanush) (07 Jan 23), Sahara Milan and the inauguration of Gharonda (11 Jan 23) and the Veterans Rally at INSI Sagar (14 Jan 23).

(g) With a view to resolve long pending veterans' issues, distribution of ECHS smart cards to beneficiaries at the polyclinics is being undertaken twice a month and an ambulance also has been hired to cater for the requirements of the veteran community at and around ECHS Thane (Nerul).

(h) Improvement schemes being planned are underway including Special Repairs to the polyclinics, Authorised Local Chemist (ALC) with Jan Aushadhi, augmentation of IT assets at polyclinics and provisioning of additional manpower for polyclinics through outsourcing to ease out the workload at various ECHS Polyclinics.

(j) Seven Multi-speciality hospitals were empanelled last year under RC ECHS (Mbi) taking the overall empanelled hospitals to 29 to date. Veterans now have access to five hospitals at Navi Mumbai, one each at Thane and Andheri (W) in addition to the existing 22 hospitals.

(k) A kiosk has been set up at Polyclinic Kandivali on a trial basis through Dr Lal Pathlabs Ltd for the collection of blood and investigation samples. RC ECHS (Mbi) is presently pursuing to empanel five more hospitals four of which are enroute to all three key railway lines at Mumbai viz., Western, Central and Harbour and one at Goa.

(l) RC ECHS (Mbi) is constantly working towards resolving issues being faced by veterans during their visits to empanelled hospitals. Onsite interactions and intervention in the affairs of empanelled hospitals are working towards veterans' benefits.

(m) ECHS at Station Headquarters Mankhurd has commenced monthly interaction with veterans at the polyclinics. Further, a Telegram® group has been created for wider dissemination of the latest ECHS policies in force for the benefit of the veteran community.

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OLD AGENDA POINTS

Item No IV [7th RGC (W)]: Upgradation of Nerul (from Type 'C' to Type 'B') and Kanjur Marg (from Type 'D' to Type 'C') ECHS Polyclinics (Point from Navy Foundation Mumbai Chapter)

Background

5. A case regarding upgradation of Nerul ECHS polyclinic **from Type 'C' to Type 'B'** & Kanjurmarg from **Type 'D' to Type 'C'** was taken up by Station Headquarters Mumbai Upnagar in Nov 2017 as per the directives from the Chairperson post 5th RGC (W) meeting. In March 2020, Central Organisation had indicated that Nerul ECHS Polyclinic be downgraded from Type 'C' to Type 'D' and Kanjurmarg Polyclinic be maintained as Type 'D'. During the 7th RGC (W) meeting, Station Commander Mankhurd was directed to take up the case with Central Organisation, ECHS (New Delhi) to reconsider upgradation of Nerul to Type 'B' and Kanjur Marg to Type 'C' Polyclinics.

Discussions

6. Station Commander Mankhurd brought out that a case for upgradation of both the polyclinics was taken up with the Central Organisation ECHS (New Delhi) in Jun 21 taking into account the ex-service personnel dependency at Thane (Nerul) Polyclinic which is about 7250 (17000 if dependents are included) and Kanjurmarg which is about 7000 (16000 if dependents are included). Central Organisation ECHS (New Delhi) has not approved the proposal in Dec 22 stating that, the Daily Average Sick Report (DASR) in the both the polyclinics is only 112, which as a policy should be more than 140.

7. During the discussions FOMA and CSO (P&A) opined that any further efforts on the subject would fructify only if the DASR improves beyond 140.

Chairperson's Decision

8. Post discussions, the Chairperson requested President NF MC in conjunction with ZSWO to progressively increase efforts to ensure all ex-service personnel of Mumbai are registered with ZSWO. Further, Station Commander Mankhurd is to take up a case when the figures of ex-service personnel dependency on ECHS polyclinic and DASR improve. **The point is to be closed**.

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Item No. VII [7th RGC (W)] : Empanelment of additional hospitals in Goa (Point from Navy Foundation Goa Chapter)

Background

9. The point was discussed during 7th RGC meeting, wherein CMO intimated that only one hospital viz., Manipal Hospital, Goa was empanelled in Goa and highlighted other hospitals are not very keen for empanelment. C-in-C directed that the empanelment of additional hospitals at Goa to be monitored.

Discussions

10. Dir RC ECHS (Mbi) brought out that empanelment of SMRC is being monitored closely and is expected to be empanelled shortly (about 3 weeks from the date of the meeting). With the empanelment of SMRC, and Manipal Hospital already being empanelled, there will be a total of two hospitals empanelled with ECHS at Goa. Efforts to encourage hospitals like Daffodils Vasco have not yet fructified view revision of CGHS rates in progress (which were revised comprehensively in the year 2010, with amendments in a few rates from time to time). Besides this, all State / central-run hospitals are also deemed empanelled, where ECHS facilities may be availed by ex-service personnel. A total of 1203 dependents are registered with Vasco Polyclinics.

11. President NF Nagpur Chapter also apprised the gathering of the issue being faced by a few empanelled hospitals with clearing pending bills by CDA. Dir ECHS (Mbi) in this context has mentioned that the delay is because of procedures being followed by CDA especially where documents submitted by empanelled hospitals are not complete and queries raised by CDA are not answered in the specified period (one month) by the hospital.

Chairperson's Decision

12. Chairperson requested President NFGC to continue pursuing the case with the senior hierarchy of various hospitals at Goa and directed Dir RC ECHS (Mbi) to get the empanelment of SMRC Vasco as committed. **The point is to be retained**.

Action: Dir RC ECHS (Mbi)

13. On the issue pertaining to settling pending bills by CDA due to want of documents, the chairperson has directed CMO to dispatch DO letters to all empanelled hospitals with a copy to the Presidents of respective NF Chapters which brings out clearly that, whilst the hospital's services towards ex-service personnel are highly appreciated, due diligence may be followed when forwarding requisite documents to CDA to avoid delayed payments of bills due to want of documents. Relevant references with specific cases may be enclosed wherever required. The Chairperson also requested presidents of NF Chapters to reiterate this point at an appropriate level in the hospital management in case they visit these hospitals.

Action: CMO

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Item No. VIII [7th RGC (W)] : Empanelment of additional multi-speciality hospitals in the Western suburbs and cashless transaction facility in Tata Memorial Hospital (Point from Navy Foundation Mumbai Chapter)

Background

14. During the 7th RGC meeting conducted on 12 Jul 22, Chairperson directed the ACMO to examine the MoA with Hiranandani Hospital (a multi-specialty hospital) and put up the case on file and monitor on monthly basis.

Discussions

15. ACMO apprised the gathering that Hiranandani Hospital has suggested a few amendments in the MoA which are to be vetted by Central Organisation ECHS New Delhi, which is still under staff channels at Central Organisation. Further, Dir RC ECHS (Mbi) added that Central Organisation ECHS has promulgated a standard MoA for all hospitals to be empanelled which in the case of Hiranandani Hospital has been deviated from based on the requirements desired by the hospital's management. The case was earlier pursued in 2018 and however has not been fructified for similar reasons.

Chairperson's Decision

16. The Chairperson directed CMO and Dir RC ECHS (Mbi) to pursue the case. **The point is to be retained**.

Action: CMO/ Dir RC ECHS (Mbi)

Item No. IX [7th RGC (W)] : Dental treatment including implants and ceramic crown procedures be listed for veterans/widows (Point from Navy Foundation Mumbai Chapter)

Background

17. During the 7th RGC meeting, CMO intimated that dental procedures as per CGHS rate list are authorized for veterans, as per GoI policy, and that a case would have to be taken up with the Central Organisation, ECHS for revising the rates of dental implants and ceramic crown procedures as per prevailing market rates. The Chairperson directed ACMO/Dir RC ECHS (Mbi) to take up the case with Central Org ECHS for revising the rates and explore feasibility of doing it by NDC Danteswari.

Discussions

18. CMO brought out that the point has already been deliberated at apex level by Central Organisation ECHS and was turned down.

Chairperson's Decision

19. The Chairperson directed **the point to be closed**.

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Item No. XI [7th RGC (W)] : PDA not issuing FMA stoppage certificate required for ECHS membership application

Background

20. The Presidents of NF Chapters, during 7th RGC (W) meeting have brought to the notice of Chairperson difficulties being faced by pre-2003 retirees in obtaining FMA stoppage certificate from PDA which is required for application of ECHS membership. The Chairperson hence directed LOIC NAVPEN to facilitate issue of FMA stoppage certificate and also provide helpline numbers of banks to veterans.

Discussions

21. LOIC Navpen apprised that, ex-service personnel who retired/ discharged from service between 01 Apr 96 to 31 Mar 03 and who wish to become a member of ECHS were required to fill an online Smart Card Application under Pre-1st Apr 2003 category at "http://www.echs.gov.in". Among the nine attachments which were to be uploaded along with the online application, "DPDO / Bankers Certificate for non-drawing of FMA" was mandatory. Veterans faced difficulties in obtaining the same from banks and have brought out in the 7th RGC (W) meeting. Since then, personnel at NAVPEN have been monitoring the issue and all cases have been resolved successfully. Presidents of NF chapters have concurred the same.

Chairperson's Decision

22. The Chairperson directed **the point to be closed**.

Item No. XII [7th RGC (W)] : Issue of revised e-PPOs of veterans

Background

23. The Presidents of NF Chapters, during 7th RGC (W) meeting have brought to the notice of Chairperson that large number of PPOs with system errors in spouse details were causing anxiety amongst veterans. Hence, the Chairperson directed NAVPEN resolved the issue on a fast track mode and in a time bound manner. LOIC NAVPEN and Presidents of respective NF chapters to follow up.

Discussions

24. LOIC NAVPEN apprised that almost all e-PPOs have been issued wrt officers (72 cases pending due to either CDA (Mbi) not getting requisite details or dependents not responding/ not alive) and in the case of sailors about 3000 are still pending (due to the same reason as brought out in the case of officers). Also, 2415 corrigendum e-PPOs with requisite corrections as desired by veterans have been issued. Moreover, with migration to SPARSH, these issues will no longer exist as SPARSH-PPOs will be issued. Presidents of NF Mumbai and Pune Chapters have concurred the same and brought out that the helpline being implemented at NAVPEN is very effective and personnel manning the calls are proactive and positive in approach.

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Chairperson's Decision

25. The Chairperson appreciated steps taken by NAVPEN towards enabling a single window approach towards solving issues faced by veterans and approved **the point to be closed**.

Item No. XIII [7th RGC (W)] : Digitisation of Veterans database to alleviate anomalies in disbursement of pensions and discrepancies of information

Background

26. The Chairperson directed LOIC NAVPEN during 7th RGC (W) meeting to pursue matter with IHQ MoD (N)/ DOP and resolve the issue.

Discussions

27. LOIC NAVPEN apprised the gathering that in the case of officers, approximately 30,000 OPFs iro officers have been scanned by DOP and the same will be uploaded against the personal number of the retired officer on VCDF (for veteran officers), which is akin to HRCDF for Serving Officers. VCDF is being developed by DIT and infrastructure is being assembled at NAVPEN. Sailors database HRM (with 1.78 lakh dockets) at CABS is much more streamlined and efficient. LOIC informed that with VCDF being made operational the issue will be resolved completely. Further, a grievance redressal module (akin to Automated Grievance Redressal and Information Management - AGRIM system for Indian Army veteran officers) is also in the pipeline towards integrating the complainant of any nature (I-Card, ECHS etc.) with the concerned officer responsible along with real-time SMS/ e-mail notification.

Chairperson's Decision

28. The Chairperson appreciated steps taken at NAVPEN towards enabling a single window approach towards solving issues faced by veterans and approved the **point to be closed**.

Item No. XV [7th RGC (W)] : Provision of Community Hall in Kharghar

Background

29. An Integrated Welfare Centre for Ex Service personnel at Kharghar was approved as priority one work during the meeting of Special Fund, Maharashtra for reconstruction and rehabilitation of Ex Service person held on 01 Feb 17. Upon construction of the same, it was proposed to shift the existing ECHS polyclinic at Nerul to the Integrated Welfare Centre. Further, the sanction for the building plan has also been obtained from CIDCO. However, the tendering action was not initiated by PWD Panvel, view pending receipt of confirmation from Department of Sainik welfare, Govt. of Maharashtra.

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30. Principal Secretary Ex-Service personnel Welfare submitted that the GoM was actively considering the issue of Unified Floor Space Index (FSI) guidelines, following which, the FSI for the Integrated Welfare Centre was likely to increase. Therefore, the present proposal had been held in abeyance.

31. During the CMLC meeting held in Nov 20, the Chief Secretary directed CIDCO to prepare a draft proposal considering the likely additional FSI by Mid Dec 20 and forward the same to Dept of Ex-Service personnel Welfare with the revised costing. The project thereafter was to be completed on priority.

32. During the CMLC meeting held in Sep 21, the issue was again deliberated and PS (UD-I) informed that under the unified FSI guidelines, FSI of 1.4 was now available as against 1 previously. It is upon PS (Ex-Service person Welfare) to consider whether the construction of the Integrated Welfare Centre is to be undertaken by PWD department or CIDCO. PS (Ex-Service person Welfare) enquired about the end use of the proposed Integrated Welfare Centre, as no proposal was pending in the ex-service personnel department. The CS directed PS (Ex-Service person Welfare) to call for a meeting of the reps of Ex-Service person Society and IN to prepare the way ahead.

33. A meeting was held with PS (Ex-Service person Affairs) on 25 Mar 22, attended by reps of IN and Army. The Army rep requested inclusion of Old Age Home in community hall project. PS requested Ex-service person department to examine recommendation for inclusion in expansion plan. Ex-service person department brought out that Kharghar project includes Community Hall, Conference Hall, ECHS, Military boys and girls hostel and rest house. Any changes to the approved project were not recommended at this stage.

34. A VC was conducted by HQMNA/ CSO on 22 Apr 22. During the meeting, Maj Pranjal Jadhav (Retd), ZSWO Mumbai brought out that approval had been accorded by Mantralaya for applying fresh plan to CIDCO as per increased FSI, and the plan was likely to be approved by Jul 22. Post approval, construction was expected to commence by Dec 22.

35. However, during the 7th RGC (West) meeting ZSWO (Mbi) brought out that the time lines are unlikely to be met due to delay in processing at Mantralaya

Discussions

36. FOMA apprised and reiterated the gathering that during the 7th RGC (W) meeting ZSWO had brought out that there was a delay in executing the project due to clarification sought by the Principal Secretary ESM on the issue of including an Old Age Home (as requested by Army) which included only a community hall, conference hall, ECHS, military boys & girls' hostel and a rest house.

37. Under directives from the Chairperson, FOMA took up the case directly with the Principal Secretary (Ex-Service Personnel) and gave necessary impetus concerning to the early completion of construction of Kharghar Community Hall.

38. FOMA further brought out that post revision of building norms by the State Government, the issue was re-examined and Govt of Maharashtra has accorded

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approval iro CIDCO to provide clearance for increased FSI for Integrated Ex-Service Personnel Welfare Centre iaw Development Control Regulation of 07 May 21. Also, they have extended the construction period of the project by three years and have taken up the project on a Turnkey Basis.

39. ZSWO has brought out that the plot has been purchased by the ZSW office. ZSWO had a meeting on 23 Aug 23 with Jt Director CIDCO where basic planning was discussed and tentatively by early next year the construction will start. It would be a 2500 sq mt plot and the building would be of at least 8 – 10 floors with capacity for further expansion vertically including a Community Hall, Conference Hall, ECHS, Military Boys & Girls' Hostel and a Rest House.

40. In due course of discussions, President NF MC requested the Chairperson that it would be desirable if some stakeholders (like NF MC) may be consulted/ involved during the planning stages for inputs. Chairperson directed ZSWO to honour President NF MC's request, which ZSWO acknowledged and informed that post conclusion of MOU between State Govt and ZSWO a meeting will be scheduled with all stakeholders.

Chairperson's Decision

41. The Chairperson appreciated steps taken by FOMA and ZSWO, and directed ZSWO to hold a meeting with all stakeholders post MOU between the State Govt and ZSWO. **The point is to be retained.**

Action: FOMA/ Station Cdr Mankhurd

NEW AGENDA POINTS

Item No. I : 'Pratishtha' to be considered for Old Age Home for Veteran officers

42. President NF MC had brought out that, due to the paucity of suitable accommodation close to the vicinity of service/ civil hospitals in Mumbai, post-inauguration 'Pratishtha' may be considered for Old Age Home for veteran officers. In the interim, one floor of 'Gharonda', if not fully occupied by Veer Naaris may be designated as an Old Age Home and allocated to needy and aged veteran officer couples for about 2-3 years as a safe place to stay especially for those who do not have the support of their children in Mumbai.

43. Station Commander Mankhurd had brought out that presently only 80 Government-Married Accommodation are available for 306 MLR sailors in the station and the balance 226 sailors continue to be on the waiting roster and are forced to manage their arrangements. The availability of 20 pre-fabricated cabins under project 'Pratishtha' was planned to provide respite to sailors waiting on the roster. Further, in consonance with directives to enable 'Key on Arrival' it will not be feasible to allocate 'Pratishtha' as Old Age Home for veteran officers. Cabins under the 'Gharonda' project are being exclusively used for Veer Naaris and are being offered to sailors only on critical requirements.

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44. CSO (P&A) opined that the proposal and points brought out by Station Commander Mankhurd merit deliberation and also opined that mixing veteran officers with sailors in the common transit area even temporarily (say for 2 years) may attract complications in future and not recommended.

45. FOMA concurred with the remarks of CSO (P&A) and Station Commander Mankhurd that due diligence was required before making a decision in this regard since this could set precedence for other stations too. Also, since the facility has already been decided and is intended for war widows/ Veer Naaris only, extending the same as Old Age Homes in the initial stages might further invite applications from other categories across the board and would be difficult to comprehend, distinguish and prioritise allotments. Further, acute shortage of accommodation for serving sailors at Mankhurd is also to be taken into account.

Chairperson's Decision

46. The Chairperson post discussions opined that since the facilities have opened recently, due diligence is required prior taking such a decision. The Chairperson directed CSO (P&A) to examine and take up this issue on file considering various aspects like allotment procedures, maintenance, functional issues, safety, security, medical, legal issues etc. into consideration. **The point is to be retained.**

Action: Station Cdr Mankhurd

Item No. II : Weekly Visit of Zila Sainik Welfare Officer to Navi Mumbai from Raigad

47. President NF MC intimated that this point was brought out for discussion since there is no help desk set up in Navi Mumbai by Zila Sainik Board Office Raigad because of which ex-service personnel are not able to register with ZSB and make their Identity cards. Rajya Sainik Board (RSB) Pune, when contacted for the same had intimated that the request could not be honoured due to shortage of manpower. Thus, President NF MC had requested to explore the possibility of officials of ZSB Office, Raigad visiting once a week to Jal Vayu Vihar (JVV) Kharghar where ex-service personnel of Navi Mumbai can be gathered to register themselves with ZSB. Also, he insisted that this procedure be continued till a permanent ZSWO can be sanctioned for Navi Mumbai.

48. President NF MC also intimated that this issue got resolved with Col Rahul from ZSWO, Raigad visiting Kharghar on 29 Aug 23 and assured of continuing the same depending on the requirement. About 50-60 veterans/ veer naaris had availed the facility and were benefited. With success and great response from veterans at Kharghar, President NF MC requested that similar visit(s) may be initiated by ZSWO at JVV Powai once a month till substantial ex-service personnel are registered. ZSWO agreed in principle and has committed for giving all support required.

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Chairperson's Decision

49. The Chairperson post discussions, requested President NF MC to promulgate dates for visits in conjunction with ZSWO for better and substantial results. **The point is to be closed**.

Item No. III : Opening two additional ECHS Polyclinics in Pune

50. President NF PC brought out that at present there are a total of three ECHS Polyclinics in Pune one each at Kondhwa Road, Khadki and Lohegaon and two more have already been approved. However, the Indian Army has been debating on the preferred locations of these two approved polyclinics, the decision for which is still awaited. Considering the vast area of Pune City and with the large number of veterans spread out all over the city, two more ECHS polyclinics may be opened in Pune City preferably at Aundh Military Camp and NCC group HQ Law College Road.

51. Dir RC ECHS (Mbi) informed the gathering that HQWNC has already taken up the case with HQ Southern Command, Pune for favourable consideration.

Chairperson's Decision

52. The Chairperson directed Dir RC ECHS (Mbi) to pursue the case. **The point is to be retained**.

Action: Dir RC ECHS (Mbi)

Item No. IV : Empanelment of a few additional hospitals with RC ECHS (Pune) that are famous and centrally located

53. President NF PC proposed empanelment of famous hospitals like Deenanath Mangeshkar Hospital, Sahyadri Hospital, Ruby Hall (Main), Jahangir, Joshi Hospital, Jupiter Hospital etc. through ECHS which gives the best medical aid and are centrally located in the city with cashless facility. At present 19 hospitals are empanelled with ECHS (Pune).

54. Dir RC ECHS (Mbi) informed the gathering that HQWNC has already taken up the case with HQ Southern Command, Pune for favourable consideration.

Chairperson's Decision

55. The Chairperson directed Dir RC ECHS (Mbi) to pursue the case. **The point is to be retained**.

Action: Dir RC ECHS (Mbi)

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Item No. V : Reissuing Identity Cards (ROIC) at Bengaluru for retired and aged naval officers by HQWNC

56. President NF Bengaluru Chapter had requested for reissuing of identity cards (due to Fair Wear and Tear) at Bengaluru for retired and aged naval officers.

57. CO Kunjali/ NPM (WNC) apprised the gathering that the issuance of ROIC at Bengaluru is not feasible viewing less strength of applicants at Bengaluru and the obligation of either shifting or creating new infrastructure at Bengaluru is not economical. As a solution to aid veterans, NAVDET Bengaluru may be tasked to collect all such dilapidated Identity cards centrally and a suitable rep either from NAVDET Bengaluru or from HQWNC can be deputed to Mumbai for further action by hand courier. A similar facility was extended to Goa recently and was found to be beneficial. A formal directive may not be required and the activity can be undertaken as a routine affair.

58. President NF Goa Chapter informed the gathering during discussions that card quality is not good and does not last long and the same may be considered for improvement.

Chairperson's Decision

59. The Chairperson directed CO Kunjali to honour the request of the NF Bengaluru Chapter and do needful as and when required. Further, CO Kunjali is to forward the feedback regarding quality of card to IHQ MoD(N). **The point is to be closed**.

Action: CO Kunjali/ NPM (WNC)

Item No. VI : Procedure for Migration of membership between the chapters

60. Navy Foundation Bengaluru Chapter brought out that there are no clear and demarcating orders on the subject. Hence necessary guidelines may be issued at appropriate level.

61. CSO(P&A) apprised the gathering that the issue has been discussed at apex level and the issue is resolved vide IHQ MoD/ DESA letter PP-01/2023/PB/DX/Membership dated 28 Jul 23. IHQ MoD/DESA is steering migration process as nodal agency. NF and VSF chapters to intimate updated member lists every six months wef 31 Aug 23.

Chairperson's Decision

62. Chairperson directed **the point is to be closed** since IHQ MoD(N)/ DESA is steering the migration procedure as nodal agency and necessary directives for the same have been issued to NF and VSF Chapters.

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Item No. VII : Formal directives from HQWNC for the use of NOM Bengaluru by veterans on weekends for socializing

63. President NF Bengaluru Chapter requested HQWNC to issue formal directives for the use of Naval Officers Mess (NOM) Bengaluru by veterans for socialising purposes on weekends/ weekdays.

64. CSO (P&A) apprised the audience that HQ KNA which is the Admin Authority for units at Bengaluru has intimated that issuing any formal directive on the subject matter is not recommended since NOM Bengaluru has always been extending all possible support for the benefit of veterans. In the past veterans have been using NOM facilities for both individual as well as group gatherings with necessary administrative support by HQ KNA.

Chairperson's Decision

65. The Chairperson intimated to President NF BC that NOM Bengaluru has been extending all its support for the benefit of veterans on nominal charges and is committed to extending the same in future. **The point is to be closed**.

Item No. – VIII : Formal directives from HQWNC for allocation/ permission for office space at Bengaluru with all facilities

66. President NF Bengaluru Chapter had requested allocation/ permission for office space at a suitable location in Bengaluru with necessary office furniture and nomination of a sailor (preferably with an EDP background) since the hiring of civil accommodation at Bengaluru is exorbitant and does not prove to be cost-effective.

67. CSO(P&A) apprised the audience that the case for allocation/ permission for office space, amenities and manpower at Bengaluru permanently has been examined by HQKNA and they have agreed to provide necessary office space on a case-to-case basis for the conduct of any official engagements.

Chairperson's Decision

68. The Chairperson informed President NF BC that since HQ KNA has been extending all its support for the benefit of veterans on a case-to-case basis and is committed to extending the same in future, **the point is to be closed**.

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ADDITIONAL POINTS WITH THE PERMISSION OF THE CHAIR

69. **Initiatives taken at Asvini**. President NF MC thanked initiatives taken by Asvini for extending the facility of online registration for the specialists where tentative time slots have been provided which further reduces the waiting period at OPD.

Item No. – IX : Issuing Family Log Book as part of Retirement Kit

70. **Family Log Book**. President NF MC thanked IHQ MoD(N) for issuing printed family log books for veterans too. He requested that a copy of the printed family log book be given to officers before retiring as part of the retirement kit. The Chairperson apprised the gathering that the same is already underway. **The point is to be closed**.

Item No. – X : Extending the NavMart Facility to Veteran Community

71. President NF MC brought out that initiatives taken by INCS Delhi iro online delivery are efficient and requested that the same facility be implemented in Mumbai.

72. GM, INCS (Mbi) in response apprised the gathering that the pilot project was started in Delhi on a payment basis and zone-wise depending on the demand. In Mumbai, INCS has delivered pre-booked goods about 2-3 times in past at Mira Road which were successful.

73. GM INCS (Mbi) also intimated that the INCS is willing to start the delivery in other outlying areas subject to demand and financial viability. Further GM INCS (Mbi) brought out that a pickup facility exists where one can order online at the INCS portal and item(s) are packed and kept ready for self-collection. GM INCS (Mbi) concluded that INCS (Mbi) is committed to progressively undertaking both activities viz., pickup and delivery of pre-booked items.

Chairperson's Decision

74. The Chairperson directed GM INCS (Mbi) to explore all options towards facilitating veteran community residing in various areas. **The point is to be closed**.

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75. On completion of discussions on these agenda points, Chairperson thanked all members for their whole hearted participation and assured that requisite follow up action will be ensured by the Command, in respect of each issue. The Chairperson appreciated veterans as a key social and human resource and the excellent work done by them in all domains of welfare related to the veteran community.

76. These minutes are issued with the approval of the Chairperson.

J. P. Chiplunkar

(JP Chiplunkar)
Commodore
Command Education and Welfare Officer &
Secretary RGC (West)
for Chairperson

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