

MAIN SERVICES/TRANSACTIONS

<u>Ser No</u>	<u>Our Services and Transaction</u>	<u>Eligibility/Documents Required</u>	<u>Our Service Standards</u>
1.	<p><u>Registration</u></p> <p>Registration of an Ex Serviceman (ESM) is the first step towards availing facilities provided by DGR. While JCO's/OR & equivalent can register with respective Zila Sainik Boards (ZSBs), Officers are required to register with DGR directly. However, to facilitate employment of JCO's/OR & equivalent, it is advisable for JCO's/OR & equivalent to register their bio data and contact details with DGR after registering themselves with ZSBs.</p>	<p><u>Documents Required</u></p> <p>(a) Self passport size photograph (one). (b) Disability Certificate wherever applicable (photocopy). (c) Discharge Book (photocopy). (d) Pension Payment Order (PPO) (photocopy). (e) Qualification/ Education Certificate (photocopy). (f) SC/ST/OBC (Photocopy) certificate issued by the competent authority along with Registration Form. (g) Photocopy of Registration Card of RSB/ZSB. (h) Common Bio-data Form. (j) Aadhar Card.</p>	<p>30 days</p> <p>Registration/ Registration related issues (less those which include correspondence with outside agencies) and including change of scheme</p>
2.	<p><u>Training</u></p> <p>Serving Officers should forward application forms in duplicate through Army HQ (concerned MS / Controlling group & MS-7), Naval HQ (DESA) and Air HQ (JDPO-IC) as applicable.</p> <p>Retired / released Officers should forward their application</p>	<p>The following are eligible:-</p> <p>(a) Serving Officers, JCO/ OR & Equivalent in last two years of service approaching retirement. (b) Serving Officers can undergo either one</p>	<p>Training programme is issued and uploaded on the DGR website</p>

<p>form in duplicate directly to Director Training at DGR, duly countersigned by an Officer of the concerned ZSB/RSB, along with an attested copy of PPO / Gratuity Order and Release order.</p> <p>Serving JCO/OR & Equivalent should apply to their respective Record Office/Naval HQ (DESA)/Air HQ (AFRO) for allotment of vacancies. Retired JCO/OR should apply to Dir (Trg) at DGR for training courses if they are eligible. Their applications should also be countersigned by concerned ZSB/RSB along with attested copy of PPO/Release Order.</p> <p>ESM/their widow/one dependent can apply for Vacancies in regular Training Courses scheduled for retiring JCOs/ORs every year which may arise when sufficient number of serving JCO's/OR & Equivalent are not available may be filled up by retired/released ESM who have not availed of the same during service.</p>	<p>or more courses up to a maximum of total 89 days duration or 24 weeks management course.</p> <p>(c) Premature Retirement (PMR) should have been approved in case of those not superannuating in the normal course.</p> <p>(d) Retired / Released Officers, JCO/OR & Equivalent fulfilling the criteria of ESM as laid down by Government of India. Within three years of retirement for Officers and up to Five years of release/ retirement for JCO/OR or up to the age of 60 years whichever is earlier.</p> <p>(e) Retired/released Officers, JCO/OR & Equivalent should not have undergone any DGR sponsored resettlement course while in service.</p> <p>(f) Retired/released Officers, JCO/OR & Equivalent should not be re-employed with any Government/ Public/ Private Organisation.</p>	
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		(iii) SSC officers on extension are eligible only in their last year of service. Officers on extension, who are permitted to take premature release as per their terms of service, may apply on approval of premature release.	
3.	<p><u>Security Agency Scheme</u></p> <p>Director General Resettlement through Ministry of Defence and Ministry of Industry/Department of Public Enterprises had requested for employment of DGR empanelled security agencies. Many Government Offices, PSUs, PSE, Banks Corporate and Educational Institutes etc are seeking security cover from DGR empanelled security agency through DGR.</p>	-	On receipt of PSARA as well as subject to falling in cyclic order seniority.
4.	<p><u>Coal Loading and Transportation Scheme</u></p> <p>The Scheme is administered on the basis of MoU between the Coal India Ltd (CIL) and DGR which sets out the terms and conditions governing the formation and running of ESM Coal Loading and Transportation Companies in any of the Coal Subsidiaries of CIL in the States of Odisha,</p>		Depends upon the requisition received from CIL.

	<p>Chhattisgarh, M.P. and Maharashtra.</p> <p>In this scheme Five ESM (Officers) will form a company and register as a Pvt Ltd Company under company act of 1956. These Five ESM (Officers) will contribute an initial corpus of 12 Lakhs (Rs Twelve Lakhs Only) each. The company is initially sponsored for five years and later given an extension of four years subjected to its functioning in initial five years.</p>		
5.	<p><u>Coal Tipper Attachment Scheme for Widows and Disabled Ex-Servicemen</u></p> <p>In this scheme the widow/disabled ESM will contribute onetime payment of Rupees one lakh to the allocated ESM company. The ESM Company will pay fix amount of Rs 3,000/- per month to the widows/ disabled ESMs. The capital deposited will be refunded back to the widows/disabled ESMs after five years. Ten tippers per ESM Company owned by the ESM company are available for this scheme. Two widows/disabled ESM will be attached against one tipper owned by the ESM Company.</p>		Depends upon the requisition received from CIL.

6.	<p><u>Coal Loading and Transportation Scheme for ESMs.</u></p> <p>In this Scheme, the ESMs attach their tippers with the Coal Loading & Tpt Company for a period of 05 years. Out of the fleet of 03 Pay Loaders & 30 Tippers, 20 Tippers are available to ESMs for attachment.</p> <p>ESMs are required to deposit a margin money for purchase of Tippers.</p>		<p>Depend upon the requisition received from CIL and its subsidiaries.</p>
7.	<p><u>Sponsorship for Management of BPCL/IOCL/HPCL Company Owned and Company Operated Outlets</u></p> <p>M/s Bharat Petroleum Corporation Ltd., Indian Oil Corporation Ltd. and Hindustan Petroleum Corporation Limited have evolved the concept of 'Company Owned and Company Operated' (COCO) stations having facilities required under one roof. The Oil Companies approach DGR to forward names of ESM for management of these COCO outlets. Based on the requisition received, DGR forwards the list of eligible ESM (O) to Bharat Petroleum Corporation Ltd, Indian Oil Corporation Ltd. and Hindustan Petroleum Corporation Limited for consideration.</p>		<p>Sponsorship for ESM(O) for Management of COCO outlet is carried out within time limit as specified in Oil Company's requisition.</p>
8.	<p><u>Sponsorship of Management of CNG Stations by ESM (Officers) in NCR</u></p> <p>The scheme for management of CNG stations of Indraprastha Gas Ltd. (IGL) is</p>		<p>Sponsorship done by DGR on receipt of requisition from IGL.</p>

	currently run on “Company Owned Company Operated’ (COCO) outlets of IGL in National Capital Region (NCR) only.		
9.	<p><u>Sponsorship of Management Of MNGL Station at Pune and Adjoining Areas</u></p> <p>MNGL is subsidiary unit of GAIL (INDIA) & BPCL located at Pune operating CNG Station similar to IGL at Delhi and NCR. MNGL in consultation with DGR has started employing ESM(O) for providing operating services to MNGL owned CNG Stations in Pune and adjoining areas as DGR Resettlement Scheme. The scheme is exactly same as that of CNG in Delhi & NCR.</p>		Sponsorship done by DGR on receipt of requisition from MNGL.
10.	<p><u>Issue of Eligibility Certificate for Allotment of Retail Outlet Dealership (Petrol/Diesel) Advertised Under 8% Reservation Quota</u></p> <p>The Ministry of Petroleum and Natural Gas has a 8% reserved quota for allotment of Regular/Rural Retail Outlet Dealership advertised under ‘CC1’ category. The said category includes personnel of the Para Military Forces/Central Govt./State Govt. and Central/State PSU employees and Defence Personnel. Selection of a</p>	<p>The following ESM/ Widows/ Dependents are eligible under the scheme:-</p> <p>(a) Widows/dependents of those members Armed Forces who died in war or in harness due to attributable or aggravated causes to Military Service.</p> <p>(b) Ex-Servicemen who are war disabled/ disabled in peace due to attributable or aggravated causes to Military Service.</p> <p>(c) Able bodied Ex-</p>	The process of issuing Eligibility Certificate commences after issue of advertisement by the Oil Marketing Companies for outlets reserved under CC1 Category. The Certificates are issued till the day of draw of lot (subject to

	<p>distributor/Dealer is done through draw of lots of all eligible applicants. The office of DGR issues Eligibility Certificate to ESM/Widows/Dependents.</p>	<p>Servicemen.</p>	<p>the individual already having submitted his application to the concerned Oil Company by due date).</p>
11.	<p><u>Allotment of DGR Eligibility Certificate for Allotment of LPG Distributorship Advertised Under 8% Reservation Quota</u></p> <p>The Ministry of Petroleum and Natural Gas has a 8% reserved quota for allotment of Dealership of LPG Agency advertised under 'Government Person (GP)' category. The said category includes personnel of the Para Military Forces/Central Govt./State Govt. And Central/State PSU employees and Defence Personnel. Selection of a Distributor/Dealer is done through draw of lots of all eligible applicants. The office of DGR issues Eligibility Certificate to ESM/Widows/Dependents.</p>	<p>The following ESM/Widows Dependents are eligible under the scheme:-</p> <p>(a) War Widow/dependents of those who died in war.</p> <p>(b) War disabled/disabled on duty while serving in operational area.</p> <p>(c) Widows/dependents of those who died in harness due to attributable or aggravated causes to Military Service.</p> <p>(d) Disabled in peace due to attributable or aggravated causes to Military Service.</p> <p>(e) Ex-Serviceman</p>	<p>The process of issuing Eligibility Certificate commences after issue of advertisement by the Oil Marketing Companies for outlets reserved under 'GP' category. The certificates are issued till the day of draw of lots subject to the individual already having submitted his application to the concerned Oil Company by due date.</p>
12.	<p><u>Allotment of Mother Dairy Milk Booths and Fruits and Vegetable (Safal) Shops</u></p> <p>Mother Dairy Pvt Ltd. is providing ready built and fully equipped milk booths to ESM. Its fruit and vegetable (SAFAL)</p>		<p>Sponsorship done by DGR on receipt of requisition from Mother Dairy Pvt Ltd.</p>

	shops are offered to ESM of the rank Naik to JCO and their dependent son. The scheme is available in Delhi and National Capital Region i.e. Gurgaon, Faridabad, Ghaziabad and NOIDA.		
13.	Allotment of Army Surplus Class V 'B' Vehicles To Ex-Servicemen / Widows Co-Operative Societies of Ex-Servicemen.		Depending upon the availability of vehicles at respective Ordnance Depots
14.	Redressed of Grievances & reply to complaints on DGR issues	<p>Average time taken to acknowledge grievance received through registered post.</p> <p>Average time taken to acknowledge grievance received electronically through CPGRAMS portal.</p> <p>Average time taken to acknowledge grievance received through registered post.</p> <p>Average time taken for grievance settlement.</p>	<p>07 working days</p> <p>07 working days</p> <p>15 working days</p> <p>90 working days</p>
15.	Prompt acknowledgement receipt of letters from clients / citizens		7 working days
16.	Timely response to letters from clients / citizens		Same as Para 14 above.

DTE RESETTLEMENT ZONES

SI No	NAME OF OFFICERS	Designation	Address	Fax No./Email ID & Phone No.
Directorate Resettlement Zone (North)				
1.	Col Rajiv Chauhan	Dir, DRZ(North)	Dte Resettlement Zone (North) C/o HQ Northern Command	01992-243055 (Fax) drznudm@desw.gov.in 01992-242383
2.	Lt Col Ashish Kumar	Jt Dir, DRZ(North)	Pin- 908545 C/o 56 APO	
Directorate Resettlement Zone (West)				
1.		ADG, DRZ(West)	Dte Resettlement Zone (West) C/o HQ Western Command	0172-2589612 (Fax) drzwcwm@desw.gov.in 0896-8886611
2.	Lt Col Y S Tomar	Jt Dir, DRZ(West)	Chandimandir Pin- 134107	
3.	Lt Col Mani Inderpal, SM	Jt Dir, DRZ(West)	C/o 56 APO	
Directorate Resettlement Zone (East)				
1.	Gp Capt Anil Bali	Dir, DRZ(East)	Dte Resettlement Zone (East) 246 AJC Bose Road	033-22234432 (Fax) drzekol@desw.gov.in 033-22222826
2.	Lt Col Felix Kolentine	Jt Dir, DRZ(East)	HQ Bengal Area Complex Alipore, Kolkata - 700027	
Directorate Resettlement Zone (South)				
1.	Brig Brijesh Dhiman	ADG, DRZ(South)	Dte Resettlement Zone (South) C/o HQ Southern Command	020-26341217 (Fax) drzspne@desw.gov.in 020-26102838 020-26334319
2.	Capt N V Keseri	Jt Dir, DRZ(South)	Pune, Pin- 411001	
3.	Lt Col CS Masiwal, SM	Jt Dir, DRZ(South)		
Directorate Resettlement Zone (Central)				
1.	Brig S N Tiwari	ADG, DRZ(Central)	Dte Resettlement Zone (Central) C/o HQ Central Command	0552-2482833 (Fax) drzclkw@desw.gov.in 0522-2292848 0522-2292845
2.	Lt Col Adeetya Singh	Jt Dir, DRZ(Central)	Lucknow Cantt	
3.	Lt Col Amitabh Kumar	Jt Dir, DRZ(Central)	Pin-226002	