

Deptt. of Defence Services Welfare

Manual - 14

ਮੈਨੂਅਲ - 14

Norms set by it for the discharge of its functions

Deptt. of Defence Services Welfare

The Primary task of the Department i.e Welfare & Resettlement/Rehabilitation ESM fraternity in completer terms involves to aspects; (a) Implement Govt Policies which by and large involves disbursement of various grants, b) Assist the ESM/Widows find means of livelihood by means of get employment in Govt/Private Sector and Self employment ventures. The norms set for achieving these goals are as under :-

- (a) Disbursement of all grants are on Quarterly basis i.e Quarters Ending June, September, December & January.
- (b) Monitoring system is in place at the District level to ensure the cheques to the beneficiaries dispatch by 15 of the next month of the quarter.
- (c) Data Base in respect of ESM/Widows seeking assistance for Govt/Private employment as well as self employment is maintained at the District level.
- (d) The above said Data Base is rewied on Quarterly basis to ensure the bast results.
- (e) Helpline has been established at the Directorate level to redress the grievances of the ESM fraternity, if any.
- (f) Ex-servicemen rallies are held once a year at the District and State level for interaction with the ESM and the resolution of their problems.
- (g) Field Officers at the District level visit Tehsil HQs of Respective Districts at least once a week for interaction with the ESM and the resolution of their problems.
- (h) The DSWOs/DSW visit the villages with higher percentage of population, at random for street corner meetings for interaction with the ESM and the resolution of their problems.