

Chapter III

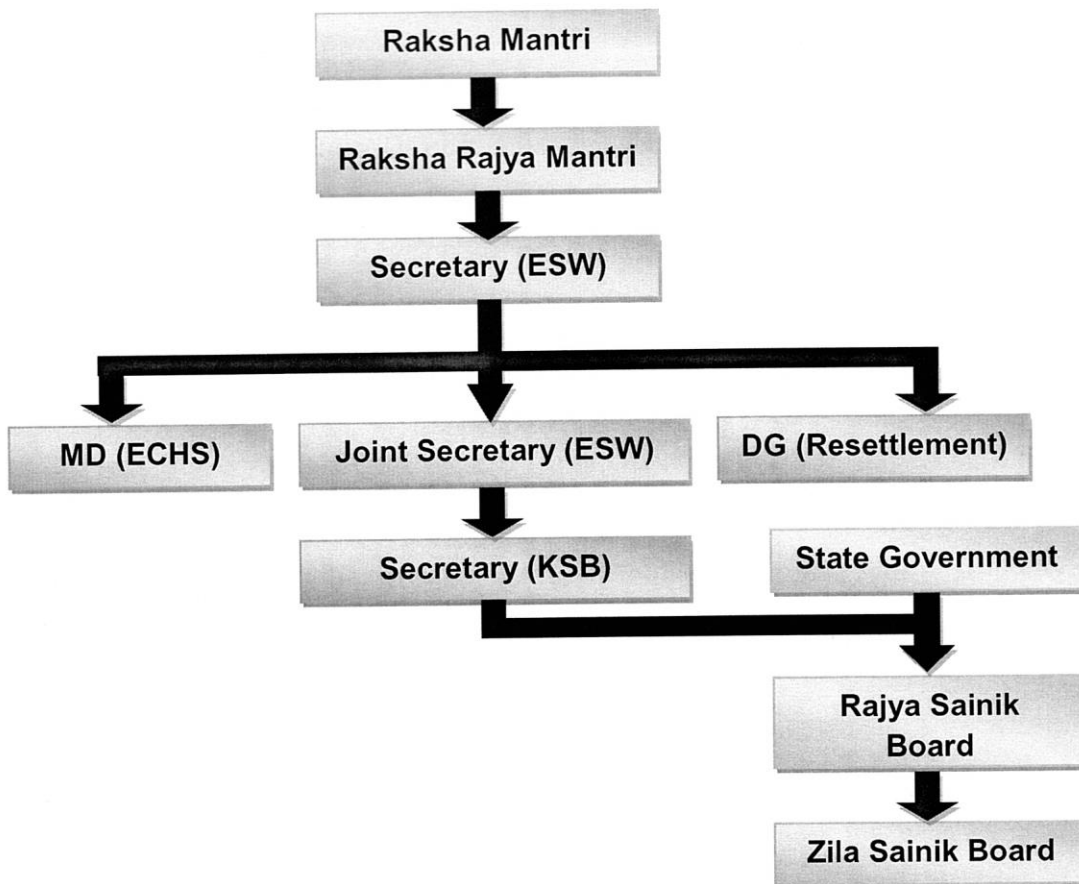
Organisations Responsible for Re-employment of Ex-Servicemen

3.1. Ex-Servicemen have mainly three types of avenues for re-employment; government jobs, self employment schemes and corporate jobs. While providing suitable avenues is the responsibility of Department of Ex Servicemen Welfare, its efforts are augmented through Placement Agencies of the three Services especially for providing the jobs in private sector. Creation of an independent and dedicated department within the Ministry of Defence to look after the welfare, resettlement and rehabilitation of Ex-Servicemen (ESM), war widows and their dependents is a fairly recent development. Department of Ex-Servicemen Welfare (ESW) was set up in September, 2004 within the Ministry of Defence. This Department formulates various policies and programmes for the welfare and resettlement of Ex-Servicemen (ESM) in the Country. Thus, to analyse the adequacy of efforts of this agency, it is important to understand the organisation and working of it, along with the role of various placement agencies of the three Services. This has been discussed in the succeeding paragraphs.

3.2. The Department of Ex-Servicemen Welfare (ESW) has two Divisions viz., the resettlement Division and the Pension Division and has 3 attached offices namely

- (a) Directorate General (Resettlement) (DGR)
- (b) Secretariat of Kendriya Sainik Board (KSB), and
- (c) Ex-Servicemen Contributory Health Scheme (ECHS) Organisation.

3.3. Organisation of Department of Ex-Servicemen Welfare



3.4. Directorate General Resettlement

3.4.1. The Directorate General Resettlement (DGR) is an Inter Service organization functioning directly under the Department of Ex-Servicemen Welfare (Ministry of Defence). Majority of the service personnel at the time of retirement are at an age where they have numerous unfinished domestic responsibilities, which necessitate their taking up second occupation. Armed Forces personnel, having acquired certain competencies during their service career, need to re-orient their skills and attitude for second career post-retirement/ release. DGR assists Ex-Servicemen to train and acquire additional skills and facilitate their resettlement through a second career.

3.4.2. **Various Directorates of Director General Resettlement.** Director General Resettlement has six different Directorates, a brief function of each is listed below:-

(a) **Employment Directorate.** Employment Directorate is responsible for registration of Ex-Servicemen, sponsoring them for employment and functioning of DGR empanelled Security Agency Scheme. The DGR registers/ sponsors security agencies for providing security guards to various PSUs and industries in the private sector. The scheme offers self-employment opportunities to retired officers and ex-PBORs in a field where they have sufficient expertise. The Department of Public Enterprises (DPE) had issued instructions to all PSUs to get security personnel through DGR sponsored Security Agencies.

(b) **Self Employment Directorate.** Self-Employment Directorate is responsible for employment and functioning of ESM Coal Loading and Transportation Companies, Tipper Attachment for widows and disabled ESM, issue of Eligibility Certificate for Allotment of Oil Product Agencies, sponsorship for Company Owned and Company Operated (COCO) Scheme and CNG in NCR, sponsorship for Allotment of Mother Dairy Outlets / Safal Outlets for Retd JCO's/ ORs and facilitate allotment of class V 'B' Army Surplus Vehicles to ESM / Widows. Company Owned and Company Operated (COCO) retail outlets of IOCL and BPCL are providing employment to commissioned Officers of defence services for managing retail outlets all over India under the COCO scheme. As per Department of Defence Annual Report 2013-14, DGR has sponsored 891 ESM (Officers) for COCO Scheme. Similarly, management of CNG Station by ESM (Officers) in NCR Scheme has been recently revised. The scope of the scheme has been extended to cover entire NCR to include Noida, Faridabad and Gurgaon. 123 ESM (Officers) have benefited from this Scheme during the year 2013-14. Milk Booths (Mother Dairy) and Fruit and Vegetable (Safal) shops is a time tested well-paying self-employment scheme for

ESM JCOs/ ORs equivalent. 258 JCOs/ ORs equivalent have benefited from this scheme during the year 2013-14. As it is not feasible to provide Government jobs to all Ex-Servicemen after their retirement from the Armed Forces, government has formulated several schemes for encouraging and giving financial support by way of loans to ex-servicemen entrepreneurs intending to set up small and medium industries. Major self-employment schemes are SEMFEX-II, SEMFEX-III and National Equity Fund to concerned Zila Sainik Boards in the States. Those which satisfy eligibility criteria and other terms and conditions are recommended for sanction of loan through Small Industries Development Bank of India (SIDBI), Central Cooperative Banks, State Land Development Banks and Regional Rural Banks aided by National Bank for Agriculture and Rural Development (NABARD) and the State KVIB/ Banks aided by the Khadi and Village Industries Commission (KVIC). As per the Department of Defence Annual Report 2013-14, the number of ESM employed during 2013-14 is 53,414, while a total of 338 Security Agencies have been empanelled during 2013-14. In case of officers, this number stands at 696 for 2013-14. This figure is misleading since while only approximately 60,000 Armed Forces personnel retire each year, there are staggering 23,51,155 Ex-Servicemen available in the job market registered with various Rajya Sainik Boards of the country (**Appendix 'D'**).

(c) **Training Directorate.** Training Directorate is responsible for Resettlement training for retiring/ retired officers as well as JCOs/ Other Ranks (ORs). The Directorate is entrusted with the responsibility of preparing retiring service personnel, Ex-Servicemen and widows/ wards of deceased personnel to enhance their qualifications and enable them to seek second career. Training for their resettlement in civil life is one of the major functions of DGR. The training programs are conducted through Government, semi-Govt. and private institutions of repute at various places in the country. Department of Defence Annual Report 2013-14 says that during the year 2013-14, 662 Officers,

27,004 JCOs/ OR and 179 ESM have been trained. The training is organized under three categories:-

(i) **Officers' Training.** For serving officers in the last two years of service and for retired/released officers' within three years from release or up to 60 years, whichever is earlier. The serving officers, undergoing resettlement training, are treated on duty up to a maximum period of six months but they are not paid any travelling, daily allowance and are not entitled to travel on railway warrant. The officers pay 40% of the course fee and 60% fee is paid by Govt.

(ii) **PBOR Training.** This training is conducted for serving PBORs in the last two years of service. PBORs on training are considered as on temporary duty and are entitled to draw their pay and allowances. 100% course fee is paid by the Govt.

(iii) **Ex-Servicemen (ESM) Training.** The scheme is primarily meant for those Ex-Servicemen (ESM) who could not avail the facility of resettlement training while in service and is extended to the widow/ one dependent of an ESM, irrespective of whether his death is attributable to military service or not. Training is organized by RSB/ ZSB. ESM would be eligible to undergo training up to five years from retirement/release or 60 years whichever is earlier.

(d) **Directorate of Entrepreneurs and Loans.** This Directorate serves as the facilitator for the ESMs who wish to start their own enterprise. Since entrepreneurship/ business is different from service, stepping into it requires in-depth knowledge/ study of the project, one desires to venture into, source of finance and recovery thereof. The enterprise can be in agriculture/ industry or service sector. ESM makes his/her own projects, and the Department essentially helps him/ her in securing loan for the same.

(e) **Directorate of Statistics and Records.** Directorate of Statistics & Records is primarily responsible for collating statistical data of Ex-Servicemen & widows, as received from Rajya Sainik Boards (RSBs) / Zila Sainik Boards (ZSBs)/ Service Headquarters.

(f) **Publicity Directorate.** It is responsible for projecting the Policies, Programmes and Welfare Schemes of DGR regarding resettlement and welfare of Ex-Servicemen, widows and their dependants through its publications, brochures, leaflets and advertisements. These publications are distributed to Service Headquarters, Command Headquarters, Regimental Centres, DRZs, Record Offices, Rajya Sainik Boards/Zila Sainik Boards, ECHS Polyclinics and Ex-Servicemen, free of cost.

3.5. **Kendriya Sainik Board**

The Kendriya Sainik Board (KSB) is responsible for the welfare of the Ex-servicemen and their dependents and also for administration of welfare funds. This Board functions under the Ministry of Defence as an inter Services Organisation. Though, welfare of the Ex-Servicemen and their dependents is the joint responsibility of the Centre and the States/ Union Territories (UTs), majority of the problems need to be resolved only by the States UTs. The KSB is assisted in its task by 32 Rajya Sainik Boards (RSBs) and 385 Zila Sainik Boards (ZSBs), which are under the administrative control of respective State Governments/ Union Territory Administrations. The Government of India bears 75% of the expenditure incurred on the organization of RSBs in respect of the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Uttarakhand, Jammu & Kashmir and Himachal Pradesh and 60% for other States/UTs while the remaining expenditure is borne by respect State Governments.

3.6. **Role of Placement Agencies of Armed Forces for Jobs in Private Sectors**

3.6.1. **Army Welfare Placement Organisation (AWPO).** AWPO introduces itself through its website as “AWPO, a welfare and non profitable organization provides jobs to Veterans, Veer Naries and their wards since 1999”. It is claimed by AWPO that more than 1.5 lakhs personnel are registered with it and 35-40% placement is achieved. It has all India reach with 12 x Army Welfare Placement Nodes (AWPNs) and 47 x Army Welfare Placement Satellite Nodes (AWPSNs). AWPO has exclusive web portal www.exarmyplacement.com for online activities and to meet prospective employers’ manpower requirement with an updated and dynamic database. The AWPO projects that it can provide a vast range of skilled manpower in practically for all the fields that the corporate world require running successful business.

3.6.2. **Indian Naval Placement Agency (INPA).** The website of INPA introduces itself as “The Indian Naval Placement Agency (INPA) was established under the aegis of Directorate of Ex-Servicemen Affairs (DESA) at Naval Headquarters in Feb 2006 as a welfare facility for the retiring/ retired naval personnel tpo facilitate a second career option in the corporate”. It has under it 03 Command Placement Cells, one each at Mumbai, Visakhapatnam and Kochi. The role of Command Placement Cells is to provide assistance to the retiring/retired officers, PBORs, their dependents and widows for registering on the INPA website and guidance. The Command Placement Cells also liaise with the employers/companies for local requirements and work as a link between INPA and Employer. INPA has its own website with domain name as www.inpa.co.in and www.inpa.net.in which is hosted and maintained by Modulus Systems. The website is updated regularly to incorporate the changes which take place from time to time. Some of key features adopted in INPA are as under:-

- (a) Sample resumes can be downloaded from the website.
- (b) Resume writing tips can be downloaded from the website.
- (c) Download facility for e-registration forms for those personnel who cannot access the internet or who are not computer savvy.

- (d) Job assistance to its registered candidates in their city in the desired Company located in their area.

3.6.3. **Indian Air Force Placement Cell.** IAF Placement Cell in its profile says that *“IAF Placement Cell has been established at Air Headquarters, Directorate of Air Veterans, SMC WAC Building, Subroto Park, New Delhi. The Cell assists the retired and shortly retiring Officers as well as Airmen to find a suitable job in the Government / PSUs and Corporate world. IAFPC has the best database of Air-warriors of every field; be it flying, technical or non-technical, selected through a refined, rigorous and time tested selection procedure and are extensively trained. A considerable number of Air veterans are already on the pay rolls of major companies such as Reliance, ICICI, Su-Kam, Zicom Electronic Security, Godrej, ICFAI, Vishal Retail, HCL Infosys, HCL Infinet and several PSUs like Air India, HAL, NTRO etc. IAF Placement Cell has a databank of about 25000 personnel, with a wealth of experience ranging from 15 to 20 years plus.*

3.7. Thus, though there is an elaborate system already in place in the form of a dedicated Department of Ex-Servicemen Welfare, it can be seen that most of the avenues being offered by them are Army centric, that too especially suitable for Infantrymen. Most of the jobs provided by DG (Resettlement) are security related – Security agencies for officers and jobs as security men for PBORs. Out of the 46,721 jobs provided by DG (Resettlement) in the year 2014, a very large number of 41764 jobs (89.39%) belong to sponsoring of guards through Security Agencies (**Appendix ‘E’**). Even the scope of self employment schemes needs to be expanded. It is also visible from the preceding paragraphs that role played by the Placement Agencies of Army, Navy and Air Force is indeed very important in facilitating better job opportunities in the private sector. The jobs are certainly not better in terms of number of personnel being employed by corporate but rather they are better in terms of the levels of jobs which is more suitable to the skill sets of the retiring personnel. However, their efforts need synergy. These aspects have been discussed in further detail in Chapter VII.