



GOVERNMENT OF KERALA

9/2/09

Abstract

Sainik Welfare Department - Establishment - Redressal of Grievances of Serving Soldiers/Ex- Servicemen Monitoring mechanism at District and State level
Constitution of grievance Redressal Cell - Sanctioned - Orders issued.

GENERAL ADMINISTRATION (SAINIK WELFARE) DEPARTMENT

G.O. (MS) No. 173/09/GAD Dated, Thiruvananthapuram, 24th July 2009.

- Read:-
1. Circular No:10017/SW2/GAD dated 12/8/2002.
 2. G.O(MS) No: 297/03/GAD dated 6/10/2003.
 3. DO Letter No: 10961/JS(E)/6931-F/RM dated 19/12/2006 received from Sri. A.K. Antony, Hon'ble Minister of Defence.
 4. D.O Letter dated 14/8/2008 from Sri. M.M. Pallam Raju, Hon'ble Minister of State for Defence.
 5. Letter No:-513/SW2/06/DSW dated 19/1/2007 from the Director of Sainik Welfare.

ORDER

As per the circular read as 1st paper above, all Heads of Departments are requested to ensure prompt attention to the problems of family members of serving defence personnel. As per the Government Order read 2nd paper above the District Collector of each district was appointed as Nodal Designated Officer at District level and Principal Secretary II, General Administration Department as Designated Officer at state level to monitor various issues related to Servicemen/Ex-servicemen.

In the letter read as 3rd paper above Sri.A.K. Antony, Hon'ble Minister of Defence has stated that the problems of serving soldiers which include issues relating to property disputes, land, house harassment or unsocial and inimical elements etc. lead to frustration in the minds of soldiers and it affects the morale of the entire force as they are not able to sort out the problems during the limited

time available and the inadequate response from the civil authorities and has suggested for the formation of a mechanism to redress the problems of serving soldiers and their families. Also, Shri M.M Pallam Raju, Hon'ble Minister of State for Defence in his DO letter read as 4th paper has requested this government to take effective steps to redress the grievances of Ex-servicemen/serving soldiers and their families.

2. Government have examined the matter in detail and are pleased to constitute a Grievance Redressal Cell in the following manner to resolve the complaints from the serving soldiers/Ex- Servicemen in a time bound and effective manner.

(i) A Grievance Redressal Cell under the direct supervision of the District Collector to resolve complaints involving civil nature and Superintendent of Police to resolve complaints related to criminal in nature, Deputy Director of Panchayat, ADC (GI), Secretaries of Municipalities/ Corporation in the respective district to resolve complaints related to Local Self Government department is formed in all districts to ensure expeditious action on the complaints and to submit a half yearly report to the State Designated Officer (SDO).

(ii) Action on complaints in civil nature should be taken by the District Collectors/ Local Self Government Authorities/ within one month and criminal in nature by the SP within one week from the date of receipt from the soldier through the Commanding officer and in the case of Ex- servicemen through the Zila Sainik Welfare Officer concerned.

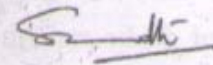
(iii) As a state level mechanism half yearly report from the District Collector will be reviewed in the Collectors conference, the reports from the Superintendents of Police will be reviewed in the meeting of Superintendents of Police and the reports from the Local Self Government Authorities will be reviewed in the meeting of Deputy Directors of Panchayats /Secretaries of Municipalities/Corporation.

(iv) Government are also pleased nominate the Additional Chief Secretary/ Principal Secretary, General Administration Department who is in charge of the Sainik Welfare Department as the State Designated Officer for the purpose and he will review the report presented by the District Collectors/ Superintendent of Police/Deputy Director of Panchayats

By Order of the Governor,
Dr. P.PRABAKARAN
Additional Chief Secretary.

To
The Secretary to Government of India, Ministry of Defence, New Delhi
(with CL)
PA to the Additional Chief Secretary II (General Administration Department).
CA to the Additional Secretary II(Sainik Welfare Department)
All District Collectors
The Director General of Police.
All Superintendents of Police.
All Deputy Directors of Panchayats
All Additional Development Commissioners
All Secretaries of Municipalities & Corporation
(Through Director of Urban Affairs)
All Secretaries of Panchayats (Through Director of Panchayats).
The Director of Sainik Welfare, Thiruvananthapuram.
All Zila Sainik Welfare Officers.
The Revenue (G) Department (vide U.O No.11224/G2/07/RD dated 28/2/2007).
The Home (SC) Department(vide U.O No.17777/SC1/07/Home
dated 21/11/2007 &with disposal No: 17777/SC1/07/Home dated 5/11/2007).
The Local Self Government (RD) Department
(vide U.O No.75714/RD3 /07 /LSGD)
SF/OC

Forwarded/by Order,



Section Officer.