

CITIZENS CHARTER

Sl No.	Activity	Timeframe	Norm/Docs required
1.	Issue of Rail Concession Cards	30 days	(a) Widow I Card (Photocopy) (b) Service Book (Photocopy) (c) PPO (Photocopy) (d) Prescribed format (e) Form duly attested by ZSB & Record Office. (f) 2 Passport size Photograph
2.	MBBS/BDS Admission (Application received only)	30 days	(a) Eligibility Certificate (b) Disability certificate (c) Pension Payment Order (d) Gazette Notification (e) Passport size photo (f) Education Entitlement Card (g) Mark sheet 10 th class (h) Mark sheet 12 th class (i) NEET Result (j) Online application form
Fresh applications of PMSS			
3.	Checking of online fresh applications	90 working days	<p>The following documents to be uploaded by applicant :-</p> <p>(a) Original Bonafide Certification (Annexure-1) duly completed and signed by Principal / Dean / Registrar of College / Institute.</p> <p>(b) Original certificate in lieu of Discharge Book duly signed by ZSB/RSB (Annexure-2).</p> <p>(c) Original certificate duly signed by bank stating that student's bank account has been linked with Aadhaar Card (Annexure-3).</p> <p>(d) Original 10th Class certificate (to verify date of birth of student).</p> <p>(e) Original Mark Sheet of MEQ(12th / Graduation / Diploma) as applicable.</p> <p>(f) Original Aadhaar Card.</p> <p>(g) Original First page of bank pass book / cancelled cheque leaf, if name and account number of student is printed.</p> <p>(h) Proof of Category if applied under Category 1 to 5. For category 6, ESM Identity Card or PPO.</p> <p><u>NORMS</u></p> <p>(a) Bonafide certificate is not signed by authorized signatory.</p> <p>(b) Courses approved as per PMSS policy to be applied.</p> <p>(c) Amount already getting from other sources is not reconcile with application and BC.</p> <p>(d) Duration of course for lateral entry is wrongly selected.</p> <p>(e) Wrong bank account number is written in application by applicant ie. zero prefixed to account number.</p> <p>(f) Legibility of documents to be ensured before uploading by the applicant.</p> <p>(g) Aadhaar Card of student is required to be uploaded instead of ESM.</p> <p>(h) Wrongly selection of Category.</p> <p>(i) Calculation of MEQ% – Marks of all subjects appeared to be calculated.</p>

			(j) Rectification of observations within stipulated time to avoid rejection of application. (k) Uploading of incomplete documents will not be entertained.
4.	Finalization of merit list	10 working days	Nil.
5.	Preparation of payment list	10 working days	Nil.
Renewal of Scholarship (PMSS)			
6.	Checking of online Payment-cum-Renewal applications (Applications are directly received by KSB on website)	30 working days	<p>The following documents to be uploaded by applicant :-</p> <p>(i) Original Bonafide Certification duly signed by Principal / Dean / Registrar of College / Institute. (Annexure-1). (j) Original passing certificate by student (Annexure-2). (k) Original certificate to be signed by bank stating that student's bank account has been linked with Aadhaar No (Annexure-3). (l) Original mark sheet of previous academic year (both semesters/ academic year) issued by University (m) Original Aadhaar Card of student. (n) Original first page of bank pass book / cancelled cheque leaf, if name and account number of student is printed.</p> <p><u>NORMS</u></p> <p>(o) Student to apply for renewal of scholarship within one year of declaration of result. (p) Bonafide certificate is not signed by authorized signatory. (q) Wrong bank account number is written in application by applicant ie. zero prefixed to account number. (r) Legibility of documents to be ensured before uploading by the applicant. (s) Student who failed / got RA or scored less than 50% marks is not eligible to apply for renewal of scholarship. (t) Computer generated mark sheets will not be entertained.</p>
7.	Preparation of payment list	10 working days	Nil.
8.	Right to Information	Within 01 Month	N/A
9.	Court Cases	As per court hearing of each case	N/A
11.	MoD Reference	Within 60 Days	
12.	Gen Grievances	Within 60 Days	N/A
13.	CPGRAMS	Within 60 Days	N/A
Welfare Schemes			
14.	(a) <u>RakshaMantri Ex-Servicemen Welfare Fund (RMEWF)</u>		
	(i) Financial assistance For ex-servicemen in penury.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 30 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by the DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.).</p> <p>(ii) Age proof, if date of birth not given in the Service Document/Discharge Book.</p> <p>(iii) Identity Card of ESM/Widows issued by</p>

			<p>ZSB.</p> <p>(iv) First Page of Bank Pass book or cancelled cheque if details of Bank A/c Number and IFS Code and account holder's personal particulars are not given on first page of Bank Pass book.</p> <p>(v) Copy of Aadhar Card.</p> <p>(vi) Certificate of penury:- Stating that the applicant does not have any source of income signed by individual and countersigned by ZSWO.</p> <p><u>Documents Required for Subsequent Grant of Financial Assistance For Ex-Servicemen In Penury</u></p> <p>(i) A life certificate duly signed with date by applicant and countersigned with date by respective ZSWO between 01 Dec to 01 Mar of current financial year.</p> <p>(ii) Copy of Aadhar Card.</p> <p>(iii) First Page of Bank Pass book or cancelled cheque if details of Bank A/c Number and IFS Code and account holder's personal particulars are not given in first page of Bank Pass book.</p>
	(ii) Financial assistance for education of children/widow of ESM Up to rank of Havildar/ Equivalent).	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) ESM or Widow I-Card issued by respective ZSB.</p> <p>(iii) Mark-sheet/ School Progress Card of child/children.</p> <p>(iii) Part-II Order mentioning names of the child(ren) for which grant is sought or there should be a proper entry to this effect in the Discharge Book/Documents.</p> <p>(iv) A certificate from applicant saying that he/she has not taken any money/grant from the State or present employer in the form of education allowance or scholarship.</p> <p>(v) Details of Bank A/c Number (in PNB/SBI only) and IFS Code.</p> <p>(vi) Aadhar Card copy.</p>
	(iii) Financial assistance to 100% disabled child of ESM.	(i) Processing Time to seek approval of competent authority	(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any

		<p>on receipt of application at KSB - 45 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) ESM and Dependent Identity Card issued by ZSB.</p> <p>(iii) 100% disability certificate issued by Military/Govt hospital.</p> <p>(iv) Detail of Bank A/c No (in PNB/SBI only) and IFSC Code.</p> <p>(v) Aadhar Card of ESM.</p> <p><u>Documents Required For Subsequent Grant of Financial Assistance to 100%Disabled Child of ESM.</u></p> <p>(i) A life certificate duly signed by him and countersigned by respective ZSWO between 01 Dec to 01 Mar of current financial year.</p> <p>(ii) Detail of Bank A/c No (in PNB/SBI only) and IFSC Code.</p> <p>(iii) Aadhar Card of ESM.</p>
	(iv) Financial assistance for marriage of daughter of ESM& remarriage of widow of ESM.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 30 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) Proof of Age of the daughter.</p> <p>(iii) Proof of Marriage – Certificate from Registrar/Village Sarpanch.</p> <p>(iv) A Certificate from Applicant that he/she has not taken any money/assistance/grant from respective State Govt/Services towards the daughter's marriage.</p> <p>(v) Details of Bank A/c No (PNB/SBI only) and IFSC Code.</p> <p>(vi) Aadhar Card of ESM.</p>
	(v) Financial assistance to non-pensioner ESM for medical treatment (Up to rank of Havildar/Equivalent).	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) Time required for payment after approval by competent authority -</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) I-Card issued by ZSB is must both for</p>

		30 days.	<p>ESM & Widows.</p> <p>(iii) Original medical bills countersigned by the attending doctor. After uploading the medical bills, ESM must get uploaded bills authenticated with original bills by ZSWO. These bills will be retained by ZSWO.</p> <p>(iv) Hospital discharge summary countersigned by attending doctor.</p> <p>(v) A certificate from the applicant stating that he/she has not taken any money/grant from the State or present employer in the form of reimbursement or medical allowance.</p> <p>(vi) Details of Bank A/c No (preferably in PNB/SBI only) and IFS Code. Aadhar Card.</p>
(vi) Financial incentive to wards of ESM/Widows undergoing Cadet's Training at NDA.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) Copy of I-Card issued by ZSB of the ESM.</p> <p>(iii) Certificate from NDA Squadron giving details of the cadet and his father and that he has joined NDA on (date) training with (Course No.) course and has completed two terms successfully in the previous academic year.</p> <p>(iv) Bank detail of Cadet showing Bank's name, branch, IFS Code and A/c Number. (preferably in PNB/SBI only)</p> <p>(v) Copy of Aadhar Card of ESM.</p> <p><u>Documents required for Subsequent Grant of Financial Incentive To Wards Of ESM/Widows Undergoing Cadet's Training At NDA</u></p> <p>(i) Certificate from his Squadron in NDA that the cadet has satisfactorily advanced to his next two terms in just concluded AY.</p>	
(vii) Financial assistance for repairing of house of 100% disabled ESM/widows up to rank of Hav, orphan daughter of all ranks.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) House Ownership Certificate.</p>	

			<p>(iii) Certificate from the State Govt/Revenue officials regarding cause of damage and estimated loss.</p> <p>(iv) Notification issued by the Central or State Govt declaring that the damage is due to a natural calamity.</p> <p>(v) 100% Disability Certificate (for ESM/widow).</p> <p>(vi) Death Certificate of parents (for orphaned daughter).</p> <p>(vii) A certificate from applicant that he/she has not received any compensation or aid from the Govt for the damage.</p> <p>(viii) Details of Bank A/c No (in PNB/SBI Only) and IFS Code.</p> <p>(ix) Aadhar Card.</p>
	(viii) Financial assistance for funeral of ESM.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 30 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by the DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) Death Certificate of ESM issued by the Competent Authority.</p> <p>(iii) Widow I-Card issued by concerned ZSB.</p> <p>(iv) A certificate from widow stating that she has not availed ADLRS assistance.</p> <p>(v) Details of Bank A/c No (in PNB/SBI only) and IFS Code.</p> <p>(vi) Widow I Card.</p> <p>(vii) Aadhar Card of Widow.</p>
	(ix) Financial assistance to orphan children of ESM.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days..</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) Death certificate of both parents.</p> <p>(iii) Dependent I Card issued by the concerned ZSB.</p> <p>(iv) Birth Certificate of each orphan.</p>

			<p>(v) Certificate from competent authority (for Girl) certifying that the girl is not married.</p> <p>(vi) Details of Bank A/c No (in PNB/SBI only) and IFS Code.</p> <p>(vii) Aadhar Card.</p> <p><u>Documents Required for Subsequent Grant of Financial Assistance To Orphan Children Of ESM</u></p> <p>(i) A life certificate duly signed by him and countersigned by respective ZSWO between 01 Dec to 01 Mar of current financial year.</p> <p>(ii) Certificate from the concerned ZSWO that the orphan girl is not married.</p> <p>(iii) Copy of Aadhar Card.</p> <p>(iv) Details of Bank A/c No (in PNB/SBI only) and IFS Code.</p>
(x) Financial assistance for procurement of Tool Kit.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) Time required for payment after approval by competent authority - 30 days.</p>	<p>(i) Certificate saying that the individual has infrastructure to set up proposed trade for self and full address where he wants to set-up the trade be given</p> <p>(ii) The Individual holds qualifications to utilise the tool kits. A copy of the training course certificate may be enclosed.</p> <p>(iii) Original copy of tool kits bill purchased.</p> <p>(iv) Copy of ESM Identity Card duly attested by ZSWO.</p> <p>(v) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by the DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(vi) Details of Bank A/c Number (preferably in PNB/SBI only) and IFS Code.</p> <p>(vii) Aadhar Card.</p>	
(b) <u>Armed Forces Flag Day Fund Schemes</u>			
(i) Financial assistance for treatment of serious diseases to non pensioner ESM (all ranks)/ their widows.	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) For payment 30 days after approval of competent authority.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p>	

			<p>(ii) Photocopy of ESM/Widow I Card.</p> <p>(iii) Original medical bills duly countersigned by attending doctor. to be retained by ZSWO after uploading by the ESM.</p> <p>(iv) Hospital admission and discharge report duly countersigned by hospital authority.</p> <p>(v) A Certificate from applicant that he/she has not taken any money/grant from the State Govt present employer in the form of reimbursement or medical allowance.</p> <p>(vi) Details of Bank A/c No (in PNB/SBI only) and IFS Code.</p> <p>(vii) Aadhar Card.</p>
	<p>(ii) Financial assistance for procurement of mobility equipment for disabled ESM (all ranks) for disability sustained after retirement/discharge</p>	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) For payment 30 days after approval of competent authority.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) ESM Identity Card.</p> <p>(iii) Documentary evidence showing nature of activity in which disabled.</p> <p>(iv) Disability Certificate issued by Armed Forces Medical Authority, indicating nature of disability and recommended procurement of mobility equipment.</p> <p>(v) Financial estimate for modified scooter from an authorized dealer indicating type, make and specifications of the mobility equipment.</p> <p>(vi) Details of Bank A/c Number (in PNB/SBI only and IFS Code.</p> <p>(vii) Aadhar Card.</p>
	<p>(iii) Financial assistance for vocational training of widows of ESM.</p>	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) For payment 30 days after approval of competent authority.</p>	<p>(i) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by th DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(ii) Copy of Widow I-card.</p> <p>(iii) Certificate from institute after completion of training.</p> <p>(iv) Certificate form ZSWO that widow after vocational training is gainfully employed.</p>

			<p>(v) Details of Bank A/c No (in PNB/SBI only) and IFS Code.</p> <p>(vi) Aadhar Card</p>
	<p>(iv) Financial assistance as reimbursement of 50% interest on home loan up to maximum loan amount of Rs. 1.00 Lakh to war widow/warbereaved/war disabled and attributable peace time casualties (all ranks).</p>	<p>(i) Processing Time to seek approval of competent authority on receipt of application at KSB - 45 days.</p> <p>(ii) For payment 30 days after approval of competent authority</p>	<p>Certificates from the concerned banker or reputed organization in Govt/PSUs including LIC, GIC and HUDCO are as follows:-</p> <p>(ii) A certificate to the effect that there would be no change in the schedule of repayment.</p> <p>(iii) A statement showing the amount of interest actually paid for the period covered under the claim.</p> <p>(iv) A copy of Ex-Servicemen Identity Card duly attested.</p> <p>(v) Service Document/Discharge Book of ESM (Mandatory to upload all pages of Discharge Book in a sequential manner without missing any pages without any alterations not authenticated by the DSWO. The pages uploaded must be in legible condition. Signatures and Stamp marks of any other authority except ZSWO will render the entry Null and Void.</p> <p>(vi) Aadhar Card</p>