



**PUBLIC DEPARTMENT**

**POLICY NOTE  
ON  
DEMAND NO.38**

**2014-2015**

**Selvi J JAYALALITHAA  
CHIEF MINISTER**

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**Government of Tamil Nadu  
2014**

**DEMAND NO. 38**

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The Public Department functions under the direct supervision and control of the Hon'ble Chief Minister. Several important matters pertaining to the general administration of the State is handled by this Department. They include:-

- ✓ Matters relating to the Office of His Excellency the Governor and Establishment of Governor's Household.
- ✓ Appointment of Hon'ble Ministers and related matters.
- ✓ Matters relating to the Office of the Hon'ble Chief Minister and the Council of Ministers.
- ✓ Cabinet Meetings and follow up thereof.

- ✓ Protocol arrangements relating to the visits of high dignitaries to the State.
- ✓ Matters concerning Centre-State relations including the National Integration Council, Inter-State Council and Southern Zonal Council.
- ✓ Liaison with the Ministry of External Affairs, Government of India and the Foreign Consulates.
- ✓ Administration of the State Guest Houses in Chennai, Udthagamandalam and in New Delhi.
- ✓ Administration and Management of the Aviation Wing of the Government.
- ✓ Establishment matters of I.A.S. Officers and District Revenue Officers.
- ✓ Appointment of District Judges and Law officers to the High Court.
- ✓ Law and Order issues including constitution of Commissions of Inquiry.

- ✓ Issues pertaining to Human Rights, Implementation of the Human Rights Act and Matters relating to the SHRC and NHRC.
- ✓ Liaison with military authorities i.e. the Indian Army, Indian Navy, Indian Air Force and Indian Coast Guard.
- ✓ Implementation of Foreigners Act 1946 such as registration of foreigners, Granting extension of stay and issue of exit permit to foreigners who come to Tamil Nadu with a Visa (except for nationals from Pakistan and Bangladesh).
- ✓ Welfare of Ex-Servicemen and their families and the administration of the Tamil Nadu Ex-Servicemen Corporation.
- ✓ Welfare of the Sri Lankan Tamil Refugees who are accommodated in various camps in the State.
- ✓ Issues relating to Internally Displaced Tamils in Sri Lanka.

- ✓ Grant of pension to and implementation of Welfare Schemes for Freedom Fighters and Ex- INA Personnel.
- ✓ Declaration of Public and Local Holidays.
- ✓ Processing and disposal of petitions presented to the Hon'ble Chief Minister through the Chief Minister's Special Cell.

**Conduct of State functions:**

2. This Department organizes the celebration of National Days such as Republic Day and Independence Day at the State level and also ensures that these functions are observed throughout the State with requisite patriotic fervour. It also makes necessary arrangements for the administering of pledges on special days declared by the Government of India such as Martyrs Day, Sadhbhavana Diwas, United Nations Day, Rashtriya Sankalp Diwas and National integration Day in the Secretariat.

### **Annual Conference of Collectors and Police Officers:**

3. With the objective of assessing and addressing the felt needs of various Districts, the Annual Conference of Collectors and Police Officers is convened under the Chairmanship of Hon'ble Chief Minister every year. The Conference acts as a platform to review and monitor the welfare schemes and policies of the Government and to create ideas for new schemes for benefit of the public. The Conference was held last on the 11<sup>th</sup>, 12<sup>th</sup> and 13<sup>th</sup> of December, 2013 and 312 announcements were made by the Hon'ble Chief Minister.

### **Awards and Medals:**

4. The Department also facilitates the selection of recipients for various State Level Awards like the Anna Medals for Gallantry, Perunthalaivar Kamarajar Award,

Anna award, Kottai Ameer Award for Communal Harmony and the Kalpana Chawla Award. It also processes applications and nominations for various National Level Awards like the Padma Awards and Gallantry Awards and transmits them to the Government of India with suitable recommendations.

**Implementation of Foreigners Act:**

5. The Public Department is the Nodal Department in the State for all matters pertaining to foreigners including permission for extension of stay in India, exit permit, issue of deportation order/Leave India notice etc., except for those from Pakistan and Bangladesh. The Immigration, Visa and Foreigners Registration & Tracking (IVFRT) System has been implemented in the State by active coordination of this Department with all Foreigner Registration Offices (FROs)

located in the offices of the District Superintendents of Police. Henceforth most of the work relating to registration of foreigners and grant of various permits will be done online. The system will also help the police to keep a track on the movement of foreigners within the state. In addition, this department undertakes the work of authentication of certificates issued by various agencies/institutions in the state.

**State Protocol:**

6. The Department makes arrangements for the protocol and security of visiting dignitaries/ State Guests. There were 1532 VIP visits during the previous year and it includes four visits by the President of India, three visits by the Vice President of India and one by the Prime Minister of India. The State Visit of Their Majesties the Emperor and



Empress of Japan to Chennai on the 5<sup>th</sup> and 6<sup>th</sup> of December 2013 was successfully handled by the Department.

**Human Rights:**

7. Human Rights encompass the rights relating to Life, Liberty, Equality and Dignity of an Individual Guaranteed by the constitution. The Government is committed to protecting such rights. Accordingly, this Department monitors Cases/complaints of violations of human rights and prescribes remedial measures including award of compensation and taking deterrent action against the violators through administrative departments concerned. It also implements the directions issued by the National Human Rights Commission from time to time.

The State Human Rights Commission has been constituted by the Government of Tamil Nadu under Section

21 of Protection of Human Rights Act 1993 and is functioning from 17.04.1997. The Commission consists of Law Division, Investigation Division and an Administration Wing. Any complaint of violation of Human Rights may be filed before the Commission in any Language and no fee is being charged on complaints. The Commission is mandated to inquire into the petitions presented to it and also to initiate suo-moto inquiries into possible Human Rights violations on information from any sources. The Commission after inquiry makes necessary recommendations for the departments concerned. Implementation of such recommendations is monitored by this Department.

**Relief and Rehabilitation of Sri Lankan Tamil Refugees:**

8. The Commissionerate of Rehabilitation and Welfare of Non-Resident Tamils provides relief and looks after the welfare of Sri Lankan Tamil refugees residing in various

Refugee Camps in the State. As per the figures available with this Department, a total of 3,04,269 Sri Lankan Tamil Refugees have come to Tamil Nadu after the eruption of ethnic violence in Sri Lanka in the year 1983. As per data collected from District Collectors, as on 30.04.2014, 19,728 families consisting 65,272 refugees are staying in 112 Refugee Camps (including 2 special camps) located in 26 Districts in the State. In addition, there are 13,271 families consisting 34,566 refugees staying outside the camps. The Sri Lankan Tamils living in the refugee camps are being given relief and other assistance as per the guidelines and norms stipulated by the Government of India and the Government of Tamil Nadu.

**Welfare schemes for Sri Lankan Tamils in Camps:**

9. It is the endeavour of this Government to ensure that the Sri Lankan Tamils living in Refugee Camps are enabled to live a life of dignity, safety and security. Therefore, in addition to the welfare assistance given by the Government of India, this Government has taken a momentous decision to extend all welfare schemes being implemented for the benefit of the people of Tamil Nadu to the Sri Lankan refugees residing in camps. This policy decision was announced in the Governor's Address on 03.06.2011.

10. Accordingly, the quantum of assistance to the refugees staying in camps has been substantially increased. The monthly cash dole was increased from Rs.400/- p.m. to Rs.1,000/- p.m. for the head of the family; from Rs.288/- p.m. to Rs.750/- p.m. for other adult members; and

from Rs.180/- p.m. and Rs.90/- p.m. to Rs.400/- p.m. for children below 12 years. Rice has been made available free of cost upto a limit of 20 kg per family. In addition to this, commodities such as sugar, wheat, maida, sooji etc., are also given at subsidized rates through PDS outlets. In all, 19,728 refugee families living in the camps have benefitted from this scheme. Further, the Hon'ble Chief Minister's Pongal Gift Hamper was given to all Sri Lankan Refugee families staying in camps during Pongal Festival 2014.

11. This Government has taken a number of steps to ensure proper education to the children of refugees. Accordingly, Sri Lankan Tamil Students can study free of cost in Government and Government Aided schools upto the 12<sup>th</sup> standard. In addition, they get the note books, text books, uniforms, cycles, geometry box, school bags, noon meals,

bus passes and laptop computers free of cost as in the case of other students in Tamil Nadu. During the current year, 22,428 refugee students have enrolled in various educational institutions as detailed below:-

<b>S.No</b>	<b>Level</b>	<b>No. of Students</b>
1	Nursery	2688
2	Primary	8752
3	Middle	4459
4	High School	2724
5	Higher Secondary School	2251
6	College	1554
	<b>Total</b>	22,428

12. Permission has been given for Sri Lankan Tamil Students to enrol in Arts & Science Colleges, Professional Colleges, Polytechnic Institutes and Universities through merit

based admissions / single window counselling system under the general category. They have been made eligible for all types of scholarships that are being given to other students. Further, five seats each in the hostels run by the BC, MBC and Minorities Welfare Department and Adi-draavidar and Tribal Welfare Department in the State have been reserved for the deserving students from the families of refugees.

13. The Government have also extended scholarships ranging from Rs.850/- to Rs.4700/- to refugee students residing in camps in the State to pursue higher education in various courses, as detailed below:-

Sl.No	Name of the course	Amount of Scholarship per Annum (Rs)
1.	B.A	1200/-
2.	B.Sc	1250/-

3.	M.A	1330/-
4.	M.Sc	1650/-
5.	Diploma	850/-
6.	Engineering	2750/-
7	Medicine	4700/-
8.	B.VSc	1400/-
9.	B.L	860/-
10.	B.Sc (Agri)	2850/-

During the year 2013-2014, 426 students have been selected for grant of scholarships.

14. Government have also undertaken skill upgradation programme to enable the refugees to take up gainful employment. Permission has been given to grant driving licences to the eligible refugees who are staying in camps. Similarly, Sewing Machines are supplied free of cost to



women who have undergone training so that they can augment their incomes. During 2013-14, 1130 women have benefited under this scheme. Further 416 women Self Help Groups (SHG) have been formed and a revolving fund of Rs.10,000/- per group has been provided as a one time grant to enable them to undertake thrift and credit operations and to take up economic activities.

15. In addition to the monthly dole, pension at the rate of Rs.1,000/- per month is being paid under the Social Security Scheme to destitute persons in the category of widows, old aged persons, differently-abled persons, deserted wives and unmarried women living in camps. During 2013-14, 3,929 persons have got pension under these heads. Further, the funeral rites expenses to be paid to the families of deceased persons in camps has been enhanced from

Rs.2,500/- to Rs.5,000/- each by this Government. During 2013-14, funeral rites benefits have been disbursed to 203 families. Similarly, the relief amount being given in case of death due to accident has been enhanced from Rs.15,000/- to Rs.25,000/- in 2012-2013 and is being paid to the family of the deceased from the Chief Minister's Sri Lankan Refugees' Relief Fund.

16. An amount of Rs.25.00 crore has been sanctioned during 2011-12 to strengthen the basic amenities in Refugee Camps across the State. Out of the Rs.25.00 crore sanctioned, a sum of Rs.4.33 crore has been spent for provision of water supply in camps through the TWAD Board and Rs.20.66 crore has been spent for strengthening the basic amenities in the Refugee Camps. Further, a sum of Rs.19.86 crore has been sanctioned in G.O.(Ms) No.1329,

Public (RH.II) Department, Dated 26.11.2013 to construct 1,655 durable houses, at a cost of Rs.1.20 lakh per house in selected camps and houses are being constructed by the Rural Development Department .

17. Further, the benefits under the Moovalur Ramamirtham Ammaiya Scheme and Dr. Muthulakshmi Reddy Maternity Assistance scheme have been extended to the eligible beneficiaries among the Sri Lankan Tamil refugees. Under the Moovalur Ramamirtham Ammaiya Marriage Assistance Scheme, the eligible cash assistance and gold coin of appropriate weight has been disbursed to 73 women in 2013-2014. Similarly, pregnant women residing in Refugee Camps are being given Maternity Assistance of Rs.12,000/- under Dr. Muthulakshmi Reddy Maternity Assistance scheme. In 2013-2014, 822 women have

benefited from this scheme. The Girl Child Protection Scheme has also been extended to Sri Lankan Tamils and 47 girl children have been given assistance under this scheme in 2013-2014.

18. The Chief Minister's Comprehensive Health Insurance Scheme has now been extended to all Sri Lankan Tamil refugees residing in the state. In 2011-2012, the refugees staying in camps were made eligible for this scheme and the same has been extended to all Sri Lankan Tamils living outside the refugee camps from 2013-14 onwards.

**Special Camps:**

19. Special camps have been set up in 2 places i.e., Cheyyar (Tiruvannamalai District) and Trichy (Tiruchirappalli District) to accommodate those Sri Lankan Tamils who have come to the adverse notice of the Police and in whose case it

is not desirable to permit them to move freely in the State. As on 31.07.2014, about 50 Sri Lankan Tamils have been lodged in these two special camps under section 3(2)e of the Foreigners Act, 1946. These persons are provided with cooked food at the rate of Rs. 70/- per day.

**Repatriation of Refugees:**

20. The refugees who are willing to go back to Sri Lanka on their own accord are issued with "Exit Permits" by the District Collectors concerned. A simplified procedure for speedy issue of Exit Permit has been formulated and implemented. In 2013-14, with assistance from the United Nations High Commissioner for Refugees (UNHCR), the return of 618 persons to Sri Lanka has been facilitated .

### **Welfare of Non-Resident Tamils:**

21. Due to economic reasons and the globalization of the economy, every year a large number of Tamils move to foreign countries for studies, jobs and livelihood. During their stay abroad, these Non-Resident Tamils face a number of problems which require interventions at Government level. The major issues faced by Tamils living abroad include the repatriation of the mortal remains of Non-Resident Tamils dying abroad, settlement of claims, detention of Tamils abroad and disputes regarding service conditions with the employers. Earlier, the intervention of the Ministry of External Affairs of the Government of India was deemed adequate to address these issues. However, in view of the increasing number of Tamils living abroad, it was considered that the State must step in to protect the rights of its people, especially

those from low income groups staying abroad. Accordingly, a separate wing has been created in the Commissionerate of Rehabilitation to deal exclusively with the problems of Non-Resident Tamils and the Commissionerate has been re-designated as “Commissionerate of Rehabilitation and Welfare of Non Resident Tamils”. The Non-Resident Tamil wing seeks to address the issues faced by Non-Resident Tamils by co-ordinating with the Ministry of Overseas Indian Affairs, Government of India, and the respective Indian Embassies.

22. In order to enable these Non-Resident Tamils and their family members to contact the authorities, a cell for Non-Resident Tamils (NRTs) has been started in each District. The Personal Assistant (General) to the Collector has also been designated as “District Welfare Officer (NRTs) and

the section under the Magisterial Head Assistant has been designated as “District Welfare Centre” (Non-Resident Tamils). This cell receives representations and grievances from Non-Resident Tamils and their family members, registers them in a prescribed register and takes follow-up action. Further, instructions have been issued to all District Collectors on regulating advertisements for the employment of Non-Resident Tamils in foreign countries, with directions to initiate criminal cases against unregistered agents.

**Budget:**

23. Budget provision made for the year 2013-2014 and B.E. 2014-2015 is furnished as below :-



(Rupees in lakhs)

	<b>Scheme (Head of account)</b>	<b>B.E 2013- 2014</b>	<b>R.E. 2013- 2014</b>	<b>F.M.A 2013- 2014</b>	<b>B.E. 2014-15</b>
1.	2235-01-105-I-AA- Relief Measures	7.56	3.63	3.63	4.01
2.	2235-01-105-I-AC- Refugees Relief Measures	9468.27	11836.61	11858.77	10364.02
3.	2235-01-800-I-AH- Welfare of Non- Resident Tamils	14.79	6.18	6.18	6.42
4.	4235-01-105-II-JW- Construction of Houses in Refugee Camps	1500.00	1500.00	1500.00	0.01

### **Welfare of Ex-Servicemen**

24. Tamil Nadu has a glorious tradition of sending its young men and women to Indian Armed forces to serve the Nation. In order to enable these soldiers to serve the country with utmost devotion, it is necessary to take care of their

families during their absence and also to enable them to lead a peaceful and productive post retirement life in their respective native places. Directorate of Ex-Servicemen Welfare, established in 1974 has been striving to achieve these twin objectives.

25. The Directorate formulates policies and programmes aimed at augmenting the welfare of Ex-Servicemen and the families of serving and deceased personnel. Every year, approximately, 1400 Armed Forces personnel from Tamil Nadu retire from active service. As on 31.03.2014, 2,28,676 Ex-Servicemen and their widows are registered with the Department of Ex-Servicemen's Welfare. The Directorate caters to their needs and demands through 29 District Offices. The Department of Ex-Servicemen's

Welfare collects donations under Flag Day Collection Scheme to fund its programmes.

26. The major schemes of the Directorate can be categorized into 5 major heads as given below:

1. Financial assistance / grants.
2. Creation of re-employment opportunities.
3. Skill upgradation and training.
4. Reservations in educational institutions for children of Ex-Servicemen.
5. Self employment schemes.

**Financial Assistance / Grants:**

Various kinds of financial assistance are given to Ex-Servicemen and their dependants from the Tamil Nadu Ex-Services Personnel Benevolent Fund and Amalgamated Fund.

**Tamil Nadu Ex-Services Personnel Benevolent Fund:**

27. Life time monthly grant, Old Age Pension, grants towards various types of medical treatment, marriage grant to daughters of Ex-Servicemen, funeral grant, natural calamities grant etc., are sanctioned from the Tamil Nadu Ex-Services Personnel Benevolent Fund. A sum of Rs.19,19,55,245/- has been sanctioned to 10,823 Ex-Servicemen and their dependants in the year 2013-2014. The life time monthly financial assistance given to World War II Veterans and their Widows have been enhanced from Rs.2,000/- to Rs.3,000/- and from Rs.1,500/- to Rs.2,000/- respectively, in the year 2013-2014.

The scale of assistance under other grants are detailed below:

Sl. No.	Name of the Grant	Enhanced Amount in Rupees
1.	Life Time Destitute Grant	1,000/-p.m.
2	Old Age Pension	1,000/-p.m.
3.	Blind Relief Grant	1,000/-p.m.
4.	Leprosy Relief Grant	1,000/-p.m.
5.	Paraplegic Relief Grant	1,000/- p.m.
6.	Monthly Grant – Ex-Servicemen in Penury	1,000/-p.m.
7.	Monthly Grant – Widows in Penury	1,000/-p.m.
8.	Tuberculosis Grant	1,000/-p.m.
9.	Paraplegic Relief Grant (Children of Ex-Servicemen )	1,000/- p.m.
10.	Blind Relief Grant ( Children of Ex-Servicemen)	1,000/-p.m.

11.	Mentally Challenged Children Grant (Children of Ex-Servicemen)	1,000/- p.m.
12.	Cancer Relief Grant	1,000/- p.m.
	<b><u>Other Grants</u></b>	
13.	Marriage Grant	10,000/-
14.	Funeral Grant	5,000/-
15.	Deepavali Gift Articles to Leprosy affected Ex-Servicemen / their Widows	1,000/- (Not to exceed)

In addition artificial limbs, dentures, spectacles and hearing aids are given to needy Ex-Servicemen / widows from out of this fund.

**Amalgamated Fund:**

Funds under this head are utilized to various types of grants to the next of kin of those killed and disabled in action.

The scale of the grant has been enhanced substantially in 2012 - 2013 as detailed below:-

Sl. No.	Type of Grant	Existing Amount Rs.	Enhanced Amount Rs.
1.	Ex-Gratia - War Widows / Next of kin	30,000/-	50,000/-
2.	Annual Maintenance Grant	2,000/-	12,000/-
3.	Marriage Grant	10,000/-	25,000/-
4.	Housing Grant	30,000/-	50,000/-

Apart from this, proceeds from this fund are utilised for extending scholarships to eligible wards of Ex-Servicemen and meeting the interest subsidy for Self Employment Schemes. The Scholarship amount for technical /professional/ vocational courses has also been enhanced from Rs.7,000/- to Rs.10,000/- per annum for Ex-Servicemen and their dependants. A sum of Rs.4,69,97,513/- has been sanctioned

to 5538 Ex-Servicemen and their dependants from Amalgamated Fund in the year 2013-2014.

**War Service Incentives / Cash Grants to the Recipients of Gallantry / Distinguished Service Awards:**

28. Cash grants are sanctioned to those who have been awarded Gallantry and Distinguished Service Medals, from the Government Funds under Budget Provisions. The Government in G.O. Ms. No. 1012, Public (Military) Department, dated: 24.10.2011 have enhanced the rates of cash grant as detailed below:-

Sl. No.	Name of Award	Existing		Enhanced lumpsum Monetary Grant including both the components of Cash Grant and cash in lieu of Land (Rs.)
		Cash Grant (Rs.)	Cash in lieu of land (Rs.)	
	Gallantry Awards			
1.	Param Vir Chakra	22,500	1,50,000	15,00,000



2.	Ashok Chakra	20,000	1,25,000	12,00,000
3.	Maha Vir Chakra	15,000	1,00,000	10,00,000
4.	Kirti Chakra	12,000	75,000	8,00,000
5.	Vir Chakra	7,000	50,000	7,50,000
6.	Shaurya Chakra	5,000	40,000	5,00,000
6A	Sena / Nau / Vayu Sena Medal (Gallantry)	--	--	50,000
7.	Mention-in- Despatches	2,000	Nil	10,000

**Distinguished Service Medals:**

Sl.No.	Name of Award	Cash Grant Existing Rs.	Enhanced Cash Grant Rs.
1.	Param Vishisht Seva Medal	15,000	50,000
2.	Sarvottam Yudh Seva Medal (OPS)	17,000	50,000
3.	Uttam Yudh Seva Medal (OPS)	10,000	25,000

4.	Athi Vishisht Seva Medal	7,000	25,000
5.	Yudh Seva Medal (OPS)	4,000	15,000
6.	Vishisht Seva Medal	3,000	15,000
7.	Sena Medal	3,000	15,000

In the year 2013-2014, a sum of Rs. 4,31,000/- has been paid to 137 Gallantry Award Winners / Distinguished Service Medal Awardees as cash grant. Further, an amount of Rs.7,650/- has also been sanctioned to 20 Gallantry award winners as annuity.

29. To recognise the sacrifice of parents who have sent their son / daughter to the Armed Forces, Rs.750/- per annum is paid to parents who have sent their only son / daughter and Rs.1,000/- per annum is paid to parents who have sent more

than one son/daughter to the Armed Forces. A sum of Rs.10,14,500/- was sanctioned from the Government Funds during the year 2013-2014 as War Service Incentive to 1,113 parents.

**Ex-Gratia Grant sanctioned to Battle Casualties:**

30. In recognition of the supreme sacrifice made by those who are killed / disabled while performing duties in war or in aid to civil power the Government sanctions an amount up to Rs.10.00 lakh to their next of kin. This is also intended to mitigate the distress of their families. During 2013-2014, Rs.12,01,000/- has been sanctioned to 22 persons under this initiative. In this manner, the next of kin of three serving soldiers of Tamil Nadu who made the sacrifice have been sanctioned Rs.25.00 lakh from the Kargil Defence Personnel Relief Fund. Sanction of Ex-Gratia grant has also been extended to CPMF (Central Paramilitary Force) personnel

who are killed and disabled while performing duties as was done in the case of Defence and Border Security Force Personnel vide G.O.Ms.No.1278, Public (Military) Department, dated 07.11.2013.

**Creation of Re-employment opportunities:**

31. The Government has provided reservation in employment in Government of Tamil Nadu / Quasi Government Organisations to Ex-Servicemen who retire from active defence services at a relatively young age and have several years of active working life left as follows:-

1.	Vacancies under Group "C" Category	5%
2.	Vacancies under basic services in Government and quasi Government Organisations	10%
3.	Vacancies for the post of forest guards	10%
4.	Vacancies for the post of forest watchers	5%

5.	Vacancies for the post of Lascars, Drivers and Watchmen in N.C.C.	25%
6.	Vacancies under Group "C" category in Tamil Nadu Uniformed Services	5%
7.	Live Stock Inspector	5%

The Department of Ex-Servicemen's Welfare has been given co-sponsoring powers by the Government for sponsoring Ex-Servicemen against reserved vacancies. During 2013-2014, 591 Ex-Servicemen (238 in Group C and 353 in Group D) have been placed in various Government Departments / Public Sector Undertakings.

**Temple Protection Force:**

32. In order to protect idols, jewels, hundi collections and other valuables in temples throughout Tamil Nadu, a Temple Protection Force was formed in the year 1992. Provision has been made to induct Ex-Servicemen as Special Police Officers in Temple Protection Force. The

monthly consolidated pay of these Ex-Servicemen in the Temple Protection Force has been enhanced from Rs.1500/- to Rs.5000/-. 1,545 Ex-Servicemen have benefited from this scheme in 2013-2014.

**Compassionate Appointment:**

33. Compassionate appointments are provided to the dependants of Defence personnel who died while in service or killed in action. In the year 2012, this Government has appointed the District Collectors as Nodal Officers to clear the pending cases in a special drive. 106 dependants of those who died while in active duty have been provided appointments on compassionate grounds from the year 2012 to 2014.

**Orientation Programmes to improve enrolment in Armed Forces:**

34. The interested Youth in the State are given suitable training and orientation to improve their chances of getting enrolled into the Armed Forces. The training programmes are conducted at Tuticorin, Trichy, Tiruvannamalai, Tirunelveli, Sivagangai and Coimbatore. During the 2012 - 2013, 79 candidates were trained at the cost of Rs.63,890/- from the Government Fund. Likewise in 2013-2014, 137 candidates have been imparted training at an expenditure of Rs.79,348/-.

**Reservation in Educational Institutions:**

35. Reservation in various Educational Institutions has been provided for children of Ex-Servicemen in Tamil Nadu in various courses such as B.E., M.B.B.S., B.D.S.,

B.Sc (Nursing)., B.L., B.Ed., Polytechnic courses, ITI., etc., and this is very popular among Ex-Servicemen.

**Self Employment Schemes:**

36. The Ex-Servicemen are also encouraged to become entrepreneurs and to take up self employment ventures. For this, necessary finance is arranged from the banks and 75% of the interest charged for the loans availed is given as interest subsidy with a ceiling of Rs.5.00 lakhs. Similarly, for loans taken by Self Help Groups, 100% interest subsidy is provided with a ceiling of Rs.7.50 Lakhs. In 2013-14, 293 Ex-Servicemen and eight Self Help Groups have set up their own ventures and have availed Rs.20,04,710/- as interest subsidy under this scheme.



**e-Governance:**

37. This Government has decided to introduce an e-Governance module for the Department of Ex-Servicemen's Welfare through NIC. Under this project, it is proposed to introduce online registration for issue of Identity Cards, for applying for various types of assistances, for dissemination of information and awareness and for creating greater connectivity between the Ex-Servicemen and the Directorate. The project is under implementation.

**Tamil Nadu Ex-Servicemen's Corporation Limited**

38. The Tamil Nadu Ex-Servicemen's Corporation Limited (TEXCO) was set up in 1986 with the mandate to formulate and implement various welfare schemes for the social and economic uplift of Ex-Servicemen belonging to Tamil Nadu and to generate employment for them.

TEXCO's primary activity is that of a manpower agency, supplying manpower in the categories of Security Personnel, Drivers, Clerks, Telecom Operators, Tourism Police, Nursing Assistants, Fire Crew, Gunmen, Teaching Staff and Wardens to various Departments / Public Sector Undertakings / other requisitioning agencies from the pool of Ex-Servicemen registered with the Directorate of Ex-Servicemen's Welfare. As on 31.03.2014, 9999 of Ex-Servicemen are deployed in various locations throughout the State, the major clients being IOC, TNCSC, TANGEDCO and various Departments of the State Government. TEXCO also manages part of paid parking system sites for the Corporation of Chennai on profit sharing basis.

39. In order to curtail theft of electricity and to augment the revenue of TANGEDCO and also to increase employment opportunities an 'Anti-Power Theft Squads' consisting of

Ex-Servicemen have been formed. So far, 40 squads with 200 Ex-Services Personnel have been formed and deployed and their services have been acknowledged by TANGEDCO.

40. TEXCO also arranges to impart training for Skill Development in various fields to TEXCO personnel. It is planned to initiate similar training module for Ex-Servicemen to enable them to take up remunerative employment and to become more productive in their fields.

Performance report of **TEXCO** during the last five years is as follows:-

Financial Year	Number of persons Employed	Turnover ( Rs. in Lakhs)
2009 - 2010	7730	7128
2010 - 2011	8165	7738
2011 - 2012	9200	9144
2012 - 2013	9391	9838
2013 - 2014	9999	10399

### **Chief Minister's Special Cell**

41. The Chief Minister's Special Cell has been established to ensure expeditious redressal of the grievances of public addressed to Hon'ble Chief Minister. It serves to establish public service of quality, efficiency, integrity and effectiveness in consonance with the vision and mission of the Hon'ble Chief Minister "to provide the poor and downtrodden with the necessary assistance to lead a decent and dignified life". The Chief Minister's Special Cell functions as an effective platform for providing expeditious, fair and just remedy to the public who seek redressal of their grievances.

42. The Chief Minister's Special Cell in many ways serves as a model grievance redressal center. The following

measures have been taken to make grievance redressal mechanism more effective:

- (a) Prompt acknowledgement of grievances;
- (b) Careful analysis of grievances;
- (c) Obtaining feedback from the petitioners;
- (d) Taking decision on grievances at a fairly senior level;
- (e) Sending reasoned reply to the complainant; and
- (f) Selective interaction with petitioners to understand if their grievances have been resolved.

The Special Officer, who is in charge of the Special Cell, is authorized to correspond directly with the appropriate competent authority under the State Government, dispensing with the usual channel of communication in order to accelerate the speed of redressal of grievances.

43. The petitions presented to the Hon'ble Chief Minister, while on tour or in the Secretariat, are

categorized based on the source of receipt and the apparent gravity of the grievance submitted. Petitions are coded and sent to the respective Secretariat Departments/ Heads of Departments/ District Collectors/ Superintendents of Police for redressal. The entire system is computerized and replies are fed into the online monitoring system. Regular review meetings are convened with the nodal officers of Departments to assess the periodicity of pendency, promptness in disposal, quality of redressal and to constantly monitor and gauge the effectiveness of the system. With a view to ensure prompt disposal of complaints / grievances within the time limits prescribed and to ensure quality of disposal, strict instructions have been given from time to time to all the nodal officers of the Departments and Districts. The nodal officer of each Department/District is made responsible for auditing the course of resolution of each complaint. The Chief Minister's

Special Cell also does sample audits to find out lapses, if any to take corrective action.

44. Adding a feather to the cap has been the introduction of the website for the Special Cell. The website has received wide acclaim from the public. About 80,000 petitions have been filed online till date, of which 90% of the petitions have been resolved with a record number of complied requests. The feedback received about the services offered through the website is constantly reviewed.

45. In a move to encourage officers to improve response time to the complaints received and to ensure quality of disposal of petitions, awards have been instituted for good performance. The awards are presented to Heads of Departments, District Collectors and Police officers during the annual conference of Collectors and Police officers.

**PART – II SCHEME FOR THE YEAR 2014-2015**  
**COMPONENT I**

<b>Sl. No.</b>	<b>Name of the Office</b>	<b>Cost (Rupees in lakhs)</b>
1.	Tamil Nadu House, New Delhi.	38.44
2.	Directorate of Ex-Servicemen's Welfare	11.56
	<b>Grand Total</b>	<b>50.00</b>

**PART – II SCHEME FOR THE YEAR 2014-2015**  
**COMPONENT II**

<b>Sl. No.</b>	<b>Name of the Office</b>	<b>Cost (Rupees in lakhs)</b>
1.	State Guest House, Chepauk, Chennai - 5.	53.27
2.	Tamizhagam Guest House, Udhagamandalam.	98.33
3.	Tamil Nadu House, New Delhi	47.50
4.	Modernisation of Central Record Branch, Public Department	50.00
	<b>Grand Total</b>	<b>249.10</b>

**J JAYALALITHAA**  
**CHIEF MINISTER**