



# **PUBLIC DEPARTMENT**

## **POLICY NOTE ON DEMAND No. 38**

**2015-2016**

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CHIEF MINISTER**

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**GOVERNMENT OF TAMIL NADU  
2015**

**DEMAND NO. 38**

**PUBLIC DEPARTMENT**

**POLICY NOTE**

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The Public Department handles several important matters related to the general administration of the State and functions under the direct supervision of the Chief Minister. The major subjects dealt by the Department include:

- Matters pertaining to the Office of the Governor and establishment matters of the Governor's Household.
- Appointment of Hon'ble Ministers and related matters.
- Establishment matters relating to the Office of the Chief Minister and the Council of Ministers.

- Arrangements for Cabinet Meetings.
- 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, Udhagamandalam 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.
- Maintenance of Law and Order and Internal Security and implementation of National Security Act (NSA).
- Issues pertaining to Human Rights - implementation of Protection of the Human Rights Act, 1993 and matters relating to the State Human Rights Commission (SHRC) and National Human Rights Commission (NHRC).
- Liaison with military authorities i.e. the Indian Army, Indian Navy, Indian Air Force and Indian Coast Guard.
- Implementation of Foreigners Act 1946, registration of foreigners, granting extension of stay and issue of exit permit to foreigners who come to Tamil Nadu with a Visa.

- 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.
- Welfare of Non-Resident Tamils.
- Political Pension: Grant of pension and implementation of welfare schemes for freedom fighters and ex-INA personnel.
- Conduct of the Annual Conference of Collectors and Police Officers.
- Processing and disposal of petitions received at the Chief Minister's Special Cell.
- Maintenance of Buildings of the Secretariat.
- Declaration of Public and Local Holidays.

### **Conduct of State Level Functions**

2. This Department arranges for the celebration of National Days such as Republic Day and Independence Day at the State Level and also ensures the observance of the same with requisite patriotic fervour throughout the State.

### **Awards and Medals**

3. The Public Department has been vested with the responsibility of facilitating the scrutiny and selection of recipients for various State Level Awards like Anna Medals for Gallantry, Kottai Ameer Award for Communal Harmony and Kalpana Chawla Award. These awards are presented during the Republic Day and Independence Day. In addition to the above, recommendations for various awards conferred by the Central Government, like Padma Awards, Gallantry Awards, Prime Minister's Award for Excellence in Public Administration,

Kabeer Puraskar Award and Gandhi Peace award are sent to Government of India by this Department.

#### **Implementation of Foreigners Act**

4. 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. The Immigration, Visa and Foreigners Registration & Tracking (IVFRT) System has been implemented in the State by this Department in active coordination with all Foreigner Registration Offices (FROs) located in the Offices of the District Superintendents of Police. This has made most of the work relating to registration of foreigners and grant of various permits online. In addition, this department undertakes the work of

authentication of certificates issued by various agencies/Institutions in the State.

### **Human Rights**

5. The protection and safeguarding of Human Rights has been an important endeavour of the Government. 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 it is functioning since 17.04.1997. The Commission monitors cases of violation of human rights either on the basis of complaints or by taking cognizance suo moto and makes necessary recommendations to the Departments concerned. The recommendations made by both the National and State Human Rights Commissions are monitored by this Department.



### **Provision of Relief to Sri Lankan Tamil Refugees**

6. The Commissionerate of Rehabilitation and Welfare of Non-Resident Tamils supervises and manages the relief and welfare measures undertaken for the Sri Lankan Tamil refugees residing in various refugee camps in the State.

The figures available with the Department indicate that 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 Districts as on 01.06.2015, 19,746 families consisting 64,569 (provisional) refugees are staying in 109 refugee camps (including two special camps) located in 24 Districts in the State. Apart from this, there are 37,073 refugees staying outside the camps. The Sri Lankan Tamils living in the refugee camps are being assisted with various relief measures 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**

7. Ensuring that the Sri Lankan Tamils living in Refugee Camps lead a life of dignity, safety and security has been one of the key endeavours of the Government. Accordingly, the Government of Tamil Nadu in June 2011, has taken a major policy decision to extend all those welfare schemes being implemented for the benefit of the people of Tamil Nadu, to the Sri Lankan refugees residing in camps. These measures are in addition to the Welfare Schemes implemented with assistance from the Government of India.

### **Relief**

8. Government provides cash relief, food articles and items of daily necessity such as clothes, blankets, mats, utensils, aids and equipments for differently abled persons to the Sri Lankan Tamils staying in the camps. Government has also provided drinking water, toilets, electricity and accommodation free of cost to Sri Lankan Tamils living in the camps.

The quantum of assistance provided to the refugees has been substantially increased under a number of existing welfare schemes. The monthly cash relief has been 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.

9. Similarly, rice that was earlier provided to the families of refugees at subsidized rates is now

made available free of cost upto 20 kg per family. In addition, commodities such as sugar, wheat, maida, sooji etc., are also given at subsidized rates through PDS outlets. All the 19,746 refugee families living in the camps benefit under this scheme.

10. The Government has also sanctioned Rs.19.86 Crore to construct 1,655 houses, at a cost of Rs.1.20 lakh each on the basis of requirement in camps, during 2013-2014. The Department of Rural Development is executing the work and 1041 houses have been completed and the remaining houses are in various stages of construction.

### **Educational Assistance**

11. The Government has taken a number of proactive steps to ensure that the children of refugees are provided with proper education.

Accordingly, Sri Lankan Tamil Students studying in Government and Government Aided schools are given education upto the 12<sup>th</sup> standard free of cost. Further, they are provided with note books, text books, uniforms, noon meals, bus passes and laptop computers free of cost as in the case of students of Tamil Nadu.

During the current year, 2015-2016, 22,994 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	3,277
2	Primary	8,732
3	Middle School	4,456
4	High School	2,827
5	Higher Secondary School	2,137
6	College	1,565
	<b>Total</b>	22,994

12. Sri Lankan Tamil Refugee Students have been permitted to enroll in Higher Educational Institutions such as Arts & Science Colleges, Professional Colleges, Polytechnics and Universities under the general category. They have also been permitted to join the Government Technical Training Institutes from the academic year 2015 onwards. They are also made eligible for receiving all types of educational assistance that are being given to students in our State. Further, 5 seats in each Government hostel run by the BC, MBC and Minorities Welfare and Adi-draavidar and Tribal Welfare departments in the State have been reserved for them to enable the deserving students from the families of refugees to continue their education. In 2014 – 2015, 84 such students have been accommodated in Government Hostels.

13. The Government has extended scholarships to Tamil refugee students residing in camps in the State so as to enable them to pursue higher education in various courses, and the amount ranges from Rs.850/- to Rs.4700/- 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, 2012-2013, this scheme was availed of by 625 students. In 2013-14 and 2014-15, the number of students who benefited from the Scholarships was 426 and 541 respectively.

**Cash Awards**

14. Orders have been issued on 07.01.2015 to give cash awards to the students who have achieved the First, Second and Third (both male and female) in 10<sup>th</sup> and 12<sup>th</sup> Standard in State level in respect of Srilankan Refugee children, who are housed in camps in Tamil Nadu as tabulated below:-

<b>10<sup>th</sup> Standard</b>	
<b>Position</b>	<b>Amount (Rs.) ( each for a boy and girl)</b>
First	25,000/-
Second	20,000/-
Third	15,000/-
<b>12<sup>th</sup> Standard</b>	
First	50,000/-
Second	30,000/-
Third	20,000/-



### **Livelihood Assistance**

15. With the objective of improving avenues of employment, the Government has permitted the issue of driving licenses to eligible refugees who are staying in camps. Sewing Machines are being supplied free of cost to poor girls who have undergone training so that they can augment their income and 212 women were given sewing machines during the year 2014-2015. With a view to encouraging and empowering enterprising women among the refugees, a sum of Rs.10,000/- was provided as a onetime grant to each one of the 416 Women Self Help Groups in the camps as revolving fund in 2012-2013.

### **Welfare Assistance**

16. In addition to the monthly cash relief, pension at the rate of Rs.1,000/- per month is being paid under the Social Security Schemes to destitute

persons in the category of widows, old aged persons, differently-abled persons, deserted wives and unmarried women living in camps. In 2014-2015, 328 persons have been additionally granted pension under various categories. With this there are 4,257 refugees who are being provided pension under this Scheme. The Government has enhanced the amount paid for expenses incurred in performing funeral rites of a deceased person in camps from Rs.2,500/- to Rs.5,000/-. During 2014-2015, funeral rite benefits have been disbursed to 247 families. Similarly, in 2012-2013 the relief amount being given in case of death due to accident has been enhanced from Rs.15,000/- to Rs.25,000/-. This has been given to 4 families during 2014-2015.

17. For the welfare of women and protection of girl children, the benefits under the Moovalur

Ramamirtham Ammaiyar Marriage Assistance Scheme and the Dr. Muthulakshmi Reddy Maternity Assistance Scheme have been extended to Sri Lankan Tamils. Under the Moovalur Ramamirtham Ammaiyar Marriage Assistance Scheme, the assistance given is Rs.50,000/- with 4 grams of gold for Thirumangalyam to women graduates and diploma holders, and Rs.25,000/- with 4 grams of gold for Thirumangalyam to women who have studied upto the 10<sup>th</sup> Std. 51 women have been assisted under this scheme in 2014-2015. Pregnant women from refugee camps are given Maternity Assistance of Rs.12,000/- under the Dr.Muthulakshmi Reddy Maternity Assistance scheme. During the year 2014-2015, 594 women have benefited under this scheme. Similarly, the Girl Child Protection Scheme has been extended to Sri Lankan Tamils. Under this scheme, a sum of

Rs.50,000/- is placed in a 20 years deposit in the name of the girl child, in case of a family with only one female child. In case of families with only two female children a sum of Rs.25,000/- is given as 20 years deposit for each child. 12 girl children have benefited from this scheme in 2014-2015.

18. The Chief Minister's Comprehensive Health Insurance Scheme has been extended to all Sri Lankan Tamils living in camps. Since 2013-2014, this Scheme has been extended to all Sri Lankan Tamils living outside the refugee camps in the State.

### **Special Camps**

19. Two special camps have been established at Cheyyar (Tiruvannamalai District) and Trichy (Tiruchirappalli District) to accommodate those Sri Lankan Tamils who are involved in criminal cases and whose movements need to be restricted in the interest of national security. As on 01.08.2015,

19 Sri Lankan Tamils have been lodged in these two special camps under section 3(2) (e) of the Foreigners Act, 1946. They are provided with Rs.100/- per day as food allowance.

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

20. The number of Tamils migrating to foreign countries in search of employment and for trade and business prospects have increased manifold in recent years due to a globalizing economy. During their stay abroad, these Non-Resident Tamils, face a number of problems such as getting stranded, harassment and cheating by employers, imprisonment and torture etc. that need to be addressed at the level of the Government. In addition, repatriation of those who require emergency medical assistance, or are caught in hostile environments and of dead bodies, often requires intervention of the Government.

In view of the ever-increasing number of Tamils living abroad, it was considered necessary that the State step in to address these issues and supplement the efforts of Government of India to protect the rights of Tamils, especially those earning low incomes while staying abroad. As a result, 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 Commissionerate seeks to address these issues by co-ordinating with the Ministry of Overseas Indians Affairs, Government of India and the Indian Embassies in different countries. Recently the Government successfully handled repatriation of Non Resident Tamils from Iraq and Yemen.

21. In order to enable 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 in each Collectorate has been designated as the District Welfare Centre (Non-Resident Tamils). This cell receives representations and grievances from Non-Resident Tamils and their family members and takes suitable 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. Government Orders have been issued for sanctioning a corpus fund of

Rs.1/- crore to facilitate speedy repatriation of those in distress the medically invalidated and the mortal remains of the dead. Migration Resources Centre is functioning in the Office of the Commissionerate to provide the Non Resident Tamils with all the information they seek and to give suitable guidance on the problems faced by them.

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

22. Tamil Nadu has always been one of the frontrunner States in matters pertaining to the welfare of the Ex-Servicemen. The focus has not only been on the resettlement and rehabilitation of Ex-Servicemen and their dependants but also on the welfare of families of serving Defence Personnel in the State. To facilitate this, the Directorate of Ex-Servicemen's Welfare has been functioning under the Public Department.



23. The role of the Directorate is to delineate policies and programmes aimed at enhancing the welfare of Ex-Servicemen and the families of serving and deceased personnel. Nearly 1400 Armed Forces personnel from Tamil Nadu retire from active service every year. As on 30.06.2015, the Department of Ex-Servicemen's Welfare has 1,84,717 Ex-Servicemen and their widows registered with it. The Directorate caters to their needs and demands through its 29 District Offices and programmes are funded with donations collected under the Flag Day Collection Scheme.

24. The major schemes of the Directorate of Ex-Servicemen's Welfare can be categorized under the following five major heads:-

- I. Provision of financial assistance/grants
- II. Facilitating re-employment opportunities
- III. Training and skill upgradation

IV. Reservation in educational institutions for wards of Ex-Servicemen

V. Schemes for promoting self employment.

**I. Provision of financial assistance / grants:-**

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

**a. Tamil Nadu Ex-Services Personnel Benevolent Fund**

25. Grants such as Lifetime Monthly grant, Old Age Pension, grants towards various types of medical treatment, marriage grant to daughters of Ex-Servicemen, grant for conduct of funeral and ex-gratia grant for natural calamities are sanctioned from the Tamil Nadu Ex-Services Personnel Benevolent Fund. In the year 2014-2015, the life time monthly financial assistance given to veterans

of World War II and their widows have been enhanced from Rs.2,000/- to Rs.3,000/- and from Rs.1,500/- to Rs.2,000/- respectively.

The scale of financial assistance under other grants has been recently enhanced and tabulated below:-

Sl. No.	Name of the Grant	Enhanced Amount Rs.
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 patients	1,000/- (limited to)

Apart from the above, artificial limbs, dentures, spectacles and hearing aids are given to needy Ex-Servicemen / Widows.

A sum of Rs.19,19,93,848/- has been sanctioned to 9926 Ex-Servicemen and their dependants from the **Tamil Nadu Ex-Services Personnel Benevolent Fund** in the year 2014-2015 up to the month of March 2015.

**b. Amalgamated Fund**

26. Proceeds from the Amalgamated Fund are utilized to give various types of grants to the next of kin of those killed in action and for those disabled in action. The quantum of financial assistance under various schemes for the next of kin of those killed in action and disabled in action has been enhanced substantially 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	12,000/-	25,000/-
3.	Marriage grant (daughters of widows of Battle casualties/ daughters of Disabled Ex-Servicemen whose disability is 50% and above)	25,000/-	50,000/-
4.	Housing Grant	30,000/-	50,000/-

In addition, this fund is utilized towards meeting the interest subsidy for Self Employment

Schemes and also for extending scholarships to eligible wards of Ex-Servicemen. The scholarship amount for technical / professional / vocational courses has also been enhanced from Rs.7,500/- to Rs.10,000/- per annum for Ex-Servicemen and their dependants. In addition, Rs.4,000/- is being sanctioned as Hostel Fees.

In the year 2014-2015, a sum of Rs.5,32,15,225/- has been sanctioned to 5389 Ex-Servicemen and their dependants from the Amalgamated Fund.

**c. Cash grants to the recipients of Gallantry / Distinguished Service Awards and War Service Incentives to the parents:-**

27. Service Personnel who have been awarded with Gallantry and Distinguished service medals, are given cash grants from the Government Funds under Budget Provisions. The Government

have enhanced the rates of cash grant as detailed below:-

Sl. No.	Name of Award	Existing		Enhanced lump sum monetary grant including both the components of cash grant and cash in lieu of land (Rs.)
		Cash grant	Cash in lieu of land	
	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 / Nao / Vayu Sena Medal (Gallantry)	--	--	50,000
7.	Mention-in-Despatches	2,000	Nil	10,000

<b>Distinguished Service Medals</b>			
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

Accordingly in the year 2014-2015, a sum of Rs.14,14,000/- has been paid to 14 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 and Rs.1,02,000/- has been paid to 39 Territorial Army Medal awardees.



In order to honour parents who have sent their son / daughter to join the Armed Forces, Rs.750/- per annum was being paid to parents who have sent their only son/daughter and Rs.1,000/- per annum was being paid to parents who have sent more than one son/daughter to the Armed Forces. A sum of Rs.3,32,500/- was provided from Government Funds during the year 2014-2015 as War Service Incentive and 647 parents have benefitted. Orders have now been issued for enhancement of this grant to a one time lump sum grant of Rs.20,000/- and a Silver Medal to parents who have sent their only Son/ Daughter to join the Armed Forces and Rs.25,000/- and a Silver Medal to parents who have sent more than one son / daughter to the Armed Forces, in lieu of the annual grants.

Orders have also been issued to grant a lumpsum one time grant to the children of Ex-Servicemen who join Armed Forces as detailed below:-

- (i) Rs.1,00,000/- to the Children of Ex-Servicemen who join NDA/IMA/ Naval or Air Force Academy as Permanent Commissioned Officers in Armed Forces.
- (ii) Rs.50,000/- to the Children of Ex-Servicemen who join as Short Service Commissioned Officers in Armed Forces.
- (iii) Rs.25,000/- to the Children of Ex-Servicemen who join as Junior Commissioned Officers and other ranks in Armed Forces.

d. **Ex-Gratia Grant Sanctioned to Battle**

**Casualties:-**

28. In acknowledgement and recognition of the valiant sacrifice made by those who are killed / disabled while performing duties in war or while aiding the civil power and also to mitigate the distress of their families, the Government sanctions grants up to Rs.10 lakhs to the next of kin of such personnel. During 2014-2015, Rs.42,17,000/- has been sanctioned to 17 persons under this initiative.

Sanction of ex-gratia grant has also been extended to all paramilitary personnel (CRPF,CISF,ITBP,SSB) belonging to Tamil Nadu who are killed and disabled while performing duties against Extremists / Terrorists.

## II. Facilitating re-employment opportunities:-

### a. Employment opportunities extended by the Government

29. Since Ex-Servicemen retire from defence services at a relatively young age and have several years of active working life left, the Government have provided reservation in employment in Government of Tamil Nadu / Quasi Government organisations 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.	Livestock Inspector	5%

The Government has given co-sponsoring powers to the Department of Ex-Servicemen's Welfare for sponsoring Ex-Servicemen against reserved vacancies. Accordingly, during 2014-2015, 83 Ex-Servicemen have been placed in various Departments of the State Government / Central Government / Public Sector Undertakings / Private Organisations in Group "C" posts and 110 Ex-Servicemen were appointed in Group "D" posts.

**b. Temple Protection Force:-**

30. So as to cater to the need for protecting the idols, jewels, hundi collection and other valuables in temples throughout Tamil Nadu, a Temple Protection Force was formed in the year 1992 with a provision to induct Ex-Servicemen as Special Police Officers. 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 2014-2015.

**c. Appointment on Compassionate Grounds:-**

31. Appointments on compassionate grounds are provided to the dependants of Defence personnel who die while in service or are killed in action. In the year 2012, the Government appointed District Collectors as Nodal Officers to clear 367 pending cases in a special drive. Accordingly, out of the 367 pending cases, 136 dependants of those who died while on active duty have been given appointments on compassionate grounds up to the year 2014-2015. Further, after the year 2012, 54 applications requesting appointments on compassionate grounds have been received and 12 dependants have been provided employment.

### **III. Training and skill upgradation:-**

32. Orientation Programmes are conducted to improve the enrolment of interested youth in the Armed Forces. The training programme was conducted at Tiruvannamalai. 62 candidates have been given training at a cost of Rs.27,825/- from the Government fund in the year 2014-2015.

### **IV. Reservation in educational institutions for wards of Ex-Servicemen:-**

33. Reservation in various Educational Institutions is 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., The reserved seats for children of Ex-Servicemen in MBBS course has been increased from 2 seats to 5 seats.

**V. Schemes for promoting self employment:-**

34. Apart from provision of employment assistance, Ex-Servicemen are also encouraged to take up ventures on their own for gainful self employment. Interest subsidy is given up to 75% of the interest charged for loans availed for self employment activities upto a ceiling of Rs.10 lakhs. In the case of Self Help Groups, 100% interest subsidy is provided for bank loans availed of upto a ceiling of Rs.15 Lakhs, from the Amalgamated Fund. Under this scheme, 293 Ex-Servicemen and 8 Self Help Groups have benefited during the year 2014-2015 to the extent of Rs.20,04,710/-.

**Jawans Bhavan / District Ex-Services Centre / Directorate of Ex-Servicemen's Welfare Complex:-**

35. Jawans Bhavan / District Ex-Services Centre and Directorate of Ex-Servicemen's Welfare



Complex with shopping / office complexes have been constructed with the aim of augmenting funds for welfare activities. Income derived from such Centres is merged with the Benevolent Fund. The total income received from these properties in 2014-2015 is Rs.2,09,31,084/-.

**E-governance Project:-**

36. An e-governance project for the Department of Ex-Servicemen's Welfare has been taken up through NIC. This project is intended to facilitate online registration for issue of identity cards, for applying for various types of assistance including employment assistance and other welfare schemes, for dissemination of information and for better interaction between the Ex-Servicemen and the Directorate.

### **Formation of New District Offices:-**

37. During the year 2014-2015, the Government ordered the creation of a District Ex-Servicemen Welfare Office for the District of Ariyalur.

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

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

TEXCO operates as a manpower agency, catering to the demand for manpower such as security personnel, drivers, clerks, telephone operators, tourism police, nursing assistants, fire crew, gunmen, teaching staff and wardens from various Central and State Public Sector

Undertakings, Government Departments and other requisitioning agencies from out of the pool of Ex-Servicemen registered with the Directorate of Ex-Servicemen Welfare. Commercial activities are also being undertaken by TEXCO, like the management of Paid Parking System on profit sharing basis on behalf of the Corporation of Chennai. As on 31.03.2015, around 10,397 Ex-Servicemen have been given employment and placed in various projects.

#### **New Initiatives**

- Skill Development Training in various fields is being imparted to the personnel of the Tamil Nadu Ex-Servicemen Corporation Limited.
- Group Personal Accident Insurance Scheme has been introduced for all the contract employees of Tamil Nadu Ex-Servicemen Corporation. Under this

scheme Rs.3/- lakhs will be paid to the legal heirs of the deceased.

- TEXCO Welfare Fund Scheme is being implemented for the contract personnel of TEXCO with an average annual expenditure of Rs.2.76 crores approximately.

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

39. The Chief Minister's Special Cell performs the crucial task of providing expeditious, fair and just disposal to the public who seek redressal of their grievances. The aim of the cell is to ensure public service of quality, efficiency, integrity and effectiveness. The following measures have been taken to make grievance redressal mechanism more effective:

- prompt acknowledgement of grievances
- in-depth analysis of the grievances and prompt forwarding of the same to the

concerned departments/ units emphasizing disposal within a time limit,

- sending reasoned reply to the complainant
- obtaining feedback from the petitioners
- selective interaction with petitioners to understand if their grievances have been resolved.

40. The Special Officer, 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 redressal of grievances. 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 nature of the grievance represented. 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 and quality of redressal and also to constantly monitor and gauge the effectiveness of the system. 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 and to take corrective action.

In a move to encourage officers to improve response time to the complaints received and 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.

**Recent Initiatives:**

- Online submission of petitions through the website of Chief Minister's Special Cell <http://www.cmcell.tn.gov.in/> was started on 12.8.2012. As of now, 15% of petitions are submitted online and petitioners are being encouraged to submit petitions online using Common Service Centres on account of the ease of operation and better monitoring potential.
- To further reduce the delay in sending of petitions to the Departments / Districts concerned, which was being sent through post, the scanned images of the petitions are being sent electronically to the concerned Departments / Districts.

- There has been a record disposal of both offline and online petitions during the year 2014, with percentage of disposal touching over 98%.

J JAYALALITHAA  
CHIEF MINISTER