

Grievances Redressal, DESW

The Department of Ex-Servicemen Welfare (DESW) addresses grievances from ex-servicemen and their families, which include pension issues, ECHS facilities, land allotment, and benefits under DGR and KSB schemes. Grievances are received through various channels and are examined, forwarded to the relevant authority, and followed up until resolution. A Joint Secretary-level officer serves as the Nodal Officer for grievance redressal.

NAME & CONTACT NO.

SL NO.	NAME OF OFFICERS	DESIGNATION	CONTACT NO.	SUBJECT BEING DEALT BY CONCERNED DEPUTY SECRETARY
(a)	Dr. P. P. Sharma	OSD (WE & IC)	23015772	General Coordination and Ex-Servicemen Contributory Health Scheme (ECHS) related matters.
(b)		Director (Pension/Legal & Res-I)	23793290 (Telefax)	Matters relating to Court Cases, Legal notices about Ex-Servicemen, mercy petitions, Second Appeal Cases for grant of disability pension, Matters relating to Reservation in Central Government/State Government direct recruitment posts for Ex-servicemen, Grant of status of Ex-Servicemen, Self-Employment Schemes run by Directorate General Resettlement(DGR), Recognition of Ex-servicemen Associations, Matter relating to ex-servicemen corporations in various States, Resettlement/Skill Development Training Courses for retiring/retired personnel of Indian Armed Forces
(c)	Shri Sarvjit Singh	Deputy Secretary (Pension Grievance)	23010244	Grievances related to pension and pensionary matters of ESMs and their families.
(d)		Deputy Secretary (Res-II)	23015529	Matters relating to Kendriya Sainik Board (KSB), e-Governance, e-office, e-Samiksha and maintenance of DESW's Website.
(e)	Shri A.K. Agrawal	Deputy Secretary (Pension/Policy)	23015650	Pension Policy issues of Armed Forces Personnel, Pension Regulations for Army, Air Force and Navy, Entitlement Rules for Casualty Pension Awards, Guide to Medical Officers (Military Pension), continuation of posts of MPB/PPO, Nepal.