

Tele : 33623/33344  
E-mail : diav.rnw@gov.in

Rehabilitation & Welfare Section  
Dte of Indian Army Veterans (DIAV)  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
104, Cavalry Road, Maude Lines  
Delhi Cantt-110010

B/45322/AG/ADLRS/R&W-4

02 Nov 2023

Southern Command (A, Q & Sigs)  
Eastern Command (A, Q & Sigs)  
Western Command (A, Q & Sigs)  
Central Command (A, Q & Sigs)  
Northern Command (A, Q & Sigs)  
Southern Western Command (A, Q & Sigs)  
ARTRAC (A, Q & Sigs)  
Andaman & Nicobar Island Comd (A, Q & Sigs)

### **PROVISION OF DEDICATED HELPLINE FOR ADLRS**

1. Ref DIAV letter B/45322/AG/ADLRS/R&W-4 dt 08 Jul 2016 pertaining to SOP on ADLRS.

2. ADLRS is a scheme run under the aegis of AG's Br to ensure honourable last rights to all Indian Army Veterans during their final journey. As part of the scheme, fin asst of Rs 10,000/- is paid to the NoK of Veteran on his/ her demise in addn to org requisite amng for conduct of last rites.

3. However, it has been observed in the past that timely actions on demise of veterans are generally delayed due to lack of timely info to Army auths and the scheme is only realised in form of the fin asst which is recd by the NoK at a later stg not effectively implying the essence of the idea behind the scheme.

4. Therefore, in order to obviate the need of timely info to Army auths, decision has been taken to proliferate the dedicated Indian Army Exchange helpline number, 1904 which can be utilised by the families to info Army auths about the demise of veterans and initiate the actions related to ADLRS. The action would be as under:

(a) The family can dial 1904 (from anywhere in India) to intimate about the demise and the exch opr will call back to the caller and connect the caller to the nearest Stn HQ (if it is working hours) or to the Duty Clk (if non working hours/holidays)

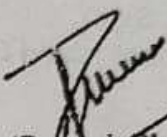
(b) Designated offr from Stn HQ will contact the family imdt and ask for following details about the deceased veteran. -

(i) Service details/ particulars.

(ii) Cremation time and location.

(c) Reps from Stn HQ/ nominated unit on behalf of the Stn HQ will be present before cremation and assist/ ensure actions in order to help the family org last rites. All actions in consonance with the SOP on the subject will be ensured by the field staff.

- 5. Adm Comdt/ SSO would act as nodal offr at respective Stn HQs for implementation of ADLRS. The Stn HQs may nominate units as deemed fit on qtrly basis for the sub wk. It is intimated that these dirns be percolated to concerned stakeholders for necy impl pl.
- 6. All Stn HQs will reg upt contact detls of Adm Comdt/ SSO (Nodal Offr) and Duty Clks with affiliated Fmn Sigs for updation of Fmn Tele Directory.

  
 (Deepak Bhushan)  
 Maj  
 AAG DIAV (R&W)  
 for AG

**Copy to: -**

- AG's Sectt
- DG DC&W Sectt
- All Line Dtes
- DG Sigs (Sig-7)

- for info pl.



Tele 26182117

Integrated HQ of MoD (Army)  
Quartermaster General's Branch  
Dy Dte Gen Canteen Services  
Wing -III, West Block-III  
RK Puram, New Delhi- 110066

95350/Q/ /DDGCS/Advisory/ 05-2017

08 May 2017

HQ Northern Command(OL)  
HQ Western Command(OL)  
HQ Central Command(Q)  
HQ A & N Command  
Naval HQ (PDPS)  
HQ IDS, HQ SFC  
HQ DG Assam Rifles

HQ Southern Command(OL)  
HQ Eastern Command(OL)  
HQ South Western Command(OL)  
HQ ARTRAC(OL)  
Air HQ(D/Accts), HQ DGBR  
HQ Coast Guard(AD)  
Kendriya Sainik Board

**ADVISORY- 05/2017: ASSURED DECENT LAST RITES SCHEME(ADLRS)**


1. Ref the following:-

- (a) DIAV letter No B/45322/AG/ADLRS/R&W-4 dated 08 Jul 2016.
- (b) DIAV letter No B/45322/AG/ADLRS/R&W-4 dated 10 Aug 2016.
- (c) DIAV letter No B/45322/AG/ADLRS/R&W-4 dated 01 Mar 2017.

2. ADLRS scheme is an endeavour to ensure that our veterans get an hon'ble and a befitting farewell from the Services during their 'Last Journey'. The expenditure on last rites, wreath and pay & allowances/ honorarium is to be paid out of URC profits as per a/m policy. The basic thematic consideration behind this scheme is that it is our moral obligation to ensure decent last rites to our veterans who were once our comrade-in-arms. The scheme is primarily financed and executed by the URC on which the deceased veteran was last dependent. The success of the scheme lies in the positive execution by the dependent URC/ Stn HQ. Keeping above mentioned factors in mind, recently the amount to be disbursed through ADLRS grant has been enhanced to Rs 10,000/- wef 08 Jul 2016, meeting the long persistent demand of the environment.

3. However, a No of complaints/ petitions are recd from NOKs regarding non-payment/ less payment of ADLRS amt to the NOKs, either due to lack of awareness or proper enforcement by higher HQ resulting in avoidable harassment.

4. In view of the above, all Comd HQs are requested to disseminate the contents of this letter to all concerned URCs under comd.

  
(Naveen N)  
Lt Col  
Joint Dir  
Canteen Services  
For DDGCS

Copy to-

Q 1(C&E)/QMG Br

DIAV/AG's Br-

For info wrt DO letter No B/45475/AG/Gen/R&W-4 dated 19 Apr 2017.