

**ACTIONS TO BE TAKEN BY THE SPOUSE / NOK**  
**ON DEMISE OF A VETERAN (OFFICER)**



**(COMPILED BY HQ DELHI AREA)**

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## **DEAR NEXT OF KIN**

1. We take this opportunity to present a small compendium of actions to be taken on Demise of Veterans for our Veteran Officers/ Next of Kin. This has been compiled from the available resources and put together at one place.
2. This compendium includes a form which is available in the connected MS Access file which once filled will generate the letters for informing all concerned on the demise of the veteran officer. In case of any issues due to unawareness of the handling of computers, the form is also given in the subsequent page, the form can be filled with details by hand and forwarded to Colonel Veteran of our Headquarters at [veteransbrachdelhi@gmail.com](mailto:veteransbrachdelhi@gmail.com). The generated letters will be mailed from our end to assist you.
3. The form which is attached as an access file is linked to the MS Word file containing description of the actions and the letters. If the files have been received on whatsapp / mail please copy them on one folder on desktop on your computer. Open the MS Word file first select option 'Yes', it will look for the link file which is the MS Access file. In the dialogue box which opens show the path to the file or in simple terms where the file is located. Then open the MS Access file. Enable the contents once it opens. Select the option, "form to be filled". Once the form is filled, it will automatically generate the letters which are required to be forwarded to different organizations to assist in commencement of the pension and completion of formalities. You will see the field names only not the actual data filled. Go to **mailing tabs** on top and select preview results, which will show the data, thereafter copy the letters in a separate file. Proof read the letters and delete portions not applicable and the sample formats written on top including appx Nos. There might be a requirement of spacing.
4. This is a small effort at our end to assist the NOK in the moment of grief and assist them in taking care of the formalities at the earliest.
5. Kindly ensure that the following documents/ their location are known to you :-
  - (a) Identity card issued by Army.
  - (b) Identity card issued by Zila Sainik Board.
  - (c) PPO.
  - (d) Service Particulars booklet.
  - (e) ECHS Cards
  - (f) Canteen Smart Cards.

**SCREEN SHOTS ARE AVAILABLE AT END TO ASSIST.**



## FORM REQD FOR GENERATING VARIOUS LETTERS ON OFFR'S DEMISE



### Personal Details of the Offr

IC/SS/DR/MR/TA/EC No:  Rank:  Name:  Unit/Regt/Corps:  Date of Birth:   
 Date of Commission:  Date of Retirement:  Adhaar No:  PAN No:  Mobile of offr:

### Details of the Next of Kin

Name of Next of Kin:  Relationship:  Date of Birth NOK:  Mobile No:   
 Aadhar Card No:  PAN Card No:  ECHS Card No (NOK):  Dependent Card NOK:   
 Email ID:  Address Line 1:  Address Line 2:

### Details of Identity Cards / Other Cards

Iden Card No (IAVC/Army I Card):  Date of Issue:  Issuing Auth:   
 Iden Card ESM(Sainik Board):  Date of Issue ESM:  Issuing Authority ESM:   
 Extended Insurance Scheme Cert (EI Cert) N:  Date of Issue of EI Cert:   
 ECHS Card No (Offr):  CSD Smart Card No (Grocery):  Dependent CSD (ADLRS):   
 CSD Smart Card No (Liquor):

### PPO and Bank Details

Pension Payment Order No (PPO):  Bank Name:  Bank Address:   
 Bank Account No:  IFS Code:

### Details of Demise of Offr

Date of Death:  Place of Death:  Cause of Death:   
 Death Cert No:  Issuing Authority for Death Cert :  Date of Death Cert:

## **ACTIONS TO BE TAKEN BY THE SPOUSE / NOK ON DEMISE OF A VETERAN (OFFICER)**

### **(RECOMPILED BY VETERANS CELL, HQ DELHI AREA)**

#### **Immediate Actions**

1. **Report to Police.** Death, if due to any accident or unnatural causes, should always be reported to the nearest **police station**. It resolves a lot of legal and documentation issues at a later stage. In such cases, it is also advisable to get the autopsy done to establish proper cause of death. **Web address of police sites within Delhi and NCR is given below.**

- (a) **Delhi.**  
Website : <http://www.delhipolice.nic.in>
- (b) **NCR (Haryana).**  
Faridabad Police <http://faridabad.haryanapolice.gov.in/>  
Gurugram Police <http://gurgaon.haryanapolice.gov.in/>
- (c) **NCR (Uttar Pradesh).** <https://uppolice.gov.in/>

2. **Medical Certificate.** Do obtain two ink signed copies of the medical certificate specifying the cause of death from the hospital or an authorized medical practitioner. One copy is required by the authorities at the cremation / burial ground. And the second copy is required by the Registrar of Deaths & Births to issue death certificates.

3. **Cremation.** Incase the demise has taken place within Delhi and the family wishes for cremation at Brar Square Crematorium, Delhi Cantt, they can contact the SO (A) / Cremation NCO Station Headquarter Delhi. Do obtain the cremation certificate from the cremation ground. There is a provision for hiring of ambulance on payment amenity. Incase of an ESM being an offr two wreaths are laid on behalf of COAS & GOC Delhi Area. Pall bearers are also provided. The contact Nos of Staff Officer (A) & Funeral NCO of Station Headquarter, Delhi Cantt are 8448198103 & 8448198127 respectively. Incase of assistance the veterans Cell, HQ Delhi Area can be contacted. The details required for allotment of pyre are:-

- (a) Provisional Death Cert (Photocopy).
- (b) Details of deceased veteran.
- (c) Address.
- (d) Details of NOK with mobile number.

Letter for the same is att at **Appendix 'A'**.

4. **Death Certificate.** A close relative should apply for issue of death certificate within 15 days of the death of the pensioner / deceased. The family must obtain adequate ink signed & equal number of photo copies duly attested by a class one officer for necessary documentation.

## **Subsequent Actions Related to Official Documentation**

5. **Inform Pension Paying Bank.** Write to the Pension Disbursing Authority (PDA) i.e, the Pension Paying Bank intimating them of the demise of the veteran, asking them to discontinue the pension of the pensioner and commence payment of the family pension of the spouse / NoK / Heir, enclose an ink signed death certificate and copy of the original PPO with joint photograph of the pensioner and spouse / NoK duly stating the PPO and Pension Account Numbers. A sample application form is attached as an **Appendix 'B'**.

6. **Ensure Next of Kin/ Spouse has a Joint Account or is a Nominee.** If the Pension Account is a joint account or the spouse is a nominee, then it is easier to operate the account for family pension, otherwise a fresh account is required to be opened in the same bank. The bank authorities will require a proof of identity and residence. Photocopy of Voter Identity Card / PAN Card should suffice with three copies of attested photographs.

7. **Inform MP5.** Inform MP 5(B) and apply for processing the case for commencement of family pension. Write separately to Pension Sanctioning Authority i.e. PCDA (P) to commence the family pension stating the demise of the pensioner duly enclosing an ink signed copy of death certificate. A sample application is attached as **Appendix 'C'**.

8. **Obtain New Service Particulars Booklet.** Apply for a new service booklet in the name of the widow by fwd an application to MP5/ MPRS(O) as applicable. At times, some ladies confuse the service booklet with Record of Service. The two documents are different. The application should be enclosed alongwith the following documents :-

- (a) Old Service booklet of the Veteran officer (If held else fwd a copy of an online registered FIR for loss of document)
- (b) Death Certificate.
- (c) Two Passport size photographs.
- (d) Aadhar Card (Self attested Photocopy).
- (e) PAN Card (Self attested Photocopy).

The format of the application is given at **Appendix 'D'**.

9. **Apply for New Canteen Smart Card.** Apply for a new Canteen smart Card. Please visit your dependent canteen alongwith the following documents:-

- (a) Canteen smart Card (Both Grocery & Liquor Card).
- (b) Death Certificate.
- (c) Two Passport size photographs.
- (d) Aadhar Card (Self attested Photocopy).
- (e) PAN Card (Self attested Photocopy).
- (f) Rs 135/- as fees to be submitted with application, this at times is deposited later at the time of issue of the new card.
- (g) PPO.

Obtain the application form from the canteen (Sample format attached), fill and get countersignature from Col Veteran / RSB / ZSB office. Deposit the countersigned form with the canteen. The new card generally takes 30-45 days and you will be informed once the same is ready for collection. Please visit the canteen with your old card, deposit them and collect the new cards. The application is attached at **Appendix 'E'** (Please collect the original form from canteen). The original form will have to be collected from the dependent canteen.

10. **ADLRS.** The NOK on the demise of the veteran is entitled to an amount of Rs 10,000/- as **Assured Decent Last Rites Scheme (ADLRS)**. The veteran should have registered himself with the dependent canteen for NOK to avail ADLRS, incase the veteran was drawing his CSD entitlement from Air Force / Naval Canteen, then he must register himself with the nearest Army Canteen for ADLRS. even if he had not, an application can be submitted to the dependent canteen manager incase of dependency on Taurus Canteen the application needs to be submitted at Veteran Sahayata Kendra located inside the Taurus Canteen premises. There is no time stipulation however, the NOK must apply within a month after the death cert has been obtained. NOK should visit the canteen manager of the dependent canteen with the canteen smart card and death cert. An application format is given at **Appendix 'F'**.

11. **Ex-Serviceman Contributory Health Scheme (ECHS).** The present card held with most of the veterans is a 16 / 32 KB card (Red in colour). This card will expire on 31 December 2020. It is important to apply for the new 64kb card at the earliest by either filling the online application yourself on ECHS Website ([www.echs.gov.in](http://www.echs.gov.in)) or taking the assistance of the various Veteran Sahayata Kendra co-located with ECHS Polyclinic. Incase you are already holding the 64 KB Card (White in colour), then please approach the Officer in charge of the ECHS Polyclinic alongwith the death certificate and the deceased spouse's ECHS Card. The spouse's card will be deposited with the OIC and status of the deceased officer will be updated. The format of the application is given at **Appendix 'G'**.

If you are applying for the new Card then after submission of the application it is important to verify application by MP5 / MPRS(O). Once the application is submitted, an app called the ECHS Beneficiaries app can be downloaded from Google Playstore and the progress of the application can be monitored by the individual himself by typing the mobile number in the app. The ECHS card generally takes 3 to 4 months from the date of verification. The card once printed by the firm will be tested and dispatched to the Regional Centre and thereafter to the Station Headquarter. **In case of Delhi and NCR the cards are forwarded to Regional Centre 2 at Maude Lines.** Once the cards are received the same is tested and thereafter an OTP is generated. **Once the OTP is received as an SMS the individual should proceed to collect his card from RC2.** If you do not have a card earlier/ expired, a temporary slip can be printed of the fresh application and once verified by OIC Polyclinic can be used for availing the ECHS facility. Documents required for applying for ECHS card online are:-

- (a) Latest PPO.
- (b) Photograph.
- (c) Signature on plain paper.
- (d) Aadhar card.
- (e) PAN card.
- (f) Bank account number with IFSC code.
- (g) Old card.
- (h) Mobile number.
- (j) Death Certificate.

12. **Refund of Army Officers Benevolence Fund (AOBF).** Offrs used to give a subscription for Army Offrs Benevolence Fund (AOBF) while in service. Platinum grant of Rs 50000/- was granted to officers on attaining 75 years of age been done away with. Incase your spouse had not sought the refund by forwarding the appln with a cancelled cheque to CW8 it can be done now. The application is given at **Appendix 'H'**.

13. **Extended Insurance (EI) Scheme of Army Group Insurance Fund (AGIF)**. All retired officer are members of EI Insurance Scheme of AGIF. The details of the existing scheme are given below. Incase the criteria for claiming is met making you eligible, you need to write to AGIF to draw payment on extended life insurance as applicable. You should be in possession of the EI Cert which reflects the date till when the insurance cover is applicable. Incase you do not have the EI Certificate then kindly contact the AGIF alongwith the affidavit given in Annexure V to obtain a duplicate copy of EI Cert and thereafter claim with the documents.

<u>Date Joining scheme</u>	<u>Validity</u>	<u>Insurance Amt</u>	
		<u>Offrs</u>	<u>JCO/OR</u>
01 Jan 81- 01 Apr 89	10 yrs after retirement or 55 yrs of age	65000	30000
02 Apr 89- 31 Mar 94	15 yrs after retirement or 70 yrs of age	1 Lakh	50000
01 Apr 94-30 Jun 99	20 yrs after retirement or 70 yrs of age	2 Lakh	1 Lakh
01 Jul 99-30 Dec 04	20 yrs after retirement or 72 yrs of age	3 Lakh	1.5 Lakh
31 Dec 04-29 Jun 09	26 yrs after retirement or 75 yrs of age	4 Lakh	2 Lakh
30 Jun 09-30 Dec 13	26 yrs after retirement or 75 yrs of age	6 Lakh	3 Lakh
31 Dec 13-31 Dec 15	26 yrs after retirement or 75 yrs of age	10 Lakh	5 Lakh
01 Jan 15 onwards	30 yrs after retirement or 80 yrs of age	10 Lakh	5 Lakh

The application format is attached as Annexure as **Appendix 'J'**.

14. **Disposal of Retired Officer's Identity Card from Army**. Return the deceased pensioner's identity card of the Army to the nearest Colonel Veteran at Area / Sub Area Headquarter / Station HQ. This card has a blue coloured outer cover. Majority of officers have now been issued with Indian Army Veterans Card (IAVC) which is white in colour (debit card type) with photographs in uniform and cevias and it is issued by MP5. At times people confuse it with Ex serviceman identity card issued by Zila/ Rajya Sainik Board. A copy of the destruction certificate will be given to you and original will be forwarded to the issuing authority. The application is enclosed as **Appendix 'K'**.



**Disposal of Retired Officer's Identity Card from Zila Sainik Board (ZSB) / Rajya Sainik Board (RSB).** Return the deceased pensioner's identity card issued by the RSB /ZSB to nearest ZSB/RSB for further disposal. Obtain destruction certificate for the same so that it is not misused. You can apply for the widow's identity card from ZSB/RSB. The documents which are required for applying for the same are :-

- (a) ZSB/ RSB Iden Card of the Deceased Officer.
- (b) Dependent Card as spouse (If held).
- (c) Service Booklet.
- (d) PPO.
- (e) Death Certificate.
- (f) Two Passport size photographs.
- (g) Aadhar Card (Self attested Photocopy).
- (h) PAN Card (Self attested Photocopy).
- (j) Fees as applicable to be submitted with application.

The card is handed over the same day within 30-45 mins. The addresses of various ZSB/RSB as applicable within Delhi & NCR is given at the end. The application can be downloaded from the Kendriya Sainik Board Site. The application for deposition of identity card issued from Zila Sainik Board is enclosed as **Appendix 'L'**.

### **Further Actions**

15. **Will.** Approach the District Courts for Probate of the WILL, if it is in possession; otherwise obtain a Succession Certificate from the District Judge.
16. **Contact Insurance Companies** If there are other insurance policies in the name of the deceased veteran then do write to the insurance companies to pay the due amount.
17. **Contact Banks where Veteran Officer had other accounts.** Write to all banks wherein the pensioner has his accounts to transfer the closing balances to the spouse / NOK providing them with the bankers address and account number.
18. **Contact the Regional Transport Office (RTO).** Write to RTO to transfer the car / two wheeler / any other automobile to the NOK.
19. **Contact Arms Licensing Authority.** Write to concerned Arms Licensing Authority to transfer the weapon (if any held) to the NOK and meanwhile deposit the weapon(s) at the concerned Police Station for safe custody. Later, the NOK should apply for Arms License at the earliest.
20. **Contact Electricity Board.** Write to the Electricity Providing Agency to transfer the meter in the name of spouse/NOK and start further billing against that name.
21. **Contact Telecom Department.** Write to the Telephone Providing Agency to change the name of the subscriber, transfer the connection to the name of the spouse / NOK for further billing.
22. **Contact Army Welfare Housing Organisation (AWHO).** Apply to AWHO to transfer the dwelling unit to the spouse/ NOK (if applicable). Performa for application should be

obtained from the AWHO /Resident Welfare Society. The Resident Welfare Society has to render No Objection Certificate (NOC) stating that there is no encroachment of common land, no major modification to the approved design and all dues to the society has been cleared. If not already done, you may have to do it before they issue NOC.

23. **Contact Institutes**. Write to all the clubs and societies to transfer the membership to the spouse / NOK. Write to all debtors to clear all dues and make payment to the spouse / NOK.

24. **Clear Outstanding Dues of Banks**. Clear the outstanding dues if any to the bankers, creditors and credit cards held / taken if any. Return the credit cards of the deceased pensioner to the banks concerned.

25. **Insurance from Banks**. Some of the banks may have issued insurance certificate for the amount of FD / bank balance then the same should be claimed.

26. **Contact Income Tax Authority**. Write to Income Tax authorities to intimate death of the pensioner to close his Income Tax file and consequently open an Income Tax file in the name of the spouse/NOK quoting the PAN number of both the deceased pensioner and the spouse.

27. **Contact Municipal Corporation**. Write to the Municipal Authorities to Close Property case file of the deceased person and open it in the name of the spouse / NOK.

28. **Adhaar Card**. Post completion of all the formalities, official as well as personal, kindly block the Aadhar Card by going to UIDAI site to prevent misuse of the card.

29. **Registration on RODRA / DIAV**. The veteran would have registered on RODRA / DIAV, there would be a requirement to login in and register as dependent drawing family pension instead of officer also ON RODRA and there would be requirement to register with the Directorate of Indian Army veterans as a widow.

Appendix 'A'  
(Refers to Para 4 )

**LETTER FOR ALLOTMENT OF PYRE**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
Station Commander  
Station Head Quarters  
Delhi Cantt -110010

**SUBJECT : ALLOTMENT OF PYRE AT BRAR SQUARE.**

Sir,

1. I regret to inform you that my husband/ father, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate No issued by dated is enclosed for ready reference.

2. May I request you to kindly allot a pyre on \_\_/\_\_/\_\_\_\_ at \_\_\_\_\_ hrs at Brar Square Crematorium for conducting the last rites of my late husband/ father.

3. Thanking you .

Yours sincerely,

\_\_\_\_\_  
Date \_\_\_\_\_

**Encls** As above

Appendix 'B'  
(Refers to Para 5 )

**DRAFT LETTER FOR FAMILY PENSION**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_\_/\_\_\_/\_\_\_

To,  
The Bank Manager

**SUBJECT: GRANT OF FAMILY PENSION ON DEMISE OF PENSIONER.**

Sir,

1. Reference our Joint Pension SB A/C No held with your Bank.
2. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
3. He was drawing his pension through your bank. You are therefore requested to kindly stop the payment of his pension with effect from and commence payment of family pension at the rate as prescribed vide Annexure 3 to Seventh Pay Commission Report i.e. Rs \_\_\_\_\_ plus DA @ \_\_\_\_\_ or as applicable to me through the same Pension SB Account No held with your Bank. We have no dependent children.
4. You are requested to forward the attached copy of this letter along with copy of the death certificate duly endorsed for its correctness.
5. Thanking you in anticipation.

Yours sincerely,

\_\_\_\_\_  
Date \_\_\_\_\_

**Copy to :-**  
PCDA (P), Draupadi Ghat, Allahabad (UP), Pin-211014

**Encls** As above

Appendix 'C'  
(Refers to Para 7 )

**DRAFT LETTER FOR INTIMATION OF DEATH OF DEFENCE PENSIONER**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
Addl Dte Gen Of Manpower  
(Policy & Planning)/MP (5b)  
Adjutant General's Branch  
IHQ of MOD(Army)  
Wing No-3, Ground Floor  
West Block-III, R K Puram  
New Delhi-110066

**SUBJECT: INTIMATION OF DEATH OF DEFENCE PENSIONER**

Dear Sir,

1. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
2. He was drawing his pension through (Name of bankers) under the authority of Pension Payment Order No(copy enclosed).
3. Since my name is **already endorsed / not endorsed** in the Corr PPO of my husband for family pension, you are requested to take necessary action for grant of family pension.
4. Thanking you in anticipation.

Yours sincerely,

\_\_\_\_\_  
Date \_\_\_\_\_

**Copy to :-**  
PCDA (P), Draupadi Ghat, Allahabad (UP), Pin-211014

**Encls** As above

Appendix 'D'  
(Refers to Para 8 )

**DRAFT LETTER FOR ISSUE OF SERVICE PARTICULARS BOOKLET FOR WIDOW**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
Addl Dte Gen Of Manpower  
(Policy & Planning)/MP (5b)  
Adjutant General's Branch  
IHQ of MOD(Army)  
Wing No-3, Ground Floor  
West Block-III, R K Puram  
New Delhi-110066

**SUBJECT: ISSUE OF SERVICE PARTICULARS BOOKLET FOR WIDOW**

Dear Sir,

1. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
2. May I request you to deposit my husband's service booklet / My husband's service booklet is not traceable. Kindly issue a new service booklet in my name. I am enclosing two passport size photographs alongwith self attested copy of my PAN and Aadhar Card.
3. Thanking you in anticipation.

Yours sincerely,

\_\_\_\_\_  
Date \_\_\_\_\_

**Encls** As above

**DRAFT LETTER FOR APPLYING FOR WIDOW'S CANTEEN CARD**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
Canteen Manager**SUBJECT: ISSUE OF CANTEEN SMART CARD FOR WIDOW**

Dear Sir,

1. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
2. May I request you to kindly assist me in getting the new Canteen Smart cards prepared. I shall deposit the old cards once the new cards are handed over. The details of the old cards are as follows :-
  - (a) Grocery Card :
  - (b) Liquor Card :
3. I am enclosing the documents as required. Kindly issue a canteen card form to the bearer of this letter. I authorize him to collect the same on my behalf. The name of the bearer is \_\_\_\_\_. His Adhaar Card No is \_\_\_\_\_. He is my \_\_\_\_\_(relation).
4. Thanking you in anticipation.

Yours sincerely,

\_\_\_\_\_  
Date \_\_\_\_\_**Encls** As above

Appendix 'F'  
(Refers to Para 10 )

**DRAFT LETTER FOR APPLYING FOR ADLRS**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
Canteen Manager

**SUBJECT: CLAIMING ADLRS**

Dear Sir,

1. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
2. May I request you to kindly assist me in getting the amount of Rs 10,000/- as ADLRS. I am enclosing the old cards for reference. The details of the old cards are as follows :-
  - (a) Grocery Card :
  - (b) Liquor Card :
3. The amount may be credited to me account No , held with , . The IFS code of the bank is .
4. Thanking you in anticipation.

Yours sincerely,

Date \_\_\_\_\_

**Encls** As above



**DRAFT LETTER FOR DEPOSITION OF ECHS CARD**

W/O IC-12345A Col (Late) Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To

Col \_\_\_\_\_  
OIC, ECHS POLYCLINIC

\_\_\_\_\_

\_\_\_\_\_

**SUBJECT : DEPOSITION OF ECHS CARD**

1. Reference PPO No (photocopy enclosed).
2. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
3. ECHS Card in respect IC-12345A Col Smarty Singh bearing Ser No alongwith a copy of death cert is fwd herewith for you further necessary action.
4. You are requested to kindly deposit the card. Thanking you in anticipation.

Yours Faithfully,

Date \_\_\_\_\_

**Encls** As above

Appendix 'H'  
(Refers to Para 12)

**DRAFT LETTER FOR REFUND OF AOBF SUBSCRIPTION**

W/O IC-12345A Col (Late) Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To  
Ceremonial & Welfare Directorate (CW-8)  
Adjutant General's Branch  
West Block-III, Room No 17 B, 2 nd Floor  
RK Puram, New Delhi 110066  
Integrated Headquarters of MoD (Army)

**SUBJECT: REFUND OF AOBF SUBSCRIPTION**

1. Reference PPO No (photocopy enclosed).
- 2 I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
3. Since I am not clear if my husband had claimed refund of AOBF, you are kindly requested to send me refund of AOBF as applicable. Incase he was provided platinumm grant / refund of AOBF , I may please be informed accordingly.
4. The cheque may please be issued to me on the Address given on top of this letter. My Bank details are as follows:, Bank A/C No , , address . I am eclosing a copy of the cancelled cheque pl.
5. Thanking you in anticipation.

Yours Faithfully,

\_\_\_\_\_  
Date \_\_\_\_\_

Copy to:-  
MOD IHD, Army/HQ AG ( MP 5/ CW 4) For Similar Action

**DRAFT LETTER FOR ARMY GROUP INSURANCE EXTENDED POLICY**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
The Chairman,  
Army Group Insurance Fund,  
AGIF House, Rao Tula Ram Marg,  
NEW DELHI - 110010

Sir,

**SUBJECT : ENCASHMENT OF EXTENDED ARMY GROUP INSURANCE POLICY**

1. Reference the Extended Army Group Insurance Certificate No dated issued to IC No IC-12345ARank Col Name Smarty Singh of 10 BIHAR.
2. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
3. I am enclosing the Extended Army Group Insurance Certificate for encashment duly completed in all respects. His date of birth is 7/5/1942 . Kindly send the cheque of the sum assured to me on my address as given above at the earliest. Incase, any correspondence need to be done , it can be done on the above address and telephone No.
4. My Bank details are as follows :, Bank A/C No Address .
5. Thanking you in anticipation.

Yours faithfully,

\_\_\_\_\_  
Date \_\_\_\_\_**Encls** As above

Appendix 'K'  
(Refers to Para 14 )

**DRAFT LETTER FOR DEPOSITION OF RETIRED OFFR'S IDENTITY CARD / INDIAN  
ARMY VETERAS CARD (IAVC) ISSUED BY ARMY**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
Col Veteran,  
HQ Delhi Area  
Room No 18, Station HQ Delhi  
Delhi Cantt – 110010

Sir,

**SUBJECT : DEPOSITION OF RETIRED OFFR'S IDENTITY CARD / INDIAN ARMY  
VETERAS CARD (IAVC)**

1. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
2. I am enclosing the retired officer's identity card issued from the army in respect of IC-12345A, Col, Smarty Singh. The details' of his identity card are Identity card No , date of issue , issued by .
3. You are requested to kindly destroy the card and give me a copy of the destruction certificate for my records. Action may be taken at your end to info the issuing authority accordingly.
4. Thanking you in anticipation.

Yours faithfully,

\_\_\_\_\_  
Date \_\_\_\_\_

**Encls** As above

Appendix 'L'  
(Refers to Para 14 )

**DRAFT LETTER FOR DEPOSITION OF EXSERVICEMAN IDENTITY CARD ISSUED  
BY ZILA / RAJYA SAINIK BOARD**

W/O IC-12345A Col (Late)Smarty Singh (Retd)

\_\_/\_\_/\_\_\_\_

To,  
Officer in Charge  
Zila Sainik Board

Sir,

**SUBJECT : DEPOSITION OF EX SERVICEMAN IDENTITY CARD ISSUED BY ZILA /  
RAJYA SAINIK BOARD**

1. I regret to inform you that my husband, **IC-12345A Col Smarty Singh** has expired on at due to . His Death Certificate issued by dated enclosed for ready reference.
2. I am enclosing the ex serviceman identity card issued from in respect of IC-12345A, Col, Smarty Singh. The details of his identity card are; Identity card No and date of issue .
3. You are requested to kindly destroy the card and give me a copy of the destruction certificate for my records. May I request you to issue me with a widow's identity card as entitled to me. I am enclosing my dependent card / I do not have a dependent card issued from your office.
4. Thanking you in anticipation.

Yours faithfully,

\_\_\_\_\_  
Date \_\_\_\_\_

**Encls** As above

## Various Addresses and Contact No Contact numbers

### Veterans Cell, HQ Delhi Area

Col Gaurav Bose  
 Col Veteran  
 HQ Delhi Area  
 Room No 18, Station HQ Delhi  
 Delhi Cantt – 110010  
 Ph : 011 20892941, 84487897912, 8415084426  
 Email : [veteransbranchdelhi@gmail.com](mailto:veteransbranchdelhi@gmail.com)

### MP5

Additional Directorate General Manpower Planning  
 AG's Branch  
 IHQ of MoD (Army)  
 West Block-III, RK Puram  
**New Delhi-110066**  
 Ph : 011-20863044, 26195669

Two officers available on these telephone numbers are Col Sardana and Col Parashar

Email ID: [offr.record@gov.in](mailto:offr.record@gov.in)

### MPRS (O)

91, L Block, Church Road,  
 IHQ of MoD (Army)  
 New Delhi- 110011  
 Ph: 011-23093312

**Email: medical-feedback@nic.in**

**Addresses** of Rajya/ Zila Sainik Boards in Delhi/ NCR are:-

Zila Sainik Board  
 Sector 16  
 Lines

**Faridabad**  
 0129-2287304, 2589089

Zila Sainik Board  
 opposite Apna Bazaar Civil

**Gurugram**  
 0124-2320730

Zila Sainik Board  
 City Magistrate Office Compound, Zila,  
 C Block, Pocket C, Sector 19,  
 Old Degree College  
**Noida**, Uttar Pradesh 201301

Rajya Sainik Board  
 4<sup>th</sup> Floor Tower Block  
 ISBT Kashmere Gate  
**New Delhi - 110006**  
[rsbdelhi@nic.in](mailto:rsbdelhi@nic.in)

Phone: 0120 254 4814

011- 23861876

**Army Pay & Allowances Contact Center (APACC)**

C/o PCDA (Officers)

Golibar Maidan

Pune – 41100

Ph : - 02026450691(937322967, 8390924519 WhatsApp only)

Email: [ramkc.56566@gov.in](mailto:ramkc.56566@gov.in)**Defence Pension Contact Center (DPCC)**

C/o PCDA (Pension)

Draupadi Ghat, Near Sadar Bazaar

Allahabad (UP) – 211014

Landline/Fax - 0532 2420940

Email: [dplc1pcdap@gmail.com](mailto:dplc1pcdap@gmail.com)**Army Group Insurance Fund**

AGI Bhawan, Rao Tula Ram Marg

Post Bag No 14, PO-Vasant Vihar

New Delhi – 110057

**Helpline Nos**

(a) Director Coord - 011- 26142369

(b) Director Claims - 011- 26145709

(c) MBS Section - 011- 26142897

(d) Help Line Desk - 011- 26148654 &amp; 011- 26148055

(e) AGIF Exchange Nos - 011- 26142749 &amp; 011- 26151031

(f) Fax - 011- 26148471 &amp; 011- 26140343

Email: [adagif@gmail.com](mailto:adagif@gmail.com)**Ex-Servicemen Contributory Health Scheme (ECHS)**

Col Sanjay Kumar 8132950197

Director Regional Center 2

Maude Lines, New Delhi-110010

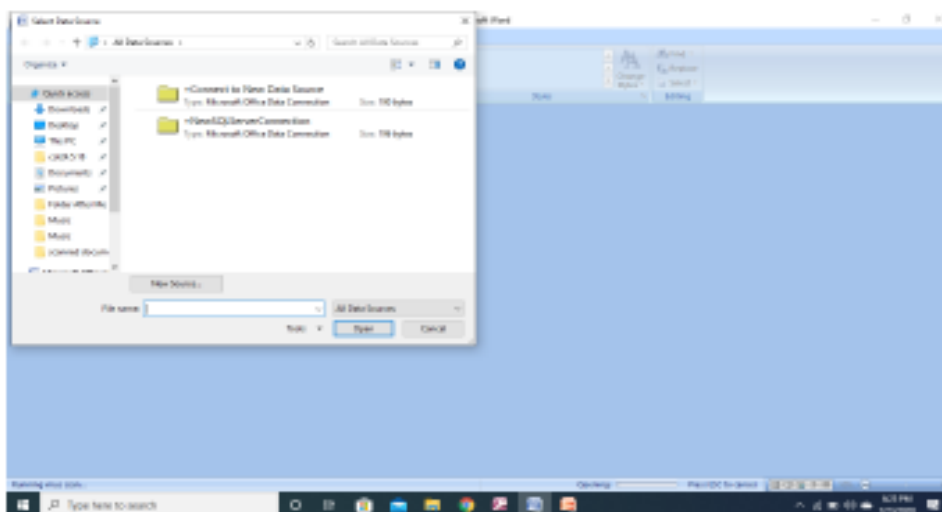
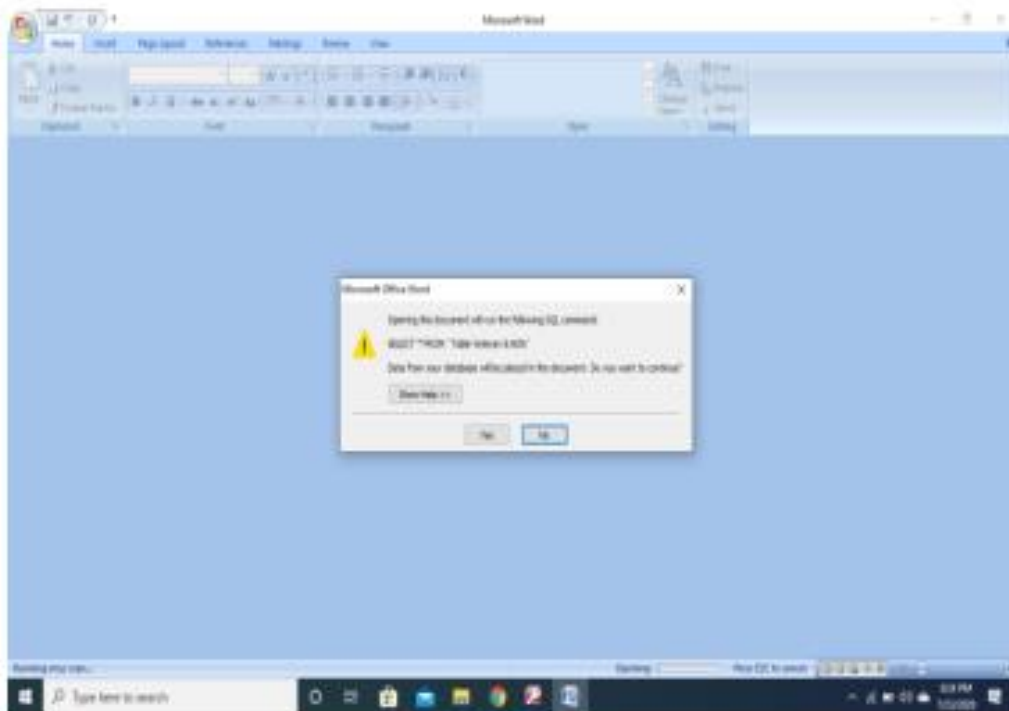
Ph011-25683418, 25684826

**filling up of Application Form, not able to login,not able to open****portal. : [echs@sourceinfosys.com](mailto:echs@sourceinfosys.com)****WhatsApp on +91-7703818578 / 7701976194 /  
8448086480 / 8448086481 / 8448086482****For any other issues please call on Toll Free No : 1800 114 115****Incuse of loss of ECHS Login Password kindly contact : Col****Rakesh Kakkar 8979800177**

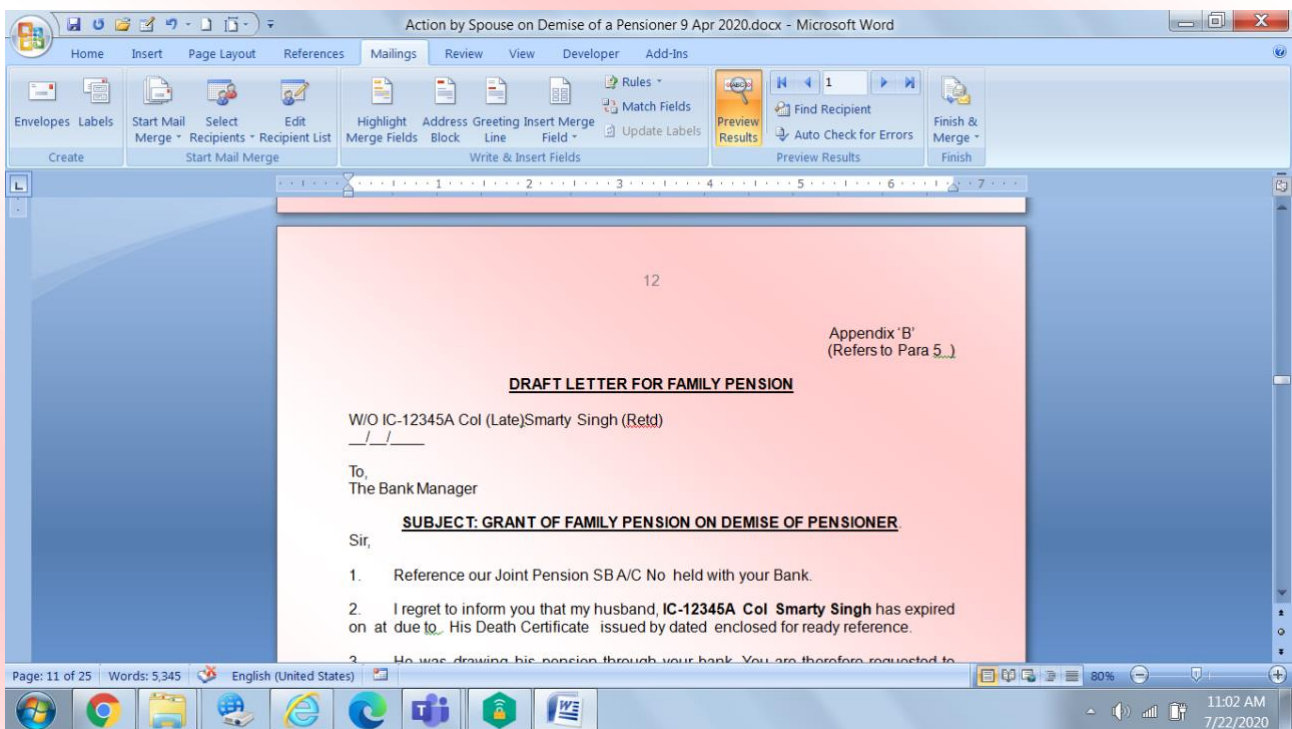
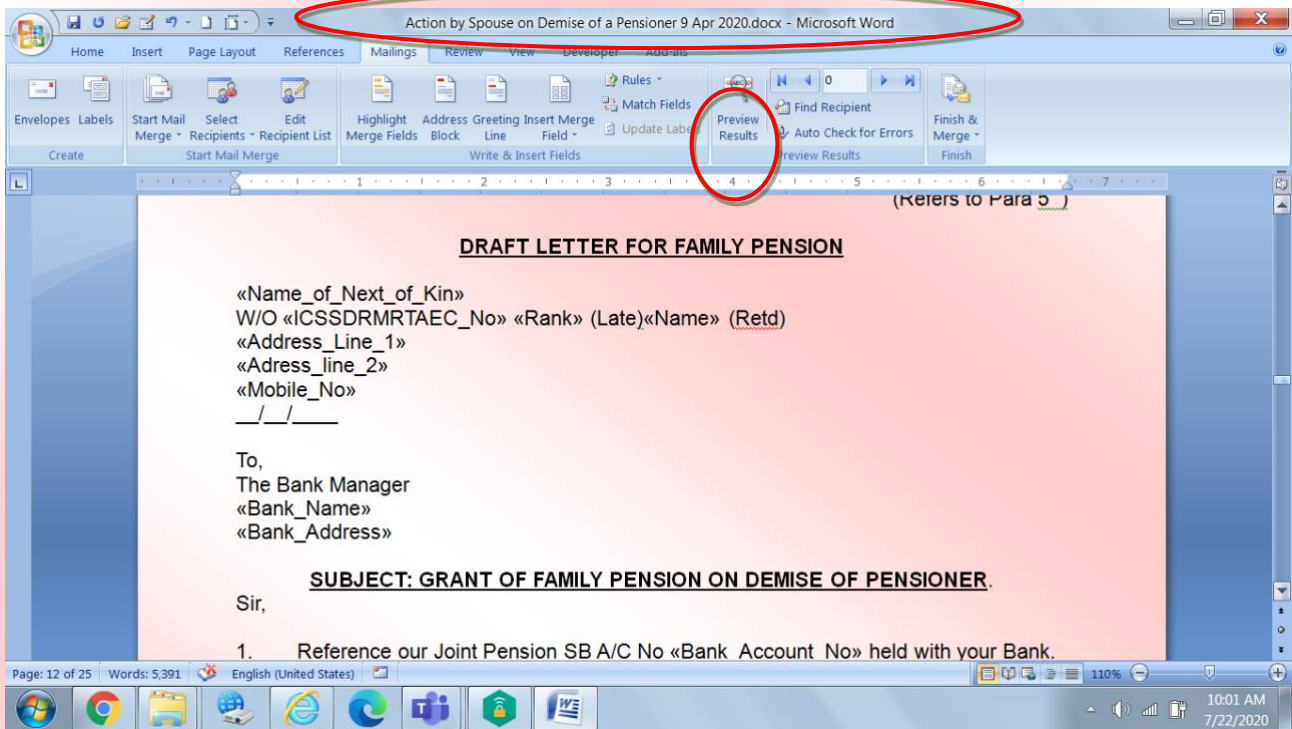
### **Important Web Pages or Websites**

- (a) Directorate of Indian Army Veterans(DIAV) :  
[www.Indianarmyveterans.gov.in](http://www.Indianarmyveterans.gov.in)
  - (b) Retired Officers Digital Records Archive (RODRA):  
[www.rodra.gov.in](http://www.rodra.gov.in)
  - (c) Online eMRO: [www.cmp.onlinesbi.com/MOD/home.htm](http://www.cmp.onlinesbi.com/MOD/home.htm)
  - (d) PCDA(O) Pune : [www.pcdaopune.gov.in](http://www.pcdaopune.gov.in)
  - (e) Principal Controller of Defence Accounts (Pension), PCDA(P),  
Allahabad :[www.pcdapension.nic.in/pcdapension/index.php](http://www.pcdapension.nic.in/pcdapension/index.php)
  - (f) ECHS : [www.echs.gov.in](http://www.echs.gov.in)
  - (g) Army Welfare Placement Organization(AWPO) :  
[www.exarmynaukri.com/APA/WEB/common/index.jsp](http://www.exarmynaukri.com/APA/WEB/common/index.jsp)
  - (h) Directorate General Resettlement, Ministry of Defence :  
[www.dgrindia.com](http://www.dgrindia.com)
  - (j) Kendriya Sainik Board Secretariat(KSB)  
[www.ksb.gov.in](http://www.ksb.gov.in)
- (k) Kindly Contact Brig Akhelesh Bhargava (Retired) / Mrs Anupama Bhargava incase of any financial advice being sought. Their office is located at Shop No 3 in Taurus CSD Complex. They would provide advice free of cost. Contact details are as follows:-  
 Web address : [www.beekayassociates.com](http://www.beekayassociates.com)  
 Email address : [anupama.bhargava@yahoo.com](mailto:anupama.bhargava@yahoo.com)  
 Contact Nos : 9899242779 / 9899023533





**MS WORD FILE**



### MS ACCESS FILE

