

केन्द्रीय औद्योगिक सुरक्षा बल  
(गृह मंत्रालय)

कल्याण निदेशालय

सं. ई-41014 / कल्याण / एजीबीएम / 2017- 3185

दिनांक : 8-12-2017.

अन्तर कार्यालय टिप्पणी

Sub: Forwarding a copy of Revised Handbook on facilities /Amenities to the Force Personnel

Please find enclosed herewith a copy of Handbook on facilities /Amenities to the Force Personnel revised w.e.f. 28.12.2017 for information and necessary action please.

*म. रम.*

उप महानिरीक्षक(कल्याण)

सहायक महानिरीक्षक(टेक्निकल)

CENTRAL INDUSTRIAL SECURITY FORCE

HAND BOOK  
ON  
FACILITIES / AMENITIES  
TO THE FORCE PERSONNEL

PREPARED BY :: WELFARE DIRECTORATE, FHQ

## **FACILITIES / AMENITIES TO THE FORCE PERSONNEL**

CISF has been extending various facilities / amenities to the Force personnel. These are as under :-

### **1. E-GRIEVANCE**

For speedy and systematic redressal of grievances of personnel, an online system has been developed. The seamless integration of addressing the grievances at each level of authority, as envisaged in this new system, will accrue the necessary benefit of, both, individual satisfaction and organization, that will enhance the overall effectiveness in performing duty. Grievance lodged in E-grievance will be monitored centrally at CISF HQs by Welfare Directorate and DIG/Welfare is the Nodal officer.

**(Letter No. E-41022/E-grievance/Welfare/2016/805 dated 16.08.2016)**

### **2. EX-GRATIA (GRANTED BY MHA)**

(a) Ex-Gratia lump-sum compensation is available to the families of Central government Civilian employees, who die in the performance of their bonafide official duties under various circumstances. The amounts of ex-gratia lump-sum compensation w.e.f. 01.01.2016 are as under:-

(i)	Death occurring due to accidents in the course of performance of duties	25 lakhs
(ii)	Death in the course of performance of duties attributed to acts of violence by terrorists, anti-social elements, etc	25 lakhs
(iii)	Death occurring in border skirmishes and action against militants, terrorists, extremists, sea pirates.	35 lakhs
(iv)	Death occurring while on duty in the specified high altitude, un accessible border posts, etc. on account of natural disasters, extreme weather conditions.	35 lakhs

(v)	Death occurring during enemy action in war or such war like engagements, which are specifically notified by Ministry of Defence and death occurring during evacuation of Indian Nationals from a war-torn zone in foreign country.	45 lakhs
-----	--	----------

(b) Ex-gratia lump sum compensation to CAPFs personnel who are boarded out of service on account of disability attributable to or aggravated in service are eligible. The rates are as under :-

(i)	100% disability	20 lakhs
(ii)	For cases less than 100% disability	The amount of Ex-gratia may be reduced in proportion to the degree of disability.

(Letter No. E-41022/Ex-gratia/Wel/2016-1835 dated 06.09.2016 and a. DOP&PW OM No. 38/37/2016-P&PW(A) (i) dated 04.08.2016 b. MHA (R&W) OM dated 07.06.2017).

### **3. WELFARE AND REHABILITATION BOARD**

The need to have a dedicated welfare organization for CAPFs personnel has been engaging the attention of the MHA and it was decided to set up a Welfare & Rehabilitation Board (WARB) to look after the Ex-CAPFs personnel, those medically boarded out and the widows/dependents of those who die in harness. The following major activities are being done by the Welfare and Rehabilitation Board:-

- (a) To arrange vocational training for empowerment of retired personnel and NOKs of deceased Force personnel.
- (b) Allotment of Mother Dairy Safal Booths.
- (c) Arranging counseling (In-house/Professional) in self-employment and alternative employment to retirees as also to the NOKs of deceased Force personnel.

**4. ANUBHAV (PMO INITIATIVE)**

The Dept. of Pension & Pensioners's Welfare has launched an online system viz. "Anubhav" to provide a platform for the retiring Central Government employees to showcase commendable work done during service. It will provide satisfaction to the retiring employee and also act as a motivator for serving employees. The submission on "Anubhav" is voluntary. However, Unit , at the time of retirement of personnel, take the filled up Anubhav form and upload on the portal.

**(Letter No. E-41022/Anubhav/Welfare/2015/383 dated 23.04.2015)**

**5. CENTRAL POLICE CANTEEN**

To cater the need of daily use items of serving & retired Force personnel, 19 Central Police Master Canteens and 179 Subsidiary Canteens have been opened in CISF Units.

**6. PRIME MINISTER'S SCHOLARSHIP SCHEME (PMSS)**

(i) Wards/Widows of personnel killed in action (all rank) and Wards/Widows of retired and serving CISF personnel (below officer rank) for **pursuing first professional degree/programme and having minimum 60% marks in 10+2/Diploma/Graduation or equivalent**, are eligible for the Prime Minister's Scholarship.

(ii) Rs 27,000/- for girls & Rs. 24,000/- for boys.

**7. QUOTA IN MBBS/BDS**

Wards of personnel killed in action, retired and serving CISF personnel can avail quota in 15 MBBS and 03 BDS seats reserved for all CAPFs by MHA.

**8. CENTRAL WELFARE FUND :-**

(a) Outright grant equivalent to 10% of unpassed medical expenses subject to maximum of Rs. 50,000/- is given in case of serious injury or sickness of self or family requiring prolonged or expensive treatment in cases of Kidney Transplant, Bye-pass Surgery, Cancer, Brain Hemorrhage, AIDS, Paralysis or Amputation of any organ of the body, or any other serious ailment on the merit of each case. (Reference Welfare Fund Manual Para – 4(A) (ii) & Sr.no.2 of Appendix-A.

(b) An amount of Rs. 10,000/- is given to the Force personnel sustained injury during active duty. (Reference Welfare Fund Manual Para – 4(A) (iv).

(c) Ex-gratia payment of Rs.25,000/- is paid to the Next of kin of deceased force personnel for funeral rites etc. (Reference : O.O No. E-41014/AGBM/Wel/2015-642 dated 26.08.2015 and WF Rule 4(A)(i) & Sl. No. 1 of Appendix – A).

(d) Rs. 50,000/- is given to the retired CISF personnel for major ailments i.e. Cancer, Tumour, Renal diseases, Liver, Heart Diseases, Kidney Transplantations etc for self or spouse limited to once in life time. (Reference : WF Rule 4(A) (iii) & Sl. No.3 of Appendix – A).

(e) An amount of Rs.4,000/- for gift and Rs.1000/- towards memento is provided at the time of retirement of the Force personnel. (Reference : O.O No. E-41014/AGBM/NGF/Wel/2017-1299 dated 08.12.2017 and WF Rule 4(A)(v) & Sl. No. 5 of Appendix – A).

(f) Loans for marriages, higher education, purchase of computer, purchase of plot, medical treatment etc. are being provided from Welfare fund at nominal rates of interest. (Reference : O.O No. E-41014/AGBM/NGF/Wel/2017-1299 dated 08.12.2017 and WF Rule 4(B)(I to X ) & Sl. No. 8-17 of Appendix – A).

**9. WELFARE MEASURES FOR WARDS**

**(A) DG'S MERIT AWARD IN ACADEMICS & SPORTS**

Wards of serving and personnel killed in action are eligible to get DG's Merit Award in Academics (10+2) & Sports.

**(i) Academics:-**

- a. Rs.27,000/- for girls and Rs.25,000/- for boys for 95% and above marks.
- b. Rs. 23,000/- for girls & Rs. 20,000/- for boys for marks between 90% to 95%

**(ii) Sports:**

- a. Rs.27,000/- for girls and Rs.25,000/- for boys

(Letter No. E-41022/Scholarship/Welfare/2015/691 dated 11.09.2015)

**(B) DG'S FINANCIAL ASSISTANCE FOR SPECIALLY ABLED CHILDREN**

Financial Assistance @ Rs.5,000/- annually is provided to Specially abled Children till the parent is in service or the child is alive.

**(C) DG'S SCHOLARSHIP EXCLUSIVELY FOR WARDS OF MARTYRS**

To provide financial assistance to the families of deceased personnel and to encourage/promote education to the wards of Martyrs, Director General Scholarship exclusively for wards of martyrs has been introduced in CISF. The benefits under this schemes are as under:-

Category	Class	Rate of Scholarship (P.A.)
Category – A	Class 1 <sup>st</sup> to Class 8th	Rs. 6000 P.A
Category – B	Class 9 <sup>th</sup> to Class 12 <sup>th</sup>	Rs. 12000 PA
Category - C	Diploma/Graduation/PG	Rs. 18000 PA

#### 10. RISK SAVING FUND :-

Risk Fund provides financial assistance to the families of personnel who die while in service and to those who are medically boarded out of service on account of invalidation. The Scheme is as under:-

- (a) In case of death/missing and invalidation out of service with 100% disability
- (i) Lumpsum grant on death of member of the force :: Rs. 8 Lakh (Rs. 6 lakh to NOK plus Rs. 2 lakh to the parents / NOK).
  - (ii) Killed in action :: Rs. 15 Lakh (Rs.12 lakh to the NOKs and Rs. 3 lakh to parents.
  - (iii) For Missing personnel :: Rs. 5 lakh in four equal instalments starting after 3 years of date of missing
  - (iv) Invalidation :: Invalidation for 81% & above -- Rs.5 lakh  
Invalidation for 51-80% -- Rs.3.25 lakh  
Invalidation up to 50 % -- Rs.2.00 lakh
- (b) Refund of Saving Elements of contributions with compound interest is given to the personnel retiring from service / dismissed / discharged / removed from service etc.

**Note:-** Payment to the parents in the above cases will be made only after assessing the financial condition of the parents by Sector level committee. In case of financial condition of parents being sound, the entire amount will be paid to the NOK.

**(Letter no.E-41014/AGBM/NGF/Wel/2017/1299 dt. 08.12.2017 & RS Fund Rule Para-6)**