

CENTRAL INDUSTRIAL SECURITY FORCE



HAND BOOK
ON
FACILITIES / AMENITIES
TO THE FORCE PERSONNEL

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Updated on Sept'2019

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 HQrs 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 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 191 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 36,000/- for girls & Rs. 30,000/- for boys.

7. **QUOTA IN MBBS/BDS**

Wards of personnel killed in action, retired and serving CISF personnel can avail quota in 23 MBBS and 03 BDS seats reserved for all CAPFs by MHA.

8. **CENTRAL WELFARE FUND :-**

WELFARE FUND SUBSCRIPTION

S No	LEVEL	SUBSCRIPTION AMOUNT
1	Sr.CO & above	Rs.170/- pm
2	AC to Commandant	Rs.120/- pm
3	SI to Inspector	Rs.70/- pm
4	Constable to ASI	Rs.50/- pm

(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.