

**Welfare and Grievance redressal mechanism in SSB**

**(A) Benefits and facilities :**

**1. Medical Facilities:**

SSB Medical Directorate is supervising health care delivery system to our force personnel upto BOP level. SSB has established well equipped 10 bedded Unit Hospitals in the Battalions. Further, 03 Nos 50 bedded Composite Hospitals are available at Bathnaha, Gorakhpur & Salonibari for providing better medical services to SSB personnel and their families. Medical Officers and trained Para-Medical staff are posted in the unit hospitals. Basic medical equipment for diagnostic and treatment purpose are also provided to the unit hospitals.

Apart from above, SSB has empanelled the Central Government Health Scheme(CGHS) approved super specialty private hospitals in various major cities including in Delhi/NCR for providing Specialty /Super Specialist medical treatment facilities to SSB personnel and their dependent family members on cashless/credit basis.

Besides, CAPF personnel are entitled to avail medical facilities in any of the CAPF Composite Hospitals irrespective of their force affiliation.

**2. Canteen facility:**

A Central Police Canteen (CPC) system has been established by the Ministry of Home Affairs on 18.09.2006 to provide consumer goods of wide range and variety to the force personnel. Under this, Subsidiary Canteens have been established at field formations.

**3. Welfare /Financial Schemes :**

SSB has two contributory welfare schemes of its own i.e. Central Welfare Fund and Staff Benevolent Fund.

**(i) Central Welfare Fund( Mandatory) :**

- i) Non-refundable subscription @ Rs. 100/- in case of GOs and Rs. 50/- for NGOs, which is mandatory in nature.
- ii) One time financial assistance of Rs. 4000/- to wards of SSB personnel upto the rank SOs for passing class X and XII.
- iii) Financial assistance to wards of SSB personnel for Higher Education on following rates per year :-

Stream	Rates	
	Day scholar	Boarder
Graduation/ Diploma Courses (Non Tech)	4500	7500
Graduation (Technical) Poly-Technic/ ITI/ Computer Prog.	5250	7500
P.G. (Non Tech)/M. Sc./M.A./ M. Com etc.	6000	10500
P.G. (Technical & Professional), MCA, Med., LLM, M.Phil & other PG Diploma.	6000	11250
Medical/Engineering/Vete rinary/ MBA/Ph. D etc.	Ors - 22500 SOs-19500 GOs-16500	22500 19500 16500

- iv) Financial assistance to NOK of missing SSB personnel Rs. 10,000/- subject to the amount would be recoverable in the event of the employee being traced.
- v) Monthly financial assistance of Rs.15000/- during EOL period on medical ground when all forms of leave have been exhausted and pay stopped.
- vi) Imprest money given to Frontier/Sectors/Training Centres(TCs)/ATCs/ Bns/CHs/ CSD&W and AOs to meet welfare needs as well as emergent medical cases.
- vii) Commandant/Head of Office(HOO) can advance 100% amount for medical treatment in emergent medical cases out of Imprest Money.
- viii) Financial assistance for Rs. 1,00,000/- as immediate relief to the NOK in case of death of any member.
- ix) Memento for Rs. 3000/- for GOs and Rs. 2000/- for NGOs on superannuation.
- x) Honorarium from Central Welfare Funds to the specialists doctors @ Rs. 500/ - per visit maximum 12 visit in a month.
- xi) Amenity Vehicle: The vehicle is purchased out of Central Welfare Fund<sup>1</sup> for the amenity service of serving/retired employees of the Force.

**ii) Staff Benevolent Fund (Optional):**

- i) Subscription is Rs. 600/- per month, which is voluntary in nature .
- ii) Any member can opt out after obtaining approval of FHQ.
- iii) Rs.12 lakh is paid to the next of kin of deceased member of the force.
- iv) Rs. 15 lakh is paid to the next of kin of member of force killed in action, encounter with militants, terrorists, Extremist and border skirmishes.
- iv) Rs. 6 lakh is paid as financial assistance in case of medical invalidation of any degree leading/resulting in loss of job.
- v) Rs. 1 lakh as financial assistance after a gap of one year from the date of missing to NoK of missing person. This amount shall be adjusted against the due financial assistance of Rs. 12 lakh being provided to NoK in case of declaration of death of the member concerned .

**4. Insurance cover under Para Military Salary Package (PMSP) :**

SSB has introduced in association with State Bank of India a benefit scheme for SSB employees having salary Accounts in SBI in the name of Para Military Salary Package (PMSP). Under this scheme, various benefits have been introduced to the account holder with the facility of Insurance Risk Cover in shape of Personal Accident Insurance (PAI) and AAI (Death) cover.

**5. Prime Minister Scholarship:**

Under the Prime Minister Scholarship Scheme, 2000 scholarships @Rs.2250/- p.m. to girl and Rs.2000 p.m. to boys are being released to wards of CAPF & AR personnel including ex-CAPF & AR personnel in every year.

**6. Seats in Medical/Dental Colleges :**

15 MBBS and 03 BDS Central Pool seats are allocated for the wards of Central Armed Force (CAPFs) personnel for each academic session by Ministry of Health & Family Welfare.

**7. WARB :**

A Welfare and Rehabilitation Board (WARB) has been established on 17.05.2007, for the welfare and rehabilitation of Force personnel and their families including disabled personnel. At present, 02 State Welfare Officers and 14 District Welfare Officers are functioning under SSB.

**8. SSB dependent Identity Card :**

SSB dependant Identity Card being issued to all family members of SSB personnel to facilitate the dependant members for the purpose of air fare concession, medical facilities in any CAPFs hospital, travel by amenity vehicles of SSB, CPC facilities and to avail any welfare facility offered by WARD (MHA).

**(B) Details of Grievance Redressal Mechanism in SSB :**

1. Sainik Sammelans are regularly organized by Unit Commandant and senior officers, where issues of concern, are discussed among all ranks in an open forum for grievance redressal.
2. The officers of Force Hqrs of the rank of IG, DIG and Commandant regularly visit the field Units to know the grievances and problems of Jawans.
3. MySSB Mobile App. was launched in 2017 for grievance redressal, applying for transfer/deputation/training, knowing personal details including salary & GPF.
4. "Know Your Personnel" (KYP) is an initiative recently undertaken on the order of DG, SSB. The objective of the initiative is to ensure that supervisory officers know their personnel by filling personal details of their personnel by hand in a prescribed format. This is to ensure that supervisory officers are aware of the Socio-economic and mental condition as well as the proclivities of personnel under their command.
5. Based on standing directives of the Force Hqrs, at each BOP, Company, Battalion/Area, Sector and Frontier Hqrs Level, the senior most posted officer hears the grievances of all aggrieved persons from 1500 hrs to 1600 hrs on all Fridays and free entry is allowed to all personnel of the unit. Similarly, DG, SSB also allows unrestricted entry and access to all Force personnel.
6. SSB has its own Toll-Free No. 1903. at which, the Jawans from field Units/Static formations and even general public can submit their grievances/suggestions/ problems.
7. An Internal Complaints Committee has been constituted at each unit to redress the grievances related to sexual harassment of women at work place.
8. Personal hearing/interview by Senior Officers at Force Headquarters through Video Conference on every 1<sup>st</sup> & 3<sup>rd</sup> Thursday from 1400-1800 hrs.

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