



HANDBOOK

ACTION TO BE TAKEN BY SPOUSE /NOK OF VETERAN

जिन्होंने सम्मान और कृतज्ञता के साथ राष्ट्र की सेवा की है,
अब उनके अन्तिम आश्रितों तक सेवा करने की हमारी बारी है

**Coast Guard Veteran Cell
(Directorate of Personnel)
Coast Guard Headquarters
New Delhi**

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FOREWORD

Dear Veterans,

1. Indian Coast Guard has achieved various milestones and the same is undoubtedly attributed to the selfless devotion by each and every veteran of our fine service in their yesteryears'. The nation feels safe and flourishes economically because of our contribution in the safety and security of the borders. Our ICG Veterans have made a huge contribution in transforming India's image across the world to that of being a powerful and respectful nation.
2. ICG Veterans have been the asset of our fine service and therefore not only the ICG but even the country owes a debt of gratitude to the veterans.
3. Welfare of our veterans has been our prime priority and continuous efforts are being made to resolve the issues being faced by the veterans or their Next Of Kin/ Dependents. We take this opportunity to present a simplified form of a compilation which spells out various actions to be taken by the Next of Kin post unfortunate demise of veteran.
4. It is always an endeavour of the service to remain in touch with the veterans so as to maintain the bond as well as to provide regular updates on important schemes and policy letters issued from time to time on matters related to veterans. The same are being uploaded on website for information /dissemination and keeping the veterans updated with the latest developments. We urge the veterans to utilise these mediums for interacting with us with an assurance of an earnest action.
5. Wishing all veterans and their families, a very good health and happiness.

Jai Hind.

CGHQ, New Delhi

Date: 16 Jan 24

HANDBOOK FOR SPOUSE / NoK

ACTION TO BE TAKEN BY SPOUSE /NoK ON DEMISE OF A COAST GUARD VETERAN

(Including SPARSH pensioners)

1. **Documents on Retirement.** On retirement from the service, all Coast Guard pensioners are in possession of following documents at the time of retirement. These documents are of utmost utility for the dependents/ NoKs and must be kept in safe custody at all times:-

- (a) Pension Pay Order (PPO)
- (b) Discharge Book
- (c) Canteen card for self and dependents
- (d) ECHS cards for self and dependents
- (e) Bank pension pass book
- (f) SPARSH Account No, if PPO issued /migrated in SPARSH
- (g) SPARSH Password
- (h) SPARSH Registered Mobile No
- (j) ECHS Registered Mob No
- (k) ECHS Password
- (l) PRDIES Certificate issued by NGIF, NHQ
- (m) Veteran Identity Card

2. **Master Folder for Spouse / Family Members.** All Veterans are advised to open a dedicated folder and title it as '***ACTION TO BE TAKEN IMMEDIATELY ON THE DEATH OF COAST GUARD PENSIONER/VETERAN***'. This folder will contain all relevant documents mentioned ibid, letters and instructions to facilitate appropriate and timely action by the spouse/ family members in times of need.

Actions Post Demise.

3. **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 certificate.

4. **Death Certificate.** A close relative should apply for issue of Death certificate within 15 days of the death of the pensioner / CG Veteran. The family must obtain adequate ink signed & equal number of photo copies of death certificate duly attested by a Group "A" Gazetted Officer for necessary documentation.

Subsequent Actions Related to Official Documentation

5. **Inform Pension Paying Bank.** An intimation must be given to the Pension Disbursing Authority (PDA) i.e, the Pension Paying Bank intimating them of the demise of the veteran, requesting them to discontinue the pension of the pensioner and commence payment of the family pension of the Spouse/NoK / Heir on submission of ink signed death certificate and copy of the PPO with joint photograph of the pensioner and Spouse/ NoK duly stating the PPO and Pension Bank Account Number. A sample application form is placed at **Appendix 'A'**.

6. **Joint Account with Next of Kin/ Spouse.** 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 Aadhaar, Voter Identity Card/ PAN Card should be provided with three copies of attested photographs.

7. **Intimation to PCDA(P) Prayagraj.** Pensioners whose PPO were issued or have now migrated to SPARSH, their cases will be initiated as per guidelines issued by 'SPARSH'. The role of CPPC of Banks have been done away with for SPARSH pensioners.

8. **Financial Assistance to NoK on demise of retired CG Personnel.** The Spouse/ NoK should inform Veteran Cell/ BUVIK Release Centre immediately for processing the case for payment of Ex-Gratia by CGBA and Canteen Trade Surplus (CTS) Demise Grant as applicable from time to time, in order to extend timely assistance to the grieving family. The application should be enclosed along with the following documents:-

- (a) Death Certificate.
- (b) Aadhaar Card (Self attested Photocopy).
- (c) PAN Card (Self attested Photocopy).
- (d) Copy of cancelled cheque leaf.

(The format of the application is placed at **Appendix 'B'**.)

9. **New Canteen Smart Card**. The Spouse/ NoK should apply for a new Canteen smart Card by visiting the nearest CSD canteen alongwith the following documents:-

- (a) Canteen Smart Card (Both Grocery & Liquor Card).
- (b) Death Certificate.
- (c) Two Passport size photographs (in red background).
- (d) Aadhaar Card (Self attested Photocopy).
- (e) PAN Card (Self attested Photocopy).
- (f) Applicable fees amount for issue of new card must be deposited.
- (g) Copy of PPO.

10. On approval from authorities a new card generally takes 30-45 days for issuance. The Spouse/NoK should collect same and deposit the old card. The application is placed at **Appendix 'C'** (Please collect the original form from Canteen).

11. **Family Pension**. Family pension becomes payable to the Widow/ widower or an eligible family member from the day following the date of death of the veteran. The highlights are follows:-

- (a) It is normally payable only to one member of the family at a time. However in few cases, where more than one widow is left behind, the family pension further gets divided.
- (b) The guaranteed minimum family pension amount will be ₹9,000/- per month, w.e.f 01.01.2016. In addition, Dearness Relief as per prescribed rate is also applicable.
- (c) Entitlement will be calculated for all ranks/ levels i.e. 30% of last Basic Pay subject to a minimum Rs.9000/- per month.
- (d) In case of a Govt. Servant who dies while in service, family pension at enhanced rate is admissible for a period of ten years from the date following the date of death. In case of death of a pensioner, family pension at enhanced rate of 50% would be payable for a period of seven years or till the pensioner would have attained the age of 67 years, whichever is earlier.

(e) Similar to a pension, family pension is paid until the recipient's day of death and inclusive of that day.

(f) Family pension is payable for life to a son/ daughter who is suffering from any disorder/ disability of mind or is physically crippled/ disabled/ thus rendering him/ her unable to earn a living. Dependent, divorced, widow and unmarried daughter, dependent parents, dependent disabled siblings are eligible for family pension for life subject to fulfillment of certain conditions.

12. **Ex-Serviceman Contributory Health Scheme (ECHS)**. Ex-Servicemen Contributory Health Scheme (ECHS) came into effect on 01 Apr 2003. The same scheme was extended to Indian Coast Guard pensioners w.e.f. 22 Jan 2008. The nearest ECHS Polyclinic/ CG Veteran Cell/ BUVIK may be requested for detailed information and assistance in registration process. The facilities can be availed by enrolling online through ECHS website www.echs.gov.in The documents required for applying for ECHS card online are as follows:-

Ser	Description
(a)	Latest PPO
(b)	PP size Photograph (White back ground) Soft Copy
(c)	Signature on plain paper or scanned soft copy
(d)	Aadhaar card
(e)	PAN card
(f)	Bank account number with IFSC code
(g)	Old ECHS Smart Card if any.
(h)	Mobile number and Email address
(j)	Death Certificate

ELIGIBILITY

13. **Entitlement for ECHS**. ECHS has included Coast Guard pensioners or disability pensioners, as also to his/her dependents, which includes wife/husband, legitimate children and wholly dependent parents. The Scheme is also applicable to NOKs of deceased pensioners who are drawing family/special family /liberalized family pension. Following are the eligible categories to become member of ECHS:-

(a) **Coast Guard Pensioner**. Any person who has retired from Indian Coast Guard Service after earning his/her pension. The person who has been released from ICG Service on medical grounds attributable to service, or in circumstances beyond his/her control and is in receipt of disability pension are also eligible.

(b) **Parents.** Father and Mother of the Veteran pensioner shall be deemed to be dependent if they normally reside with the Veteran pensioner and their combined income from all sources does NOT exceed Rs 9000/-pm plus Dearness Relief thereon. Parent of the spouse of the Veteran are NOT permitted to become members. In case a widow, who is in receipt of Family Pension, joins the ECHS, then the parents of her late husband can be made dependents, subject to fulfilling the conditions. However, her own parents CANNOT be made dependents. In a case where both the husband and wife are CG pensioners, then both can opt to cover their parents as dependents.

(c) **Spouse.** Legally wedded husband/ wife including more than one wife. Name should be included in the records of Service. Spouse living separately is included as dependent, as long as the Veteran pensioner is responsible for her maintenance. When the spouse is legally separated, he/she cannot be termed as a dependent and hence cannot be made member of ECHS.

(d) **Daughter(s).**

(i) Details must exist in the service record of the pensioner.

(ii) Unmarried and unemployed daughters are permitted to be included as dependents.

(iii) Widowed/Divorced daughters dependent on the Pensioner and residing with the latter are also permitted to be included. However, the children of the daughter are not eligible.

(iv) Widowed daughters, who are dependent on the pensioner and whose income from all sources is less than Rs.9000/- per month, are entitled.

(v) Daughters with permanent mental or physical disability, irrespective of age/medical condition.

(vi) Divorced daughters are entitled when solely dependent on the pensioner and whose income from all sources is less than Rs. 9000/- per month.

(vii) In case where daughter is born after the pensioner's retirement, following documents will be required to enable the child to be declared as a dependent and to become entitled to ECHS benefits:-

(aa) Birth Certificate.

(ab) Submission of application form to enroll as a dependent.

(e) **Son(s)**.

(i) Unemployed and unmarried son(s) upto the age of 25 years are permitted to be included as dependents.

(ii) Details must be included in the service record of the pensioner.

(iii) Sons suffering from permanent physical or mental disability, irrespective of age or medical condition.

(iv) In case where the son is born after the pensioner's retirement, the following documents will be required as proof of dependency:-

(aa) Birth Certificate.

(ab) Submission of additional application form to enroll as a dependent.

(f) **Mentally/ Handicapped Children**. Mentally/ Handicapped children who are unable to earn their livelihood are permitted to be dependents for life time. The following conditions are required to be met:-

(i) Onset of disability should be prior to attainment of 25 years of age.

(ii) Permanent disability should be certified by Service Classified Specialist/Civil Surgeon duly indicating percentage of disability and the child's inability to earn his livelihood.

(iii) The condition of disability should be mentioned in the records of pensioner and the disabled dependent son should be eligible for family pension.

(iv) The minimum degree of disability should be 40% in order to be eligible for any concession/benefits under ECHS. Assessment criterion is as laid down in 'Guide to Medical Officers – (Military Pensions) - 2023.

14. Clarification on ECHS Membership When Husband and Wife are Defence Personnel.

(a) When Both Husband and Wife are Defence Pensioners

- (i) Only one has to give ECHS contribution.
- (ii) Both can cover their respective parents by making two ECHS contributions.

(b) When one is a Defence person and other is a Central Govt. employee, the latter has the choice to withdraw from CGHS when the spouse becomes a member of the ECHS.

(The application for Deposition of ECHS card is placed at Appendix 'D')

15. Post Retirement Death Insurance Extension Scheme (PRDIES) of Naval Group Insurance Fund (NGIF). CG pensioners are members of Post Retirement Death Insurance Extension Scheme (PRDIES). The details of the existing scheme are mentioned below:-

<u>Insurance coverage validity</u>	<u>Insurance Amount</u>	
	<u>Officers</u>	<u>SO/EP</u>
30 yrs after retirement or 75 yrs of age whichever is earlier	Rs. 10,00,000/-	Rs. 5,00,000/-
Retired wef 01 Apr 2023 onwards	Rs. 15,00,000/-	Rs. 7,50,000/-

The actual validity and insurance amount will be written on insurance certificate. The application form is placed at Appendix 'E'.

Further Actions

16. **Disposal of Retired Officer's Identity Card.** The deceased pensioner's identity card must be surrendered to Provost Marshal, DHQ-2 for disposal. The application is placed at Appendix 'F'.

17. **Will.** The existing 'Will' by the veteran maybe submitted to the respective District Courts for 'Probate of the WILL'. In case a 'Will' is not held then a Succession Certificate from the District Judge may be made by taking legal assistance, which will be of great help in future.

Communication to Insurance Companies. If there are other insurance policies in the name of the deceased veteran then intimation must be given to the insurance companies for payment of insurance amount.

18. Communication to Banks. In case of additional bank accounts, an intimation must be given to all banks where in the pensioner has his accounts to transfer the closing balances to the spouse/NOK by providing them with the bankers address and account number.

System for Pension Administration Raksha (SPARSH)

19. SPARSH. The web based comprehensive pension package system i.e SPARSH {System for Pension Administration (Raksha)}for Defence Personnel including Coast Guard Personnel has been implemented by Ministry of Defence, Govt. of India. The pension of all Coast Guard Personnel w.e.f Jan 2021 has been sanctioned online through SPARSH web portal only.

20. Pension. PCDA(Pension), Prayagraj issues Pension ad remits the pension and Gratuity to the pensioners bank account in SPARSH.

21. Migration of PPOs. The old PPOs for the majority of retirees have been transitioned to SPARSH PPO. Hence, family pension cases of Veterans with SPARSH PPO can be processed online by their Next of Kin (NOK). To initiate the family pension process, family members of a pensioner can initiate two requests on SPARSH, namely "Report Death" and "Initiate Family Pension." These essential requisites are accessible to family members even if they are not registered users.

(a) Report Death.

(i) To report death of pensioner for grant of family pension in favour of spouse.

(ii) To report death and after approval of same to raise request to initiate family pension by family member or by spouse.

(iii) When there is no person available / eligible to claim family pension then disbursement of pension has to be stopped.

(iv) Below is a tabular representation of the step-wise process:

Step No.	Action
Step 1	Open webpage “sparsh.defencepension.gov.in”
Step 2	Select "Report Death" from Service type dropdown. - Optional: Add remarks and attach documents. Click on proceed. - Confirmation screen appears, click on Proceed.
Step 3	Enter Reporter details, including a verification code. - Click on verify and proceed. - OTP received at the non-registered user's mobile number.
Step 4	Enter OTP in the given box and proceed.
Step 5	Event details screen opens. - Enter date of death and attach death certificate. - Upload death certificate to avoid request cancellation.
Step 6	Click on the submit tab.
Step 7	Confirmation message appears: “Do you want to submit?” Click on YES.
Step 8	Acknowledgement appears: “Your service request has been registered...” - Note the token no. for future reference.
Step 9	Click on OK. Death Report registered successfully. - Message sent to reporter's given mobile number.
Step 10	On approval of Death report, Initiate Family Pension (IFP).

(b) **Initiate Family Pension (IFP).** Post approval of death report from PCDA(Pension)/SPARSH, the following action /documents will be required for initiation of family pension:-

(i) **For verifying details in the application, the following are required by family pensioner:-**

(aa) Service No or PPO No of the deceased Pensioner

(ab) Death Certificate of deceased Pensioner

(ac) Valid/Active Mobile number of Reporter /Claimant to verify OTP

(ad) Valid Bank Details of Claimant including Account No. and IFSC code

(ae) Aadhaar card number of NoK

(ii) The following details to be filled while initiating family pension in SPARSH system:-

(aa) Pensioner Service No. or PPO No.

(ab) Reporter Details like Name, Relation, Mobile No, E-mail.ID

(ac) Claimant Details like Name, Relation, Mobile No, E-mail.ID, Date of Birth (DOB), Aadhaar No, PAN no., Address, Bank details with cancelled cheque leaf for uploading in system.

(ad) Reason for Family Pension like disqualification of existing pensioner.

(ae) Disqualification Details like Death of existing pensioner, Date of Death and Death Certificate.

(c) Step-by-step guide for initiating family pension in the SPARSH System

Step no.	Action
Step 1	Open the SPARSH Portal using URL: https://sparsh.defencepension.gov.in/
Step 2	Go to Service
Step 3	Select "Initiate Family Pension"
Step 4	File the Pensioner Unique Identifier and related information (e.g., SPARSH PPO NO or personal Number)
Step 5	Fill Reporter details: Name, Relation & Mobile no.
Step 6	Fill claimant details separately or select "Yes" if both reporter & claimant are the same on the screen
Step 7	Fill in Disqualification reason of existing pensioner (e.g., select "Death" if the existing pensioner is deceased) along with Date of Death & Upload Death Certificate

Step 8	Submit the form and you will receive a TOKEN ID for future reference
* If request approved, generate amended PPO and family pension will be started through SPARSH in bank as details given by family pensioner.	

22. Queries/ Complaint raised in SPARSH. The details of various queries and complaint raised in SPARSH and procedure for process are as follows:-

Sl.	Query	Answer
(a)	How do I report about a missing family member in SPARSH?	Go To: Services > Report Event > Missing, and provide required details along with a copy of FIR.
(b)	How do I report about a convicted family member in SPARSH?	Go To: Services > Report Event > Conviction, and provide required details along with a copy of the Judgment.
(c)	What is Initiate Family Pension?	You can request for your share of pension via Initiate Family Pension: Go To: Services > Report Event > Initiate Family Pension, and provide required details along with necessary documents as applicable.
(d)	SPARSH account.	Log in to your SPARSH account, and go to: My Profile > Manage Profile.
(e)	How do I add/remove family details (Spouse/Dependents) in SPARSH?	After the identification process is complete and approved, manage & update profile details by logging in to your SPARSH account. Go to: My Profile > Manage Profile.
(f)	My annual identification is due. How can I identify myself in SPARSH?	For identification using Aadhaar (Digital Life Certificate): Go To: Services > Identification > Digital Life Certificate. For identification using Manual Life Certificate: Go To: Services > Identification > Manual Life Certificate.
(g)	How can I declare my investments or proof of savings for tax purposes in SPARSH?	Log in to your SPARSH account, and go to: Service Requests > Investment Declarations. Log in to your SPARSH account, and go to: Service Requests > Commutation Requests.
(h)	I have registered a Service Request in SPARSH. How can I track it?	Log in to your SPARSH account, and go to: Grievances > Payment Related > Deduction.
(j)	How can I report or update re-employment details including discharge from re-employment?	After the identification process is complete and approved, report your employment/re-employment details by logging in to your SPARSH account. Go to: My Profile > Employment/ Re-Employment.

(k)	How can I report my marriage/re-marriage?	After the identification process is complete and approved, report your marriage/remarriage details by logging in to your SPARSH account. Go to: My Profile > Report Remarriage.
(l)	How can I request to stop my Fixed Medical Allowance for availing ECHS facility?	For Indian resident pensioners: Update the FMA option in your personal profile by logging in to your SPARSH account. Go to: My Profile > Manage Profile > Personal Details > Fixed Medical Allowance.
(m)	How to draw Fixed Medical Allowance if I am not availing any ECHS facility?	For Indian resident pensioners: Opt for Fixed Medical Allowance (FMA) by updating the FMA option in your personal profile. Go to: My Profile > Manage Profile > Personal Details > Fixed Medical Allowance.
(n)	How can I claim death gratuity of my late husband?	Go To: Services > Report Event > Death, and provide required details along with a copy of the Death Certificate. Once approved, apply for Family Pension & Death Gratuity. Go To: Services > Report Event > Initiate Family Pension, and provide required details.
(p)	What are straight through profile requests? How can I identify them?	Available to registered users on SPARSH, Straight through Profile Requests don't need authorization. Identify them through legends on your profile page. (My Profile > Manage Profile)
(q)	What are approval based profile requests? How can I identify them?	Available to registered users on SPARSH, Approval Based Profile Requests require authorization. Identify them through legends on your profile page. (My Profile > Manage Profile)

Appendix 'A'
(Refer para 5)

DRAFT LETTER FOR COMMENCEMENT OF FAMILY PENSION

Wife/Son/Daughter of Late _____ (Retd.) P.No _____
Address: _____

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/Father, _____ 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 to me through the same Pension SB Account No _____ held with your Bank. We have dependent children/ 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,

Name: _____

Date _____

Relation with pensioner _____

Encls. As above

Copy to:

PCDA(P), DraupadiGhat, Prayagraj(UP), Pin-211014
CGHQ(CGVC) / BUVIK

Appendix 'B'
(Refer para 8)

DRAFT LETTER FOR APPLYING FOR CGBA/CTS DEMISE GRANT

Wife/Son/Daughter of Late _____ (Retd) P.No _____
Address: _____

To,

The Director General
{for AD (CGVC)}
Coast Guard
Headquarters
National Stadium Complex
New Delhi – 110001

Or

The Officer-in-Charge
Bureau of Naviks
Adjacent to MSEDCL office
Old Mumbai - Pune Highway
Bhingari, Panval
Navi Mumbai -410221

SUBJECT: CLAIMING EX-GRATIA FROM CGBA/ CTS DEMISE GRANT

Dear Sir,

1. I regret to inform you that my husband/Father, _____ 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 ex-gratia grant from CGBA and CTS demise grant. I am enclosing following documents:-

- (a) Copy of PPO.
- (b) Death certificate.
- (c) Cancelled cheque leaf.
- (d) Duly filled application for grant from CGBA/CTS

3. Thanking you in anticipation.

Yours sincerely,

Name: _____

Relation with pensioner _____

Date _____

Encls. As above

APPLICATION FOR GRANT FROM CGBA**(For use by NOK)**

1. (Name in full, Rank, No.)

2. (Date of Birth) (Date of joining the Coast Guard) (Date of retirement)

3. Purpose of Grant:

**LUMP SUM GRANT TO NOK OF CG PENSIONER FROM CGBA WHO DIES
AFTER RETIREMENT**

4. Particulars of family members:

Name	Relationship	Age/DOB	Occupation

5. What documents are you attaching in support of this application:

Copy of death certificate enclosed

Any other remarks:

I certify that, to the best of my knowledge and belief, all the answers given above are every way a genuine and bonafied.

I also undertake that if, on investigation, any of the statements false have made in this will be liable to stop the payment.

Place: _____

Signature _____

Date: _____

Name: _____

Relation with Veteran _____

II

6. Recommended for grant of Rs. _____ on account of lump sum grant to NOK of CG pensioner from CGBA who dies after retirement.

7. Amount may be paid in favour of _____ at (full postal address) _____

Date: _____

APPLICATION FOR GRANT FROM CTS
(For use by NOK)

1. (Name in full, Rank, No.)

2. (Date of Birth) (Date of joining the Coast Guard) (Date of retirement)

3. Purpose of Grant:

**LUMP SUM GRANT TO NOK OF CG PENSIONER FROM CTS WHO DIES
AFTER RETIREMENT**

4. Particulars of family members:

Name	Relationship	Age/DOB	Occupation

5. What documents are you attaching in support of this application:

Copy of death certificate enclosed

6. Any other remarks:

I certify that, to the best of my knowledge and belief, all the answers given above are every way a genuine and bonafied.

I also undertake that if, on investigation, any of the statements false have made in this will be liable to stop the payment.

Place: _____

Signature _____

Date: _____

Name : _____

Relation with Veteran _____

II

7. Recommended for grant of Rs. _____ on account of lump sum grant to NOK of CG pensioner from CTS who dies after retirement.

8. Amount may be paid in favour of _____ at (full postal address) _____

Date: _____

Appendix 'C'
(Refer para 10)

DRAFT LETTER FOR APPLYING FOR WIDOW'S CANTEEN CARD

Wife/Son/Daughter of Late _____ (Retd.) P.No _____
Address: _____

To,
Canteen Manager

SUBJECT: ISSUE OF CANTEEN SMART CARD FOR WIDOW

Dear Sir,

1. I regret to inform you that my husband, _____ 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 No: _____
(b) Liquor Card No. : _____

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 Aadhaar Card No is _____. He is my _____ (in relation).

4. Thanking you in anticipation.

Yours sincerely,

Name: _____

Date _____

Relation with pensioner _____

Encls: As above

Copy to:

CGHQ(CGVC) / BUVIK

Appendix 'D'
(Refer para 14)

DRAFT LETTER FOR DEPOSITION OF ECHS CARD

Wife/Son/Daughter of Late _____ (Retd) P.No _____

Address: _____

To
Officer-in-Charge
ECHS POLYCLINIC

SUBJECT: DEPOSITION OF ECHS CARD

1. Reference PPO No _____ (photo copy enclosed).
2. I regret to inform you that my husband, _____ has expired on _____ at _____ due to _____. His Death Certificate issued by _____ dated _____ enclosed for ready reference.
3. ECHS Card in respect of _____ along with a copy of death certificate is forwarded here with for your further necessary action.
4. You are requested to kindly deposit the card and acknowledge the receipt.
5. Thanking you in anticipation.

Yours sincerely,

Name: _____

Relation with pensioner _____

Date _____

Encls. As above

Copy to:

CGHQ(CGVC) / BUVIK

Appendix 'E'
(Refer para 15)

DRAFT ETTER FOR NAVAL GROUP INSURANCE EXTENDED POLICY

Wife/Son/Daughter of Late _____ (Retd) P.No _____
Address: _____

To,
The Principal Director
Directorate of Non Public Funds
IHQ, MoD(Navy)
Talkatora Annex Building, Ground Floor
Talkatora Indoor Stadium
New Delhi – 110001

Sir,

SUBJECT: PAYMENT OF PRDIES AMOUNT

1. Reference the PRDIES certificate No. _____ dated _____ issued to _____.
2. I regret to inform you that my husband, _____ has expired on _____ at _____ due to _____. His Death Certificate issued by _____ dated _____ enclosed for ready reference.
3. I am enclosing the PRDIES Insurance Certificate for payment duly completed in all respects. His date of birth is _____. Kindly find enclosed following :-
 - (a) PRDIES certificate & Receipt.
 - (b) Affidavit
 - (c) Cancelled cheque leaf
4. Thanking you in anticipation.

Yours sincerely,

Name: _____

Date _____

Relation with pensioner _____

EnclsAs above

Copy to.
CGHQ(CGVC) / BUVIK

Appendix 'F'
(Refer para 16)

**DRAFT LETTER FOR DEPOSITION OF
RETIRED OFFICER'S IDENTITY CARD**

Wife/Son/Daughter of Late _____ (Retd) P.No _____
Address: _____

To,

The Provost Marshal
C/o Coast Guard Dist (Mah)
Worli Sea Face
Mumbai - 400030

Sir,

SUBJECT: DEPOSITION OF RETIRED OFFICER'S IDENTITY CARD

1. I regret to inform you that my husband/Father, _____ 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 in respect of _____. The details' of his identity card are Identity card No _____, date of issue _____.
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 sincerely,

Name: _____

Date _____

Relation with pensioner _____

Encls. As above

Various addresses and Contact numbers

Coast Guard Veteran Cell, New Delhi

The Director General
{for Assistant Director (CGVC)}
Coast Guard Headquarters
National Stadium Complex
New Delhi – 110001
Tele: 011- 23115163
Email:cgvc-pers@indiancoastguard.nic.in

Release Centre, BUVIK

The Officer-in-Charge
{for Staff Officer (Release Centre)}
Bureau of Naviks
Adjacent to MSEDCL office
Old Mumbai - Pune Highway
Bhingari, Panval
Navi Mumbai -410221
Tele: 022-27496728, 27496729
Email: ep-releasecentre@indiancoastguard.nic.in
buvik@indiancoastguard.nic.in

PCDA(Pension)

DraupadiGhat, Near Sadar Bazaar
Prayagraj(UP)–211014
Landline/Fax - 0532 2420940

Naval Group Insurance Scheme

The Principal Director
Directorate of Non Public Funds
IHQ, MoD(Navy)
Talkatora Annex Building, Ground Floor
Talkatora Indoor Stadium
New Delhi – 110001

Ex- Servicemen Contributory Health Scheme (ECHS)

Director Regional Center 2
Maude Lines, New Delhi-110010
Ph 011-25683418,25684826
echs@sourceinfosys.com
Whats App on+91-7703818578/7701976194/
8448086480/8448086481/8448086482
For any other issues please call on Toll Free No: 1800 114 115

SOME IMPORTANT WEBSITES OR WEB PAGES

- (a) Coast Guard Veteran Cell (CGVC):
www.indiancoastguard.gov.in/veteran
- (b) Online e-MRO:
<https://www.onlinesbi.sbi/sbicollect/icollecthome.htm?corpID=80633>
- (c) Principal Controller of Defence Accounts(Pension),PCDA(P), Prayagraj:www.pcdapension.nic.in/pcdapension/index.php
- (d) ECHS: www.echs.gov.in
- (e) BUVIK:www.buvik.gov.in

FOR COAST GUARD VETERAN ONLY

IMPORTANT CONTACT DETAILS

ORGANISATION/APPOINTMENT	:	CONTACT NUMBER
CGHQ(EPABX)	:	011-23381710/23384147 23070341
DG SECRETARIAT	:	011- 23115008
ADG SECRETARIAT	:	011-23115015
DDG HRD SECRETARIAT	:	011-23115142
PD(ADM)	:	011-23115024
PD (PERS)	:	011-23115155
D (PERS)	:	011-23115166
CO, ICGS DELHI	:	011-23115400
CGVC	:	011-23115163
CSO(P&A) WEST	:	022-24301028
CSO(P&A) EAST	:	044-25361246
CSO(P&A) NORTH-EAST	:	033-23248003
CSO(P&A) NORTH-WEST	:	079-23243136
CSO(P&A) (A&N)	:	03192-235613
OIC BUVIK	:	022-20975110
DHQ-2 (PROVOST)	:	022-24238214
CO, ECHS MANAGING DIRECTOR	:	011-25684846
ECHS HQ DELHI (exchange)	:	01125682870
ECHS Help line	:	1800-114-115
ECHS JT DIRECTOR (STATS & AUTO) ON LINE ECHS CARD	:	8979800177
ECHS JT DIRECTOR (MEDICAL & CLAIMS)	:	011-25683475
ECHS DIRECTOR (MEDICAL)	:	011-25683476
ECHS DIRECTOR (OPS & COORD)	:	011-25684847
PCDA (P) PRAYAGRAJ/SPARSH HELPLINE	:	1800-180-5325
CGPAO, NOIDA	:	0120-2975733

SELF PHOTO
(as on date of retirement)

SELF & FAMILY PHOTO
(as on date of retirement)

PERSONAL IMPORTANT RECORD
(For NoK Reference)

1. Name (as per service record) _____
2. Rank (as on date of retirement) _____ P.NO. _____
3. PPO No (SPARSH) _____ SPARSH Login website Password _____
4. ECHS Website user ID(Mob No) _____ ECHS Website Login Password _____
5. Blood Group (Self) _____ (Wife) _____ Email ID _____
6. Email ID Password _____ Registered Mob No. _____
7. CSD Canteen Card (Grocery) _____ CSD Canteen Card(Liquor) _____
8. PRDIES Certificate No. _____ Valid up to _____
9. Pension Commutation Restoration date (If pension commuted) _____
10. Aadhaar Card (Self) _____ Aadhaar Card (Spouse) _____
11. PAN Card (Self) _____ PAN Card(Spouse) _____
12. Pension Bank Account No. _____
13. Pension Bank Branch _____
14. Name of Nominee in Pension paying Bank Branch _____
15. Any other bank Account/Bank/Branch _____
16. House related Information(Home Loan A/C No.etc.) _____
17. House User ID _____ Password _____
18. Life Insurance Policy No. _____ due date _____
19. Other Health Insurance Policy (if any) _____
20. Any other important information _____