

## **ISSUES TO BE DISCUSSED DURING INTERACTION**

1. Pension related issues i.e pension credited incorrect, non-implementation of family pension.
2. Non receipt of ECHS / CSD smart cards.
3. Loss of Discharge Book and PPO.
4. Issue of Service particulars and family details.
5. Endorsement of disability to PPO and discharge book.
6. Family details not endorsed in Discharge Book.
7. Employment of their dependents.
8. Issue relating financial assistance.
9. Requirement of medical equipment / accessories.
10. Registration on DIAV Portal (blank forms to be carried for normal regn).
11. Settlement of issues.
12. ESM is registered on DIAV portal. ESM registered on himanshi life certificate portal.
13. Name and DOB correctly recorded in ESM PPO / Pension book and same as in Aadhaar Card & all documents.
14. Name of spouse correctly recorded in PPO / Pension book.
15. DOB of spouse correctly recorded in PPO / Pension book.
16. Pensioner Widow / ESM above 80 Yrs is receiving enhanced pension 20%, 30%, 40% or 100%.
17. Part order for all children published with correct name and DOB.
18. Is there any disabled handicap child (if yes has the disability certificate and part II of disability proceedings available).
19. Awareness about various welfare schemes like ADLS, Demise grant, Daughter Marriage Grant, CEA, Ex Gratia, Edn Scholarship.

The above points have been discussed during interaction with ESM/Widow/Veteran & there is no grievance.

Rank: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_