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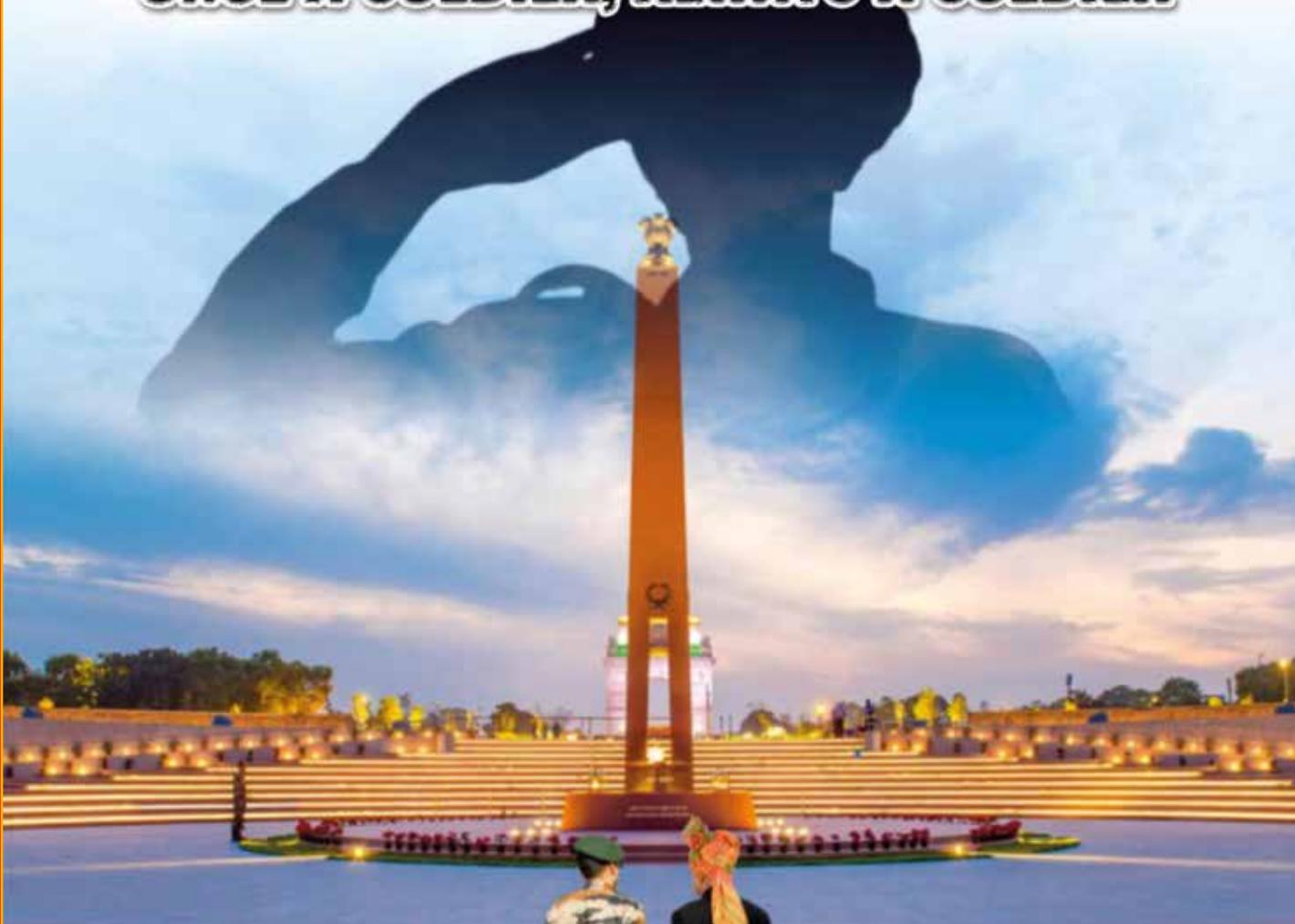
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AN INDIAN ARMY PUBLICATION

February 2025



VETERANS ONCE A SOLDIER, ALWAYS A SOLDIER



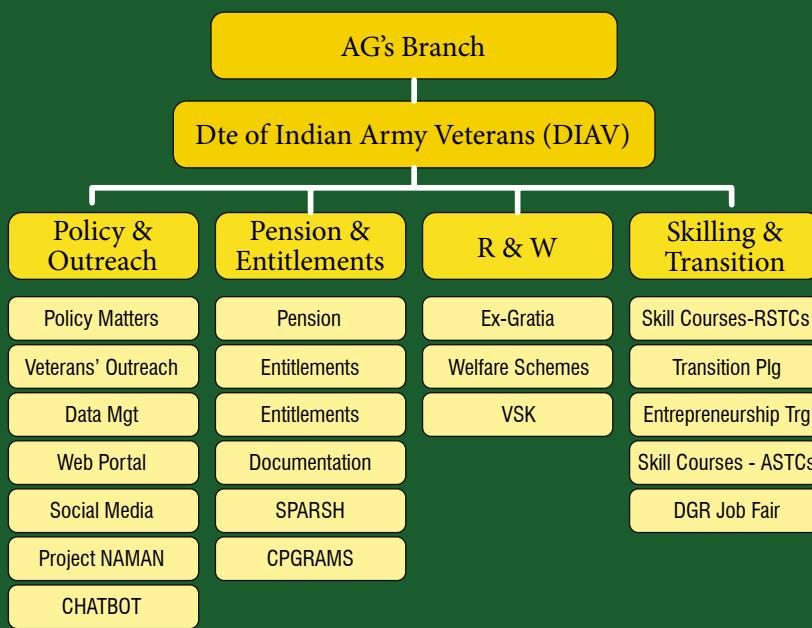
DIRECTORATE OF INDIAN ARMY VETERANS (DIAV)



- DIAV was raised in 2016 to meet the aspirations of the veteran's fraternity to provide 'Single Window welfare and Grievances Redress mechanism for all Army Veterans, Widows and Next of Kin (NoK) by continually interacting with all stakeholders in the veterans' affairs ecosystem to include MoD (DESW), DGR, KSB, RSB, ZSB, CGDA, PC As, Banks, State Governments, Line Directorates, Skilling Agencies and Placement Partners across the country.
- The raising of DIAV has strengthened the hands of the veteran community for grievance resolution in a reduced time frame.
- To ensure outreach to max veterans the following has been established:-
 - 30 x Colonel Veterans one each at every Area and Sub Area HQ
 - Five Dir Veterans one each at five Command HQ less HQ Northern Command and ARTRAC.
 - 226 Station ESM Cells one at each Military Station.



ORGANISATION : DIAV



Directorate of Indian Army Veterans Family Pensioner

Helpline: 011-25664100- WhatsApp: 9910964067 Email: diav.vsk@gov.in

Service Pensioner

Helpline: 011-25664200
WhatsApp: 9910610866
Email: veteranscell-army@nic.in

Officers' Record Office

Helpline: 011-20863044, 8800352938, 8368051743

CMP

Helpline: 155306

ECHS

Helpline: 1800 114 115

DAIV PORTAL



Multi Lingual Website

VSK+ Login Link

Chatbot Sambandh

Social Media Links

Register your Grievance

Ask A Question

The Indian Army Veterans Portal is an informative website where essential updates and services related to ex-servicemen and their families are regularly uploaded. It provides information on ECHS (Ex-Servicemen Contributory Health Scheme), pension-related matters, SPARSH (System for Pension Administration), job opportunities for veterans, important advisories, and various welfare schemes. The portal serves as a one-stop platform to help veterans stay informed, access necessary support, and benefit from various government and Army initiatives.

www.indianarmyveterans.gov.in

CHATBOT: SAMBANDH

DASHBOARD ADMIN

Utility Features : Chatbot Sambandh Veterans / Nok

SPARSH Pension

ECHS

Welfare Schemes

CSD

Advisories / FAQs

Grievance / Query Registration

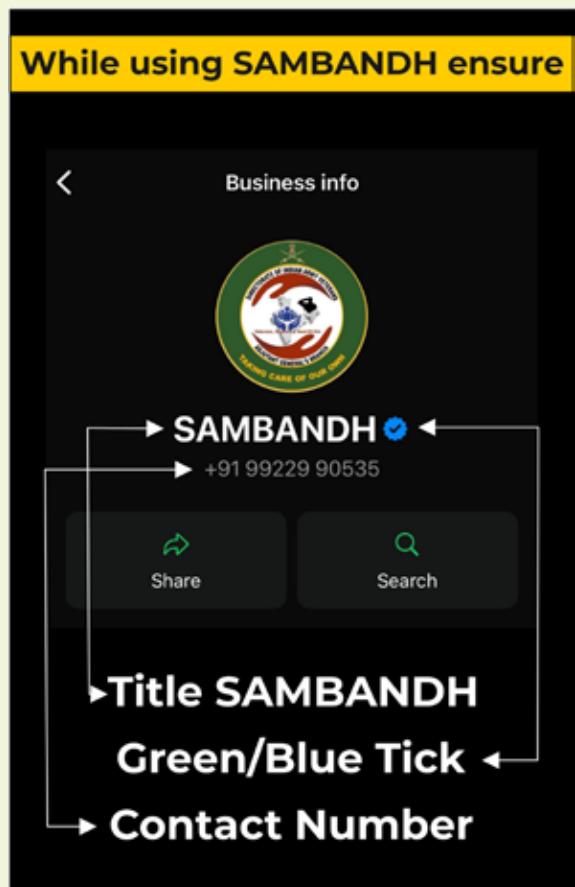
Message Initiation

Response from Veteran/Widow/Nok

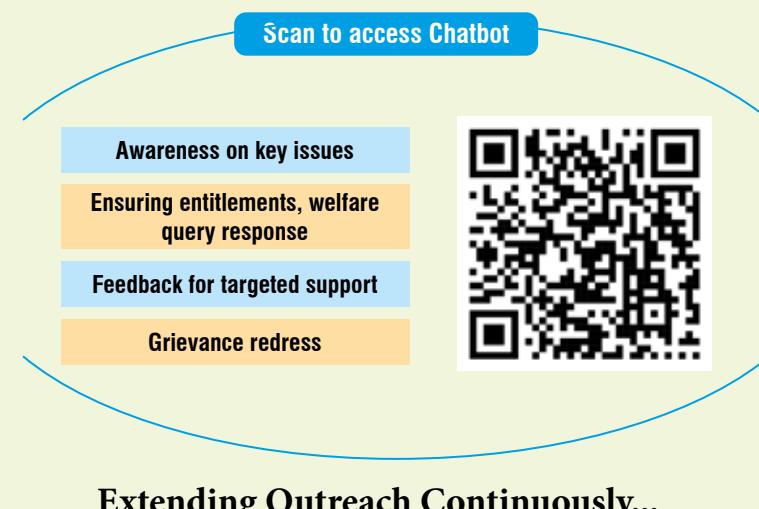
FEATURES

| | | |
|--|---|--------------------------------------|
| Deep reach | Bulk text, voice, video & document facility | Bi-Lingual (English & Hindi) |
| Inherent connectivity & consent | Pre-defined, timed messages urging response | Structured & Non Structured Response |
| Popular & User-friendly platform | Desktop version for Admin control | Auto Follow Up Mechanism |
| Mass Info Dissemination & Interactive platform | Data capture & Customised Analytics | Verified Account Adds Credibility |
| Info Push & Conversational Int | Targeted Outreach for Need-based assistance | Header Provides Authenticity |

DASHBOARD VIEW



- CHATBOT SAMBANDH was launched by COAS as part of Army Day 2024 on 11 Jan 2024.
- SAMBANDH aims to keep the relationship between the retired and the organisation vibrant and meaningful.
- SAMBANDH is in collaboration with Meta first, where WhatsApp is being used as a welfare platform.



PROJECT NAMAN

HIGHLIGHTS

- Launched on 30 Aug 24
- SPARSH centric Common Services Centres (CSCs)
- Staffed by trained Veteran/NOK
- Creates entrepreneurial opportunities for Veterans and NOKs
- 1st Phase - 14 CSCs established
- Provides SPARSH, Government-to-Citizen & Business-to-Consumer services
- Collaboration with leading banks



PLANNED EXPANSION

PHASE II 100 MORE LOCATIONS

PHASE III 100 MORE LOCATIONS



We Pride in Taking Care of Our Own



Online Facilities

Change Polyclinic

Change in Mob No of Dependents

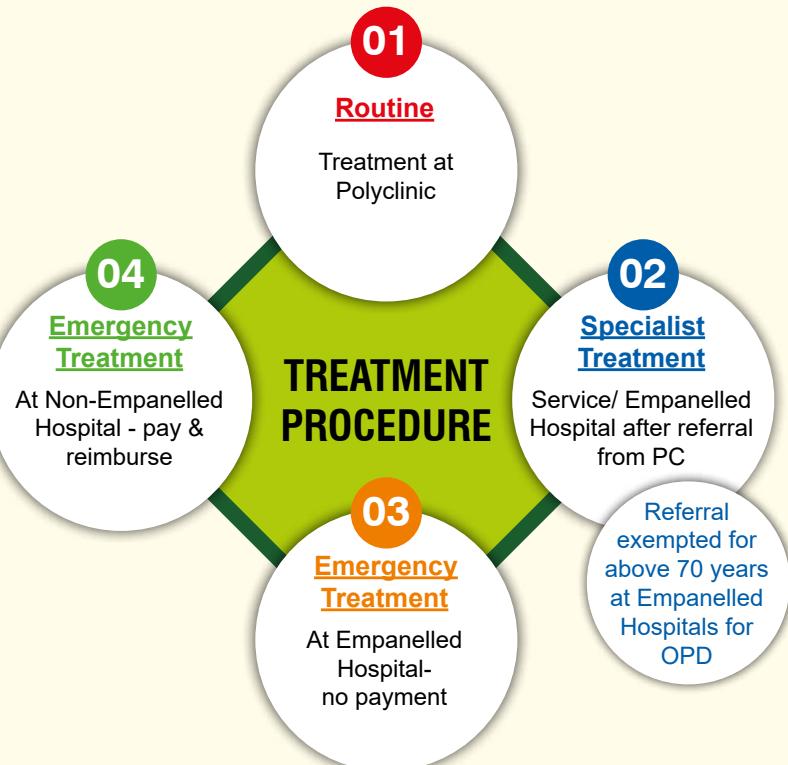
Data Amendment

Card Management

Claim Processing

Recent Initiatives.

- 23 New Polyclinics have been sanctioned and 50 have been upgraded in 2024.
- Enhanced Common Drug List has been implemented to ensure availability of medicines at Polyclinics
- During last one year AIIMS Bhopal, Raipur, Allahabad, Hyderabad and Gorakhpur have been empanelled
- Upgraded Mob App, designed and developed by ECHS has been launched
- E-SeHAT Software is being developed for tele medicine consultation for aged/ infirm veterans/ dependents
- Proposal for delivery of medicines through Authorised Local Chemist (ALC) is under process



ECHS Mobile App.

- Upgraded UI
- Easy Registration Process
- Online Pre-booking
- Referral & Smart Card History
- Apply for Annual Validation
- Check Card Application, Eligibility & Claim
- Search Empanelled Hospital List
- Apply for ECHS SPARSH Volunteer Services



VETERANS & VEERANGANA SEWA KENDRA (VSK+)

Veerangana Sewa Kendra was operationalised at DIAV, AG's Branch on 10 Nov 2022. The Project VSK was launched as a single window info-dissemination, query response and grievances- redress facility through a call centre based proactive approach methodology for Indian Army widows & NoK.

VSK staff comprises of Army Widows that provide inherent connect and empathy with the target population. These Veeranganas, as part of the project have become role models coming out of their personal tragedy to assist others who are facing the similar harsh realities of life. The involvement in the project has enhanced their confidence and self-worth.

Project leverages digital technology to connect with various stakeholders i.e Records Offices, Officers Record office, ECHS, AWWA, Canteen Services Directorate, Col

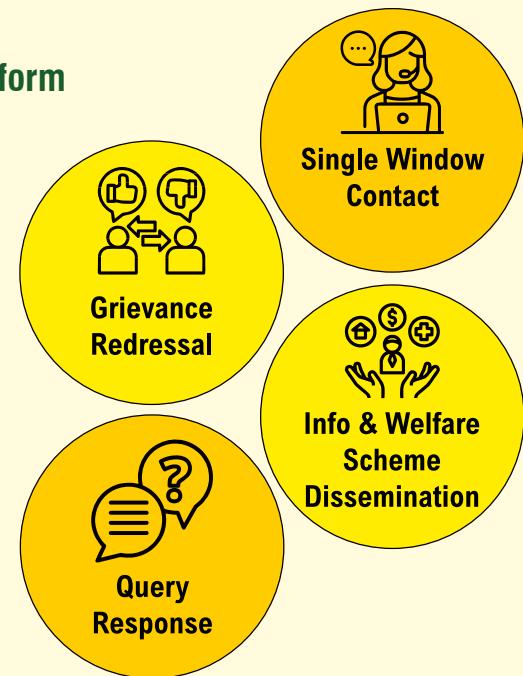
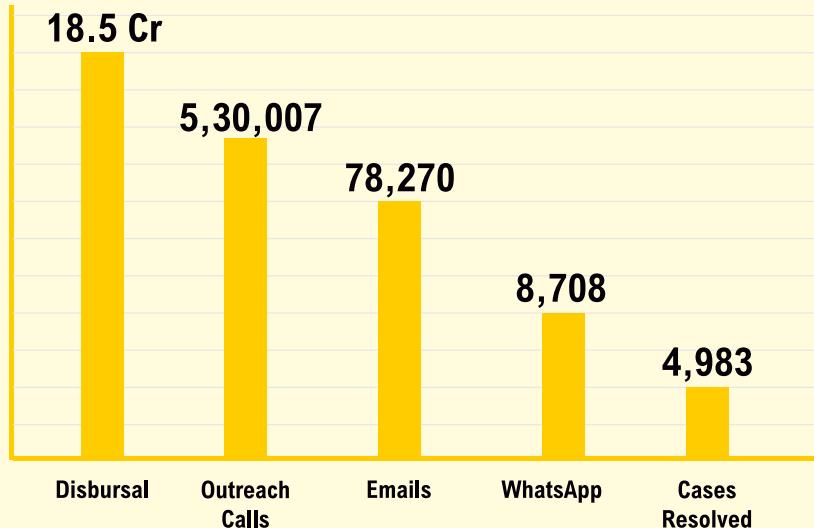


Veterans, Liason Officers at PCDA (o) and PCDA (P) on a common digital platform. Non-Military stakeholders like RSB, KSB, & ZSB are linked through e-mail.

It caters for registering grievances/query with tracking monitoring and regular feedback to the applicants. The system provides Widows/NoKs multiple means for approaching VSK through telephone call, SMS, WhatsApp, Post, e-mail and walk-ins to seek assistance. Project upgraded from VSK to VSK+ to support all veterans in the year of transformation

324 Stakeholders connected on a common Platform

VSK+ GROWING OUTREACH



Daily 700 to 900 Calls - 70% Resolution Same day

Contact us at: Helpline: 011-25664100, 011-25664200 | WhatsApp: 9910964067, 9910610866 | Email: diav.vsk@gov.in

SHAURYA SAMPRAVAH 1.0



In a forward-looking initiative, the Indian Army convened a formal interaction with senior veteran officers Shaurya Sampravah 1.0, at the Manekshaw Centre in Delhi. This landmark event, spearheaded by General Upendra Dwivedi, Chief of the Army Staff (COAS), represents a major step towards harnessing the rich experience and insights of the veteran community to shape the future of the Indian Army and contribute to the Nation's growth.

This interaction marks a significant milestone in the Indian Army's journey towards a more inclusive and forward-thinking approach to military leadership. It reflects Indian Army's dedication to leveraging the strengths of its extended family, ensuring that both serving personnel and veterans are integral to its vision of a modernised, transformed force, fully capable of safeguarding the Nation's future.



Harnessing Experience to Shape Future

VETERAN ACHIEVERS AWARD

Veteran Achievers Award has been institutionalised to recognise the outstanding achievements of veterans. The award aims to showcase the contribution of veterans towards society and Nation Building. The award is being conferred by the COAS during the monthly Retiring Officers Seminar (ROS) and also during visits to various formations.

Five Veteran Achievers were felicitated in ADP 2025 for the 1st time



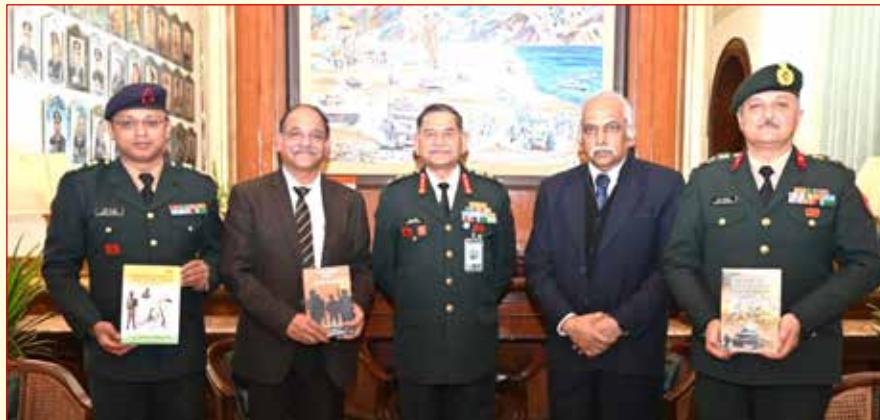
RESPECT AND RECOGNITION

CHIEF'S PAGE



COAS addressed The Fourth Edition of 'Strategic Leadership Perspective Planning Programme' for Senior Military Leaders of the Indian Army and Secretary level officers from Ministry of Defence. He spoke on the vision of transforming Indian Army as part of the Decade of Transformation and Year of Reforms, focusing on modernisation and future-readiness.

COAS addressed the media on 13 Jan. He declared 2025 as the 'Year of Technology Absorption' for the Indian Army and addressed key issues of Security, Modernisation and the pivotal role of Indian Army in Nation Building.



Serving and Veteran authors presented their books to COAS. The books covered a wide range of topics ranging from Indian Army in Nation Building to AI for the Forces and Combating Climate Change.

COAS visited the National Cadet Corps Republic Day Camp 2025 & reviewed the 'Guard of Honour' presented by the immaculately turned-out NCC Cadets of the Army, Navy and Air Force wings. He interacted with the cadets & appreciated their enthusiasm & zeal to join the Armed Forces.



COAS, accompanied by President AWWA, visited the Paraplegic Rehabilitation Centre, Khadki. He commended the centre for its exceptional care and relentless efforts to empower soldiers, fostering self-reliance and unwavering motivation in the face of challenges.

SNIPPETS



Gajraj Corps executed a combat free-fall exercise displaying unmatched skill and precision in Tamulpur. The exercise enhanced interoperability and displayed synergy in conduct of joint tactical operations in every terrain.



Hon'ble President Smt Droupadi Murmu conferred Arjuna Award, 2024 on Subedar Hokato H Sema and Mrs Simran, wife of Naik Gajendra Singh in recognition of their outstanding achievements in Para-Athletics.



Mrs Sunita Dwivedi, President AWWA visited Asha School, Pune. She affectionately engaged with the talented children and appreciated the efforts of special educators in empowering children with special needs.



The Centre for UN Peacekeeping & Centre for Land Warfare Studies, Collaborative Seminar was conducted in New Delhi, centred around the theme "Adapting Modern Peacekeeping Strategies to Contemporary Threats."



Naib Subedar Salam Sunil of the Army Kayak and Canoe Node clinched the Gold medal in the C1 200m event at the Asia Cup held in Hong Kong, China. His remarkable performance secured a spot on the podium, bringing pride and glory to the nation.

18th edition of Exercise SURYAKIRAN was concluded at the Nepal Army Battle School, Saljhandi, Nepal. The Exercise enhanced the interoperability between the Indian Army and the Nepali Army in conducting counter insurgency operations & HADR operations under the UN mandate.



CEREMONIAL

On the occasion of 76th Republic Day, Shri Narendra Modi, Prime Minister of India, accompanied by CDS and three Service Chiefs, paid homage to the fallen soldiers by laying wreath at the National War Memorial on 26 January 2025.



Remembering the supreme sacrifice of fallen brothers-in-arms on the occasion of the 9th Armed Forces Veterans' Day, a Wreath Laying Ceremony, was conducted at the National War Memorial.

COAS reviewed the Army Day Parade showcasing the Indian Army's unmatched discipline, valour and commitment. The parade reflected the Indian Army's continuous progress and unwavering dedication towards safeguarding the nation and upholding the values of selfless service and sacrifice.



The grand Beating Retreat Ceremony at Vijay Chowk, New Delhi marked the solemn conclusion of the Republic Day 2025 celebrations. The mesmerizing symphony of martial tunes, played by the Indian Army band, resonated with the spirit of our nation's strength and unity.

EQUIPMENT OF THE MONTH

Key Features

The Bajrang, officially known as the Mahindra Armored Light Specialist Vehicle (ALSV), is a lightweight, four-wheel-drive, air-transportable tactical armored vehicle developed by Mahindra & Mahindra Limited for the Indian Army and Special Forces. Designed to meet diverse operational requirements, the ALSV offers enhanced protection and mobility across various terrains.

Specialty

Make in India Initiative: It supports "Make in India" initiative, emphasizing indigenous design, development, and manufacturing. Developed by Mahindra & Mahindra Limited, the ALSV is produced in Chakan, Maharashtra. The vehicle meets international standards while catering to the specific needs of the Indian Armed Forces.

Utility and Usage: The ALSV's modular design allows for various configurations to suit multiple military roles, including:

- ◆ Armored Protection Vehicle: Available in 6 or 8-seater variants for troop transport.



Technical Details

- ◆ Curb Weight: 2,500 kg
- ◆ Engine: 3.2-liter, 6-cylinder multi-fuel turbocharged diesel
- ◆ Maximum Speed: 20 km/h
- ◆ Payload Capacity: 1,000 kg
- ◆ 4x4 capability with front and rear differential locks
- ◆ Protection against IEDs, hand grenades, and anti-personnel mines

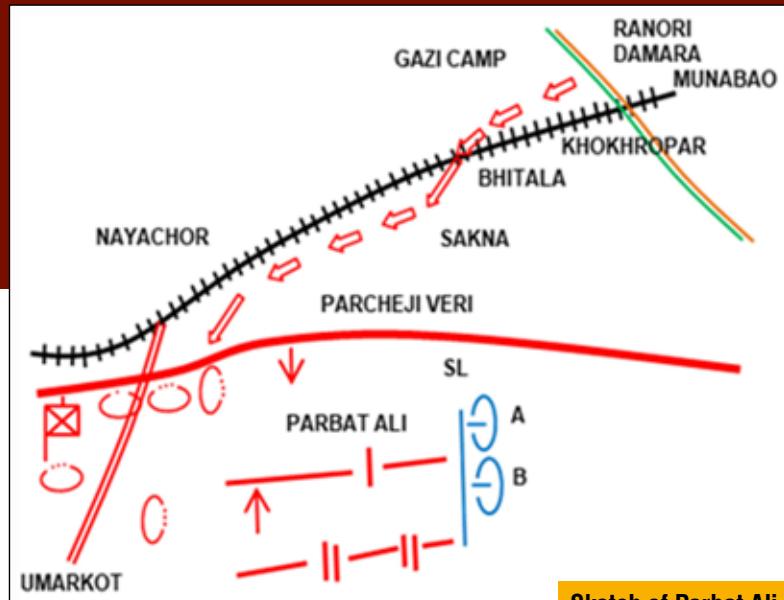


- ◆ Light Armored Ambulance: Equipped for medical evacuation in combat zones.
- ◆ Command and Control Vehicle: Outfitted with communication equipment for battlefield management.
- ◆ Ammunition Carrier: Designed to transport ammunition safely to frontline units.
- ◆ Vehicle Mounted Infantry Mortar System: Integrated with an 81mm or 120mm mortar system

BATTLE OF PARBAT ALI : 1971



Lt Col SD Mehta, VSM



Sketch of Parbat Ali

When Pakistan attacked India on 03 Dec 1971, 2 MAHAR was located at HARSANI in BARMER Sector. The battalion was tasked to infiltrate behind the Pakistani defences at GAZI CAMP and KHOKHROPAR to capture BHITALA to block the flow of enemy re-inforcements to KHOKHROPAR. They had to capture KHOKHROPAR and destroy withdrawing Pakistanis in accordance with the plan of the Brigade. BHITALA was secured on 05 December 1971. The advance continued in spite of own columns being hit heavily by Pakistani Air Force and 2 MAHAR secured PARCHE-JA-VERI against heavy odds. On 07 December 1971, 2 MAHAR and 10 SIKH were tasked to capture Apex which was a screen position. The objective was secured on 11 December 1971 and enemy screens were driven back. Two reconnaissance patrols led by 2nd Lieutenant TM Ganapathy and 2nd Lieutenant AK Mamgain reported that PARBAT ALI was well defended.

Parbat Ali was a bald hillock, in a sandy wasteland 65 kilometers inside Pakistan along Munabao-Chor axis. It was held by two companies of 39 Frontier Force Rifles of the enemy with one platoon of mortars and four Medium Machine Guns. The defences were well coordinated with deep mine fields of approximately 2500 metres frontage.

The battalion faced heavy resistance while negotiating the mine field. The outer crest of Pak defences was broken but the defences in depth were

still active. The assaulting troops kept the momentum of attack fighting fearlessly, pushing ahead, firing weapons from the hip and mopping up the enemy forces from trench to trench. Pakistani troops offered tenacious resistance but the gallant MAHARS fought valiantly at every step and captured the objective in a bloody inch by inch battle to declare victory on 13 Dec 1971. The battalion successfully repulsed three fierce counter attacks from the enemy. The Battalion earned four Vir Chakras, one Vishisht Seva Medal, three Sena Medals and three Mention-in-Despatches. The battalion was awarded the Battle Honour "Parbat Ali" and Theatre Honour "Rajasthan & Sindh - 1971".



Tri Colour hoisted atop Parbat Ali on 13 Dec 71

COMMUNIQUE

RENEWAL OF MEMORANDUM OF UNDERSTANDING WIH SBI

Indian Army and State Bank of India have renewed the existing Memorandum of Understanding (MoU) for providing banking services and Personal Accidental Insurance compensation in case of accidental death or disability for serving and retired personnel of Indian Army. The MoU has been extended by another three years till 2028.

- The MoU provides enhanced Personal Accident Insurance (Death/ Disability) of ₹1 Crore alongwith Term Life Insurance of ₹10 Lakh to cover non accidental deaths of serving personnel.
- The Bank is also providing an Air Accidental Cover of ₹1.5 Crore.
- Other associated benefits include Child Education Cover of ₹10 Lakh, Girl Child Marriage cover of ₹5 Lakh alongwith Collateral Free Education Loan of upto ₹40 Lakh.
- The benefits of the MoU are also applicable to Vee Naris & family members (NOK).

CONTACT DETAILS FOR GENERAL QUERIES

- Brig PS (Pay & Policy) - 011-21411575, 32910/ brigpaypol.ps@gov.in
- Col SAPCS -9266584865, 011-21411617, 32907/ sapcs-P6@gov.in
- Col PS-3 - 9266239674, 35142 / opspsr_03@gov.in
- MP-5 (Veteran Help Desk) - 011-26757700/ 8800352938 / 8130591689 WhatsApp 8368051743 / pensionoff_3409@gov.in
- MP-6 (ORO) - 7082120960/ offr.record@gov.in
- MP-8 (I of R) - 9266379025, 011-26195676/ welfare.sol@nic.in

PERSONAL ACCIDENT INSURANCE CLAIMS : LAUNCH OF WHATSAPP CHATBOT BY ARIBL

Maximum Indian Army serving/pensioners personnel have their DSP acct with SBI. In order to facilitate timely processing of claims and necessary status info to the individuals/ NOK, SBI and Anand Rathi Insurance Brokers Limited (ARIBL) have come out with an innovative idea by launching a newly developed WhatsApp Chatbot for various PAI (Death/ Disability) claim related issues. In order to use the chatbot, the user is required to save the mob no 8657923021 in his/her mobile and avail facilities by messaging the keyword 'SBI' on WhatsApp to the a/m mob No.

Facilities Provided The chatbot will enable the user to get various info about PAI claims mentioned as under :-

- Initial intimation of claims to bank/ insurance coy and info on list of documents required to process claims.
- Downloading of claim forms.
- Status of claims which are under process including list of pending documents.
- Escalation Matrix (contact No of officials of insurance coy).

MoU BETWEEN INDIAN ARMY AND SHIV NADAR UNIVERSITY

- The Indian Army has signed a Memorandum of Understanding (MoU) with Shiv Nadar University to provide tuition fee concessions for undergraduate programs.
- This initiative offers concessions ranging from 50% to 100% for 25 seats annually, benefiting Veer Naris, the children of Indian Army personnel killed in action or declared battle casualties, as well as the wards of serving and retired Indian Army personnel.
- The concessions will take effect in the Academic Year 2025-26 and will remain in place for a period of five years.



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CONTACT FOR QUERIES

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Editor Baatchet Email : editorbaatchet@gmail.com

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