



PUBLIC DEPARTMENT

POLICY NOTE 2022 - 2023

DEMAND No. 38

Thiru. M.K. STALIN
HON'BLE CHIEF MINISTER

©
Government of Tamil Nadu
2022

CONTENTS

S. No.	TITLE	PAGE No.
1.	Introduction	1
2.	Visit of VIPs / Foreign Dignitaries to Tamil Nadu	8
3.	National Functions, Special Days, Declaration of General Holidays and Awards	10
4.	State Guest Houses	15
5.	Foreigners	23
6.	Mudhalvarin Mugavari Department	25
7.	Military	34
8.	Department of Ex-Servicemen's Welfare	36
9.	Tamil Nadu Ex-Servicemen's Corporation Limited	60
10.	State Human Rights Commission	64
11.	Conclusion	67

PUBLIC DEPARTMENT

POLICY NOTE 2022-2023

1. INTRODUCTION

The Public Department which is vested with the general administration of the State, is the principal functionary of the Secretariat. It is crucial to the smooth and effective functioning of the State just as how the heart and brain happen to be to the human body. This Department functioning directly under control of the Hon'ble Chief minister, elucubrates without breaks even during holidays, just to ensure a conscientious administration across the state.

Just as the vital organs of the human body function from within and remain invisible to the eye, best leadership leads from behind. The Public Department is one which works hard in silence, away from the gloss and shine, reaching the orders from the Secretariat to the farthest and

smallest of towns, handling everything from Law and Order to the welfare of the Non-resident Tamils.

The pivotal and decisive positions of the state are being held by the officers Indian Administrative Services with the District Revenue officials at their heels and the establishment of all these officers are being handled by the Public Department.

It is dubbed the Public Department not without a reason. The Public Department comes by to shoulder all those responsibilities that the other Departments fail to take up and also acts as a linking pin to the multifarious functions of the various departments. It is this Department that holds together the minutest of delicate aspects and flawlessly stages several events, be it the swearing-in ceremony of the Hon'ble Governor, Hon'ble Chief Justice or the Cabinet Ministry.

It is this Public Department that is designated with the duty of rolling out the red carpet to those VVIPs from other States, Ambassadors and High Commissioners of other countries and the Premiers of foreign nations, play the perfect host and see them off with warmth.

The Public Department carries out meticulously the nuances of protocols by constant liaison with the External Affairs Ministry, Foreign Embassies and other Ministries.

The Public Department plays an indispensable role catering the requirements of the Judiciary as well as the establishment of District Judges and Law Officers to the High Court as the Judiciary happens to be one of the three fundamentals of the Democracy apart from the Legislative and the Executive.

The various State Guest Houses at Chepauk and Chintadripet in Chennai, Tamizhagam at Ooty and Tamil Nadu House at New Delhi, bear a very critical function of offering the warmth of a home to all those visiting Officials from other districts. The Public Department maintains, upgrades and renovates the above said facilities and helps them play the perfect host.

List of other responsibilities of the Public Department are:

Foreigners

- Implementation of Foreigners Act, 1946
- e-Sanad services Project

Welfare

- Welfare of the Sri Lankan Tamils who returned to motherland and are accommodated in various camps and residing outside camps in the State

- Welfare of Non-Resident Tamils and coordinating their contributions to native place (*Thaai mann*)
- Welfare of Ex-Servicemen and their families and the administration of the Tamil Nadu ExServicemen Corporation (TEXCO)
- Grant of pension and implementation of welfare schemes for freedom fighters and ex-INA personnel

Human Rights

- Implementation of Protection of the Human Rights Act, 1993, matters related to the State Human Rights Commission (SHRC) and the National Human Rights Commission (NHRC).

Law and Order

- Maintenance of Law and Order and also Constituting of Inquiry Commissions
- Implementation of National Security

Act, 1980 and Conservation of Foreign Exchange and Prevention of Smuggling Activities Act, 1974 (COFEPOSA)

Military

- Issues related to Centre-State relations including the National Integration Council, Inter-State Council and Southern Zonal Council
- Liaison with the Armed Forces i.e. the Indian Army, the Indian Navy, the Indian Air Force and the Indian Coast Guard.

Redressal of Grievances

- Processing and disposal of petitions received at the Mudhalvarin Mugavari Department.

Others

- Arrangements of Celebration of National functions such as Independence Day and Republic Day.
- Carry out the tasks concerning the conferment of State Awards to the eligible persons.
- To identify the eligible persons and make recommendations for the awards given by Union Government.
- Arrangements for Cabinet Meetings as and when necessary.
- Declaration of Public and Local Holidays.
- Maintenance and administration of the Buildings in the Secretariat.
- Administration and management of the Aviation Wing of the Government.

2. VISIT OF VIPs/FOREIGN DIGNITARIES TO TAMIL NADU

Public (Protocol-I) Department deals with the protocol and security arrangements for the visits of the Hon'ble President of India, the Hon'ble Vice-President of India, the Hon'ble Prime Minister of India, Foreign Dignitaries in the rank of Heads of States, Foreign Ministers, Ambassadors / High Commissioners in India to Tamil Nadu and arranging appointments for Foreign Dignitaries with the Hon'ble Governor, Hon'ble Chief Minister and Chief Secretary to Government with the approval of the Ministry of External Affairs, Government of India.

The Hon'ble President of India had visited Tamil Nadu from 02.08.2021 to 06.08.2021 for the centenary celebration of Tamil Nadu Legislative Council. During the visit, the Hon'ble President of India unveiled the portrait of the former Chief Minister of Tamil Nadu

Muthamizh Arigzhnar Dr.Kalaignar M. Karunanidhi on 02.08.2021 in the Legislative Assembly Hall of Tamil Nadu Secretariat, Fort St. George, Chennai.

From May 2021 till March 2022, the number of VVIP visits to Tamil Nadu are as follows:-

VVIP	No. of Visits	
Hon'ble President of India	-	1
Hon'ble Vice President of India	-	7
Foreign Ambassadors	-	8
Foreign Ministers	-	2
Consul Generals	-	11
Hon'ble Chief Justice of Supreme Court	-	1
Total		30

3. NATIONAL FUNCTIONS, SPECIAL DAYS, DECLARATION OF GENERAL HOLIDAYS AND AWARDS

Public (General-I) Department is the Nodal Department for organizing the observance of important National Days such as Republic Day and Independence Day with requisite patriotic fervour throughout the State. Every year, arrangements are made for the celebration of Republic Day at Marina – Chennai, where the Hon'ble Governor of Tamil Nadu hoists the National Flag. This is followed by ceremonial march past and cultural events. Further, arrangements are also made for the celebration of Independence Day, where the Hon'ble Chief Minister hoists the National Flag at the Ramparts of Fort St. George, Secretariat, Chennai.

This Department also declares and arranges for administering pledge on special days like Martyrs' Day , Social Justice Day , Equality Day etc.

As per the Hon'ble Chief Minister announcement under rule 110, the Government of Tamil Nadu declared September 17th, as '**Social Justice Day**' to celebrate the birth anniversary of reformist leader Thanthai Periyar. This day will now be celebrated every year by taking pledges in all offices, workplaces and State Secretariat to comply with values on the basis of such lofty ideals consisting of equality, brotherhood, self-respect and rationalism.

As per the announcement of the Hon'ble Chief Minister under rule 110 on 13.04.2022, the Government of Tamil Nadu announced to celebrate April 14th, the Birthday of Dr. B.R. Ambedkar as "**Equality Day**" by taking oath against caste discrimination.

The Government of Tamil Nadu has announced **Thagaisal Tamizhar** Award for the Development of Tamil Nadu and Tamil Ethnic in the year 2021 and the first award was presented to Thiru. N. Sankaraiah for his contribution to the

development of Tamil Nadu and Tamil Community.

Tamil Thai Vazhuthu, a song written by Manonmaniam Sundaranar Pillai has been declared as the **State Song** on 17th December 2021 by the Government of Tamil Nadu. The Government order mandates that Tamil Thai Vazhuthu would be sung at all public events in educational institutes and government Offices. Except for the differently-abled and pregnant women, everybody should stand up while it is played or being sung.

Anna Medal for Gallantry and Kalpana Chawla Award for Courage and Daring Enterprise are other awards announced by this department. Applicants may apply through online (awards.tn.gov.in) and awardees are selected by the Committee consisting of Secretaries to Government.

In addition to the above, recommendations for the Civilian awards given by the Government

of India such as Padma awards, Gallantry awards, Sardar Patel National Unity Award, Kabeer Puraskar Award for Communal Harmony and Gandhi Peace Prize are forwarded to Government of India by this Department.

In 1957, the Government of India delegated powers to all the State Governments to declare Public Holidays under the Negotiable Instruments Act, 1881 in their respective States. The issuance of notification of Public Holidays under Negotiable Instruments Act, 1881 is declared by this Department.

Regarding, the Public holidays for the Nationalized and Co-operative Banking Institutions, under the Negotiable Instruments Act, 1881 reports have been called for from the following authorities for finalizing the list of holidays:-

The Commissioner, Hindu Religious and Charitable Endowments; the Chief Kazi to

Government of Tamil Nadu; the Secretary, Diocese of Madras, Church of South India; the Chancellor, Archdiocese of Madras, Mylapore; Reserve Bank of India, Chennai; Positional Astronomy Centre, Kolkata; India Meteorological Department, Govt. of India, Kolkata; Indian Institute of Astrophysics, Bangalore; the South India Chamber of Commerce and Industry, Chennai; Bhagawan Mahaveer Ahimsa Prachar Sangh, Chennai.

Accordingly, orders issued prescribing the list of Festivals and occasions to be declared as Public Holidays every year, under Negotiable Instruments Act, 1881.

4. STATE GUEST HOUSES

Public Department maintains the following 6 Guest Houses across Tamil Nadu & New Delhi

- 1) The State Guest House, Chepauk, Chennai;
- 2) New Guest House, Omandurar Government Estate, Chennai;
- 3) Government Rest House, Chinthadripet, Chennai;
- 4) Tamizhagam Guest House, Udagamandalam;
- 5) Vaigai Tamil Nadu Illam, New Delhi and
- 6) Podhigai Tamil Nadu Illam, New Delhi.

State Guests: The VVIPs and VIPs such as Hon'ble President of India, Hon'ble Vice-President of India, Hon'ble Prime Minister of India, Hon'ble Chief Justice of India, Supreme Court, Hon'ble Governor's of other States, Former Presidents of India, Former Vice-Presidents of India, Former Prime Ministers of India, Speaker and Deputy Speaker of Lok Sabha, Union Ministers, Leader of Opposition in Lok Sabha and Rajya Sabha, Chief Ministers and Ministers of

other States, Deputy Chairman, Niti Aayog, Speakers and Deputy Speakers of Legislative Assemblies other States, Comptroller and Auditor General of India, Chairman / Members of various Commissions appointed by the Union Government, Foreign Dignitaries, Hon'ble Judges of Supreme Court and High Courts, Secretaries from Union Government, who are visiting Tamil Nadu are treated as State Guests and they are extended with the State Guest facilities such as reception, board and lodging, Medical service, Telephone charges, Transportation and Security arrangements. The Security will be provided as per the scale, fixed by the Ministry of Home Affairs, Government of India.

Paying Guests: As per protocol manual, visitors not coming under the category of State Guests will be treated as Paying Guests. Board, Lodging and Transportation will be provided to them in the Government Guest Houses on payment basis.

4.1. State Guest House, Chepauk, Chennai

The State Guest House at Chepauk, Chennai was established in 1970 and at present has 33 rooms (6 Suite rooms, 11 Deluxe Double bed rooms and 16 Standard Single bed rooms).

4.2. New Guest House, Omandurar Government Estate, Chennai

The New Guest House, Omandurar Government Estate consists of 40 Deluxe Double bed rooms, 4 mini Conference Halls of seating capacity 20 each, 2 large Conference Halls of seating capacity 40 each, 2 dining halls and Gym.

The reservation of the rooms for the State Guests and Paying Guests in the State Guest House, Chepauk and New Guest House, Omandurar Government Estate can be made online through www.sgh.tn.gov.in.

The total sanctioned staff strength of both the Guest Houses is 89, and working under

administrative control of the Reception Officer (Joint State Protocol Officer).

4.3. Government Rest House, Chinthadripet, Chennai

The Government Rest House, Chinthadripet was established in 1981 and its reconstruction is under process.

Details of Guests provided with accommodation in the Guest Houses from 07.05.2021 to March 2022 are as follows:-

S.No.	Guests	State Guest House, Chepauk, Chennai	New Guest House, Omandurar Government Estate, Chennai
1.	State Guests	26	45
2.	Paying Guests	414	695
Total		440	740

4.4. Tamizhagam Guest House, Udhagamandalam

The Tamizhagam Guest House, Udhagamandalam, which was known as "Arranmore Palace" was built by the Maharaja of

Jodhpur, in the year 1925. The Government of Tamil Nadu has purchased the palace from the Maharaja of Jodhpur and took over the possession in 28.12.1958. The Guest House has an extent of 36 acres with lush lawns and garden maintained by the Horticulture Department with 4 suites, 35 rooms, 1 dormitory, Conference Hall of seating capacity of 200 and mini meeting hall with seating capacity of 30.

Tamizhagam serves in providing accommodation and catering facilities to the VVIPs, State Cabinet Ministers, Esteemed Members of Judiciary, Tamil Nadu Government Officials and Officials of the State Autonomous bodies who are visiting Udhagamandalam on Official Duty. The Guest House is supervised by Reception Officer (Thasildhar Cadre) and has staff strength of 13. Various facilities like modern GYM, Billiards table, Tennis Court etc., are available in Tamizhagam Guest House.

Room reservations can be done through [https:// tamizhagamguesthouse.tn.gov.in/](https://tamizhagamguesthouse.tn.gov.in/).

Details of the Guests who visited Tamizhagam Guest House from 07.05.2021 to 31.03.2022.

Sl.No.	Guests	Numbers
1.	State Guests	01
2.	Paying Guests	939
Total		940

4.5. Tamil Nadu House, New Delhi

In New Delhi, two Tamil Nadu Houses (i.e. Podhigai Tamil Nadu Illam & Vaigai Tamil Nadu Illam) are functioning under the control of Tamil Nadu Government. Tamil Nadu House is functioning under the control of Additional Chief Secretary/Chief Resident Commissioner and Resident Commissioner. The Tamil Nadu House is administered by different wings such as Reception Wing, Catering Wing, House Keeping Wing, Engineering Wing, Liaison Wing, Establishment Wing and Accounts Wing. The reservation of

rooms for Government Officials are made online through <http://tnhouse.tn.gov.in>.

4.5.1. Podhigai -Tamil Nadu Illam

Podhigai Tamil Nadu Illam is located at Plot No.9, Tikendrajit Marg, Chanakyapuri, New Delhi on an extent of land measuring 1.966 acres is functional with effect from 16.09.2004. Podhigai Tamil Nadu Illam has total of 25 Suite Rooms and 45 Deluxe Rooms. Most services including Catering, House Keeping, Security, A.C. maintenance, Plumbing, Fire Fighting and Horticulture have been outsourced.

Auditorium is equipped with modern audio-visual equipments and is having a seating capacity of 90. A medical consulting room has been set up to provide at least minimum medical services within the premises for the welfare of the staying guests, staff and their families. General Physician is visiting on Monday, Wednesday and

Friday between 04.30 p.m. and 06.00 p.m.
Indoor fitness Centre is also available.

4.5.2. Vaigai–Tamil Nadu Illam

Vaigai Tamil Nadu Illam is located at No.6, Kautilya Marg, Chanakyapuri, New Delhi which was constructed in the year 1962 in an extent of land measuring 1.757 acres and subsequently, a three storied building was constructed in the same premises in 1976. Vaigai Tamil Nadu Illam has total of 7 Suite Rooms and 40 Deluxe Rooms. All the major services, i.e. Catering, House Keeping, Reception and maintenance of Electrical, Plumbing, and Air Conditioning are manned by the regular Staff of Tamil Nadu House, New Delhi.

Common facilities in both house include business centre with necessary electronic devices, wireless (Wi-Fi) internet connectivity and fitness centres.

5. FOREIGNERS

5.1. Foreigners Act, 1946

Ministry of Home Affairs, Government of India, has delegated powers to the State Governments to restrict the movement of a foreigner, who indulge in anti-social activities or violate visa rules under Section 3(2)(e) of the Foreigners Act, 1946, to ensure their physical availability at all times for expeditious repatriation.

Powers have also been delegated to the State Governments to deport a foreigner under Section 3(2)(c) of the Foreigners Act, 1946, on completion of sentence/Court proceedings and if nothing adverse is reported against the foreigner.

5.2. e-Sanad Project

Public Department is the State authority to authenticate certificates of those who wishes to go abroad for employment or education purpose. After verifying the genuineness from the concerned issuing authorities, the Department

attest/ apostille the documents. The services of attestation/ apostille of documents is now fully online through a portal called e-Sanad (<http://esanad.nic.in/>) initiated by the Ministry of External Affairs through National Informatics Centre. e-Sanad aims at contactless, cashless and paperless attestation services.

The certificates/ documents applied by the candidates for getting attestation/ apostille through on line portal are being verified by the Document Issuing Authority (DIA) and digitally signed by the Documents Issuing Authorities and Public (Foreigners) Department (in respect of Government of Tamil Nadu). Once digitally signed by Ministry of External Affairs, the scanned copy of the attested/ apostilled documents / certificates are despatched to the applicants by Speed Post. In Tamil Nadu the above e-sanad online service has been implemented with effect from 01.01.2009 and as on 31.03.2022, 22,206 certificates / documents have been verified through 'e-Sanad' online portal.

6. MUDHALVARIN MUGAVARI DEPARTMENT

Redressal of Public grievances is given utmost importance by this Government. A robust mechanism is brought in place to effectively deal with the Grievances of the common public. Hon'ble Chief Minister instructed to create an exclusive Department by integrating three agencies working for Grievance redressal in the State. Thus, the CM Special cell, IIPGCMS (CM helpline portal) and the Ungal Thogudiyil Muthalamaichar Department were integrated and made into one Department on 3.11.2021 and named as "**Mudhalvarin Mugavari Department**".

The objective of creating the new department was to increase accessibility for people to register their grievances through multiple modes, standardize the operating procedures for handling grievances with set timelines for resolution as per citizen charter of

Government of Tamil Nadu while offering improved quality of services.

The integrated Department “Mudhalvarin Mugavari” enabled citizens to personally hand over / send their petitions through post / courier or email it or submit through the Portal or even call over the Toll free 1100 contact for registering of petitions.

It is being ensured that the registered petitions are duly accepted by the officers of concerned departments on merits and sanction orders were issued wherever applicable. If the Petition could not be positively complied with, a speaking order stating the reasons is being given to the petitioner. From 07.05.2021 to 31.03.2022, details of the petitions disposed through this department is as below:-

Total number of petitions	Accepted	Rejected	Pending
22,24,833	10,82,180	9,65,816	1,76,837

6.1. Performance of the erstwhile Ungal Thogudiyil Mudhalamaichar Department

'Ungal Thoguthiyil Mudhalamaichar Department' was created on 7.5.2021 by Hon'ble Chief Minister to honour the commitment made to the Public during Election campaign that their grievances would be redressed within 100 days from the date of formation of new Government.

Totally 4,57,645 petitions were electronically uploaded on CM helpline portal and the registered petitions were promptly taken up for field verification and processing by the concerned field officers in the district.

The performance of this Department is monitored and reviewed directly by the Hon'ble Chief Minister and the Chief Secretary to the Government of Tamil Nadu.

By the 100th day, following due processes by the concerned departments a total of 2,29,216 petitions were positively disposed and following benefits were issued.

- ❖ 32,283 land patta, 30,455 pensions under social security schemes by Revenue and Disaster Management Department and others
- ❖ 19,664 infrastructure works including 9444 Individual Houses with a total financial outlay of Rs 544.27 crores under Rural Development and Panchayat Raj Department were taken up.
- ❖ Labour and Employment Department handled around 73,000 petitions seeking Jobs. For those who sought job opportunities, Job Melas were held in which 2254 were given job opportunities in private sector. Around 12,000 persons were enrolled for coaching classes for competitive examinations. Around 3000 persons opted for skill development.

The responsiveness of the Department reduced the grievance redressal duration to 3 months. The public to have their long pending grievances registered with the CM Cell in large numbers.

6.2. CM Helpline Call centre

The CM Helpline Call centre is a 100 seater call centre that works in 2 shifts a day, from 6.00 A.M to 10.00 P.M with standard operating procedures in place for registering, routing, escalating and closure of the grievances received and functions on all days of the week. It functions on a toll free number – **1100** where the citizen can call and register their grievances.

6.3. Innovative methods introduced to improve quality of the service

6.3.1. The CM Helpline Dashboard

Dashboard is provided to monitor the quality of disposal of public grievances across

Departments and Districts. Grievance disposal is reviewed periodically at State level and District level to encourage Departments to effectively address people's grievances.

6.3.2. District level monitoring committees

At each district, a monitoring committee has been set up with the District Revenue Officer as the head. The committee monitors the quality of disposal. Grievances that are not disposed properly or disposed without proper enquiry/field inspection are reopened and returned to the responsible officer. Reopening wrongly disposed grievances takes the monitoring mechanism one level ahead. This way more importance is given to quality of disposal rather than the mechanical disposal of grievances.

6.3.3. Appeal

Usually, in a grievance disposal platform if a deserving case is rejected by an officer, the petitioner has to file a fresh petition to the next

level officer or he re- submits a petition to the same officer seeking a positive reply/disposal. In the CM helpline portal, for petitions that are rejected, a onetime provision of appeal has been enabled where the petitioner can appeal to the next level officer. This ensures that the officers give proper reply to each petition that is submitted and that the petitions are not rejected frivolously.

6.3.4. MIS Reports

Mudhalvarin Mugavari system provides for user friendly MIS reports. In addition to the Department / District wise reports, it enables source wise, duration wise, officer wise, channel wise reports. Such detailed micro level analysis enables the officers in the field, to prioritize and target disposal of grievances. The state level officers use these reports to review the progress or laxity in disposal.

6.3.5. Feedback mechanism

Feedback from the petitioners is very essential for policy makers for improving existing policies or to devise new policies.

It enables a targeted approach and identifies area specific issues and enables higher level officers to impose thrust for the development of backward districts. It also helps assess the performance of field level officers, and bottlenecks in policy implementation

6.4. Other major activities

Mudhalvarin Mugavari Department is also following up on very sensitive issues like the welfare of the marginalized communities and that of people living in Tribal areas and the villages identified by the Special Task force. Regular review meetings are held to see that the grievances of these sections of society are taken on record and are redressed. Individual requests and petitions pertaining to the Community are

being registered and followed up until its positive disposal.

Thus the department takes every effort to not only dispose the petitions expeditiously but also ensure that the grievances are essentially redressed.

7. MILITARY

Golden Jubilee Celebrations of Victory of 1971 Indo-Pak War was held throughout Tamil Nadu from 20.07.2021 to 31.07.2021. Hon'ble Chief Minister participated in the valedictory function on 30.07.2021 and received the Victory flame which has travelled in all the four directions of the country, from the General Officer Commanding and saluted the flame. Hon'ble Chief Minister appreciated the sacrifice and valour of the War Heroes and the war widows of Indo-Pak war and felicitated them. Hon'ble Chief Minister also laid wreath and paid his respects at the Victory War Memorial on 16.12.2021 the day Indo-Pak war was won.

On November 14, 2021, 29th Southern Zonal Council Meeting was held at Tirupati, Andhra Pradesh and Senior Ministers and Senior Officers of Government of Tamil Nadu participated in the Meeting.

On 8.12.2021, the Helicopter from the Sulur base in which Chief of Defence Staff, his wife and other Army Officials travelled met with a crash near Conoor. Hon'ble Chief Minister instructed the State machinery to raise to the occasion and to extend all assistance. The Hon'ble Chief Minister visited the Defence Services Staff College, Wellington and laid wreath to Chief of Defence Staff Gen. Thiru. Bipin Rawat and other Army Officials. The Air Officer Commanding, Southern Air Command has thanked the Tamil Nadu Government, Officials and the General Public who have risen to the occasion.

8. DEPARTMENT OF EX-SERVICEMEN'S WELFARE

Armed Forces express their heroism, patriotism and loyalty to the country and symbolize our national unity. Tamil Nadu is an example to other states in the country in recognizing the heroic deeds of these soldiers, providing various welfare schemes, grants and financial assistance for their rehabilitation, providing assistance to the families of veterans / Ex-Servicemen and safeguarding the welfare of ex-servicemen. Moreover, Tamil Nadu has taken effective steps to send more number of youth to serve in the Armed Forces of the union.

The Madras Soldiers Board was constituted in 1919 to honour the services of Soldiers', Sailors' and Airmen's Forces and to protect the welfare of the retired soldiers. After the requirements were over, it was abolished in 1930. Again, when the Madras Provincial Soldiers',

Sailors' and Airmen's Board was reconstituted in 1943 by then Government of India, the Madras Soldiers' Board was also reconstituted. In 1956, it was renamed as Madras State Soldiers', Sailors' and Airmen's Board and later in 1969 as "Tamil Nadu State Soldiers', Sailors' and Airmen's Board". The Board is patronized by Hon'ble Governor and headed by the Hon'ble Minister for Ex-Servicemen Welfare.

In 1974, Tamil Nadu Soldiers', Sailors' and Airmen's Board and Madras Amalgamated fund office was merged and consequently, the Directorate of Ex-Servicemen's Welfare was established and brought under the administrative control of Social Welfare Department. In 1976, the Directorate of Ex-Servicemen's Welfare was brought under the administrative control of Public Department. The administrative expenses are being incurred by Union Government and State Government in the ratio of 60 : 40.

Tamil Nadu plays a vital role in contributing large number of youth to Indian Military. The Directorate of Ex-Servicemen's Welfare is executing the policies and schemes evolved by the Government to support Ex-Servicemen, Serving Personnel and to the families of deceased Indian Soldiers. Every year, almost 2,500 soldiers of Tamil Nadu are getting retired from the Armed Forces. Totally 1,85,678 persons, including 1,27,862 Ex-Servicemen and 57,816 Widows have registered in the Directorate of Ex-Servicemen's Welfare. The requisites and claims of Ex-Servicemen and dependent are being catered through 30 District Offices.

8.1. Major Welfare Schemes / Financial assistances of the Department of Ex-Servicemen's Welfare are as follows

1. Schemes / financial assistances from Government of Tamil Nadu.
2. Departmental Schemes / financial assistance.

- Armed Forces Flag Day Fund
- Tamil Nadu Ex-Services Personal Benevolent Fund
- Amalgamated Fund

8.2. Schemes / financial assistances from Government of Tamil Nadu

8.2.1. Monetary grant to the recipients of Gallantry /Distinguished Service Awards

Monetary grant is sanctioned to the Gallantry awardees and to the medalists of distinguished services by the Government of Tamil Nadu. During the financial year 2021-22, Monetary Grant of Rs.13.40 lakh has been sanctioned to 6 medalists of Gallantry and Distinguished Services. Further, an amount of Rs.4000/- for each Distinguished Service Medalist from Territorial Army, totaling to Rs.1,28,000/- has been sanctioned for 32 Soldiers.

8.2.2. Ex-Gratia to Battle Casualties

The Government of Tamil Nadu pays Ex-Gratia up to Rs. 20 lakh in recognition of the supreme sacrifices made by those who are killed / disabled while performing duties in war / in counter insurgency operations or while aiding the civil authorities and also to mitigate the distress of their families. This has also been extended to all Para Military personnel belonging to Tamil Nadu. An amount of Rs.1.80 crore was disbursed to 9 legal heirs of the deceased Servicemen and an amount Rs.15 lakh was disbursed to a totally disabled Para Military Force personnel. Totally an amount of Rs.1.95 crore was disbursed during the financial year 2021-22.

8.2.3. War Service Incentive

An onetime monetary grant of Rs.20,000/- and Silver Medal are given to honour the parents who have sent their only son / daughter to serve in the Armed Forces of the Union and an amount

of Rs.25,000/- and a silver medal is given to the parents who have sent more than one son / daughter to serve in the Armed Forces. During the financial year 2021-22, a sum of Rs.70.78 lakh was given to 104 parents.

8.2.4. Lump sum grant to the wards of Ex-Servicemen who join in the Armed Forces

Sanction of lump sum grant to the wards of Ex-Servicemen, so as to motivate them to join the Armed Forces and to meet out the contingencies during the period of training is detailed below :-

Sl. No.	Details	Amount Rs.
1.	To the wards of Ex-Servicemen who have been selected as Permanent Commissioned Officers in National Defence Academy/ Indian Military Academy/ Naval Academy/ Air Force Academy.	1,00,000/-
2.	To the wards of Ex-Servicemen who have been selected as Short Service Commissioned Officers of Armed Forces.	50,000/-

3.	To the wards of Ex-Servicemen who have been selected as Junior Commissioned Officers and Other Ranks of Armed Forces.	25,000/-
----	---	----------

During the financial year 2021-22, an amount of Rs.4.25 lakh was disbursed to 7 wards of Ex-Servicemen.

8.2.5. Appointment on Compassionate Grounds

Appointment on compassionate grounds is made to the legal heirs of Armed Forces personnel who died while in service or killed in action. During the period from April, 2021 to March, 2022, 53 dependents were given appointment on Compassionate Grounds by the State Government.

8.2.6. Re-employment opportunities

Since Ex-Servicemen retire from defence service at a relatively younger age and have several years of active working life left, the Government have provided reservation in

employment in Government of Tamil Nadu / Quasi Government organisations, as follows :-

Sl. No.	Details	Percentage of Reservation
1.	Vacancies under Group "C" Category	5
2.	Vacancies under Basic Services in Government and Quasi Government Organisations	10
3.	Vacancies for the post of Forest Guards	10
4.	Vacancies for the post of Forest Watchers	5
5.	Vacancies for the post of Lascars, Drivers and Night Watchmen in Offices of National Cadet Corps	25
6.	Vacancies under Group "C" category in Tamil Nadu Uniformed Services	5
7.	Livestock Inspector	5

During the period from April, 2021 to March, 2022, 482 Ex-Servicemen were given appointment in Group 'C' Category and 340 persons in Group 'D' Category in Government / Quasi Government Organisations in the State.

8.2.7. Reservations in Educational Institutions

Reservation for Children of Ex-Servicemen in Higher Education (Including Medical / Engineering Courses) is provided in various Educational Institutions.

S. No.	Course	No. of Seats
1.	M.B.B.S.,	10
2.	B.D.S.,	01
3.	B.E., Anna University.	150
4.	B.E., Lateral Entry	15
5.	B.Pharm.,	One seat in each course
6.	B.P.T.,	
7.	B.Sc., (Nursing)	04
8.	D.Pharm .,	Madurai – 04 Coimbatore – 02 Thanjavur – 02
9.	Diploma in Nursing	57
10.	B.Ed.,	Annamalai University – 02 Alagappa University – 01

S. No.	Course	No. of Seats
		Avinasilingam University- 01 in each Government and Aided Institution - 01
11.	D.T.ed.,	132 (3 Seats in each Institute)
12.	B.Sc., (Agri)	06
13.	B.Sc., (Horti)	01
14.	B.E., (Agri)	01
15.	College of Arts and Crafts	04
16.	I.T.I.,	05 (in each ITI)
17.	Polytechnic	80
18.	B.V.Sc.,	02
19.	B.F.Sc.,	01
20.	UG Course	06 (in each college) 02 (in each college having 2 branches)
21.	Part Time Polytechnic	01(in each part time polytechnic)
22.	B.L., (3/5 years)	1%

S. No.	Course	No. of Seats
23.	B.A., B.L., (Hons)	1%
24.	Indian Medicine B.S.M.S.,	01
25.	B.U.M.S.,	01
26.	B.H.M.S.,	01
27.	B.Tech., (FPT)	01

8.2.8. Dual Family Pension

The Legal heirs of retired Ex-Servicemen who also served in the Government of Tamil Nadu through re-employment is being provided Dual Family Pension, that is a Military family pension as well as a Family pension for civil work. At present 131 applications have been recommended. Of these 129 applications have been considered and family pension are being provided.

8.2.9. Equation of 15 years Army Service to Graduation

The Government have ordered that a Matriculate Ex-Servicemen who have rendered 15 years of service in the Armed Forces shall be considered eligible for re-employment to the posts for which the essential qualification prescribed is Graduation.

This order enable the Ex-Servicemen to apply for the posts where Graduation is the prescribed qualification for appointment to any reserved vacancy in Group "C" posts by Tamil Nadu Public Service Commission and Government Undertakings.

8.2.10. Temple Protection Force

The Temple Protection Force has been set up to protect the priceless idols, jewels, hundi collection and other valuables in Tamil Nadu Temples. For this, 974 Ex-Servicemen have been deployed in Temple Protection work.

8.2.11. Election Protection Work

Ex-Servicemen are deployed in Election works to assist Police on security duty during the Parliamentary/Legislative/ Local body Elections. As such, about 10,000 Ex-Servicemen are engaged in protection work on remuneration basis.

13,889 Ex-Servicemen were mobilized during Tamil Nadu legislative assembly election held in the month of April 2021 and 883 Ex-Servicemen were mobilized during local body election held in February, 2022 in the Districts of Chennai, Tiruvallur, Coimbatore, Thoothukudi, Tirunelveli and Kanniyakumari.

8.3. Armed Forces Flag Day Fund

This Fund is governed by the Tamil Nadu Flag Day Standing Committee chaired by the Hon'ble Governor. Hon'ble Minister for Ex-Servicemen's Welfare is the Vice-Chairman of this committee.

Flag Day fund is being collected to provide fund to the Ex-Servicemen for marriage, business, housing and medical related grants, Education Development fund for children and to provide fund for training programs. Flag Day fund is collected every year from 7th December to the 6th December of the subsequent year. The amount collected through Flag Day Fund is being utilized for implementing the welfare assistance schemes to the Ex-Servicemen and their dependents through two welfare funds namely Tamil Nadu Ex-Services Personnel Benevolent Fund and Amalgamated Fund.

Target of Flag Day Fund is shared at the rate of 5 % to Amalgamated Fund and the remaining collected amount to Tamil Nadu Ex-Services Personnel Benevolent Fund. In the Flag Day year 2020-21 (From 07.12.2020 to 06.12.2021) an amount of Rs.43.34 crore was collected, against the target of Rs.31.94 crore.

For the Flag Day year 2021-22 an amount of Rs.7.22 crore was collected till 31.03.2022.

Exemption has been granted under section 80 G(5) (vi) of the Income Tax Act, 1961 for the donations made to the Armed Forces Flag Day Fund.

Flag Day Brochure comprising comprehensive details on welfare schemes and grants for Ex-Servicemen is published in English and Tamil every year.

8.4. Tamil Nadu Ex-services Personnel Benevolent Fund

The Committee for the Administration of the Tamil Nadu Ex-Servicemen's Benevolent Fund, a Sub-Committee of Tamil Nadu Soldiers', Sailors' and Airmen's Board is headed by the Director of the Ex-Servicemen Welfare Department.

5% of the target fixed for Armed Forces Flag Day Fund will be shared to Amalgamated Fund. The remaining amount of Armed Forces Flag Day Collection during the year, interest from

Fixed Deposits and Licence Fee from assets are the sources of Tamil Nadu Ex-services Personnel Benevolent Fund.

Tamil Nadu Ex-Services Personnel Benevolent Fund provides World War II assistance, lifetime monthly financial assistance, various types of medical assistance, marriage grant, financial assistance for prosthetics equipment and funeral assistance to Ex-Servicemen and their widows.

Financial Assistances rendered from Tamil Nadu Ex-Services Personnel Benevolent Fund are as follows:-

Sl. No.	Name of the Financial Assistance	Amount (in Rs.)	Year 2021-2022
a. Monthly Financial Assistance			
1.	World WarII (Veterans) Financial Assistance	10,000	88,30,000/-
2.	World War (Widows) Financial Assistance	4,000	11,17,72,000/-
3.	Old Age Grant to Ex-Servicemen and their widows	4,000	4,98,20,000/-

4.	Leprosy / Tuberculosis Relief Financial Assistance / Differently Abled Financial Assistance	5,000	81,98,000/-
5.	Paralysis Relief Financial Assistance / Blind Relief Financial Assistance /Cancer Relief Financial Assistances and Mentally Retarded Child Relief Financial Assistance / Mentally affected spouse of Ex-Servicemen, widows relief Financial Assistance.	7,000	6,34,30,500/-
b. Other Financial Assistance			
1.	Marriage Grant (upto two Daughters)	25,000/-	1,64,00,000/-
2.	Funeral Grant (Ex-Servicemen)	10,000/-	2,95,70,000/-
3.	Funeral Grant (Widow)	7,000/-	62,99,000/-
4.	Lump sum grant for Artificial limb / Spectacles, etc.	4,000/-	46,17,221/-
5.	Home loan subsidy, House Tax Re-imburement, Pre-employment training, etc.	-	17,11,302/-
Total			30,06,48,023/-

During the Financial Year 2021-22, a sum of Rs.30.06 crore has been disbursed as financial assistance for various schemes from the fund to 10,721 Ex-Servicemen and their dependents.

8.4.1. Army Recruitment Rally

An amount of Rs.30 lakh is being provided from the Tamil Nadu Ex-Services Personnel Benevolent Fund for 5 rallies at the rate of Rs.6 lakh per rally per annum for the expenses incurred by the District administration for the Army Recruitment rally.

8.4.2. Skill Development Training for Ex-Servicemen and dependant Women of Ex-Servicemen

A Tailoring unit is functioning in Ex-Servicemen Welfare office at Vellore and Krishnagiri to impart training to the dependents of Ex-Servicemen. In this unit, six months tailoring training are being imparted to Ex-Servicemen and serving person's widows / wife / unmarried daughter/ unmarried sisters/ widow's daughter/

divorced daughter and divorced sisters. The trainees has been given a stipend of Rs. 50/- per day and Rs.1000/- per month for the purchase of raw materials. After the completion of training, one tailoring machine is provided without cost. Due to pandemic the training could not be conducted this year.

8.4.3. Stipend for those who have passed Typewriting / Shorthand Training

The details of stipend for Ex-Servicemen and their dependents for those who have passed technical training such as typewriting and shorthand are as follows :-

S.No.	Details	Amount (in Rs.)
1.	Tamil and English Typewriting (Lower Grade)	Rs.3,000/-
2.	Tamil and English Typewriting (Higher Grade)	Rs.5,000/-
3.	Tamil and English Shorthand (Lower Grade)	Rs.7,000/-
4.	Tamil and English Shorthand (Higher Grade)	Rs.10,000/-

8.4.4. Subsidy for Housing

An amount of Rs. 1 lakh is being provided as subsidy for the loan amount availed for constructing / purchasing a house to Ex-Servicemen and their widows (up to Havildar rank). During the financial year 2021-22, a sum of Rs.14 lakh was sanctioned to 14 beneficiaries.

8.4.5. Jawans Bhavan / District Ex-Services Centre / Directorate of Ex Servicemen's Welfare Complex

10 Jawans Bhavans, 20 District Ex-Services Centre and a Directorate of Ex-Servicemen's Welfare Complex have been constructed from the Tamil Nadu Ex-Services Personnel Benevolent Fund, to raise funds for the welfare schemes. The revenue generated from this is added to the benevolent fund. During the financial year 2021-22, Rs.3.55 crore has been earned from these assets.

8.4.6. e-Governance Project

The Government has implemented an e-Governance project for the Department of Ex-Servicemen's Welfare through National Informatics Centre. All documents of Ex-Servicemen and Widows have been digitized and uploaded. An employee has been appointed on contract basis by the Tamil Nadu Electronics Corporation and the grievances received from the District Offices in e-governance are being rectified. Under this scheme, registering, issuance of Identity Card, Dependency Certificate to the wards of Ex-Servicemen for College admission and registration of Ex-Servicemen for employment have also been made online through e-Governance. Application for claiming the educational stipends under amalgamated funds for the Ex-Servicemen and their dependents has been facilitated through Online.

8.5. Amalgamated fund

Amalgamated Fund is managed by the State Managing Committee headed by Hon'ble Governor, Hon'ble Minister for Ex-Servicemen's Welfare, Chief Secretary and the General Officer Commanding, Southern Region are the Vice Chairman of the Committee. The Standing Sub Committee of the Amalgamated Fund functions under the Chairmanship of the Chief Secretary. The source for the Amalgamated Fund arises from 5% of the target amount of Flag Day fund and the interest on fixed deposits.

Various Grants to the next of kin of those killed and disabled in war, interest subsidy on the loan availed for self-employment ventures and Housing Grant, etc., are sanctioned from Amalgamated Fund. Further, Ex-Servicemen Children Literacy Improvement Grant ranging from Rs. 500/- to Rs. 25,000/- is paid to the

wards of Ex-Servicemen from School Education to post Graduation and Technical Courses.

Financial Assistances provided from Amalgamated Fund are as follows:-

Sl. No.	Name of the Financial Assistance	Amount in Rs.	Year 2021-22
1.	Ex-Gratia to the legal heirs of the deceased servicemen in the war	1,00,000/-	5,00,000/-
2.	Ex-Gratia to the Servicemen who were disabled during the war	50,000/-	2,60,000/-
3.	Financial Assistance for the marriage of the daughters of Servicemen who died in war and also for the daughters of disabled servicemen (whose disability is above 50%)	1,00,000/- & 8 Gram Gold	2,00,000/-
4.	Financial Assistance for the marriage of the daughters of servicemen who were disabled during war (whose disability is below 50%).	50,000/- & 8 Gram Gold	2,50,000/-
5.	Scholarship (From School Education to Technical Education)	500/- to 25,000/-	7,66,82,545/-
6.	Housing Grant to the deceased / disabled servicemen during war	50,000/-	50,000/-
7.	Annual Maintenance Grant (Reimbursed by Government in the next financial year)	25,000/-	1,20,25,000/-
Total			8,99,67,545/-

During the financial year 2021-22, a sum of Rs.8.99 crore has been sanctioned to 4903 Ex-Servicemen and their dependants as grant from Amalgamated Fund.

8.5.1. Self Employment Schemes

Government is keen to promote gainful self-employment opportunities among Ex-Servicemen. To facilitate this, 75% of the interest charged on a loan amount of Rs.10 lakh is provided as interest subsidy. In case of Self Help Group 100% interest subsidy is provided for the bank loans up to an amount of Rs.15 lakh from Amalgamated Fund. An amount of Rs.44.73 lakh has been given as grant to 439 Ex-Servicemen and 4 Self Help Groups through this Scheme, during the financial year 2021-22.

9. TAMIL NADU EX-SERVICEMEN'S CORPORATION LIMITED (TEXCO)

Tamil Nadu Ex-Servicemen's Corporation Limited (TEXCO) was registered and established on 28.01.1986 as per the Companies Act, 1956, in order to implement various schemes to upgrade the living standards of Ex-Servicemen belongs to Tamil Nadu. This Corporation functions as a "Manpower Agency" by providing re-employment opportunities on contract basis by appointing the Ex-Servicemen in the Union and State Government offices, Public Sector Undertakings and in other Boards catering to the demand of Security Personnel, Drivers, Clerks, Telephone Operators, Tourist Warden, Nursing Assistants, Fire Crew, Gunmen and Wardens who have registered for employment in the Directorate of Ex-Servicemen Welfare.

As on 31.03.2022, 8,161 Ex-Servicemen have been appointed on contract basis, viz., 6,881 Security Personnel, 1048 Drivers,

90 Clerks, 11 Telephone Operators, 51 Armed Policemen, 23 Office Assistants and 8 Nursing Assistants in the Union and State Government Departments, other Public Sector Undertakings and Boards, 49 Assistant Security Officers have been deployed to Hindu Religious and Charitable Endowments Department for monitoring the CCTV in Temples. Out of this, 2,683 Ex-Servicemen have been deployed at Director General of Resettlement wage rate (10% service charges) and 5,478 Ex-Servicemen have been deployed in Tamil Nadu Minimum wages (12% service charges). It is an autonomous profit making company.

On request from Tamil Nadu Generation and Distribution Corporation Limited (TANGEDCO), "Anti Power Theft Squad" has been established and 215 Ex-Havildars and Ex-Junior Commissioned Officers have been deployed by TEXCO.

They are instrumental in averting theft worth Rs.213.43 crore.

Similarly, on request from Tourism Department, "Tourism Security Force" was established with 31 specially qualified Ex-Servicemen and they have been deployed in five important tourist places of Tamil Nadu such as Rameshwaram, Uthagamandalam, Mamallapuram, Kanyakumari and Kodaikanal.

An extent of 760.16 sq metre land has been purchased for TEXCO at the cost of Rs.19.19 crore in Chennai and a new office building is being constructed in 15,708.98 sq feet by the Tamil Nadu Housing Board.

9.1. Other Welfare Schemes

Tamil Nadu Ex-Servicemen's Corporation Limited (TEXCO) is implementing the following welfare schemes for the benefit of Ex-Servicemen.

- The Accident Insurance scheme was introduced to all the employees who have been deployed in Tamil Nadu Ex-Servicemen's Corporation Limited (TEXCO) and Rs.3 lakh is provided to the legal heirs of the deceased under this scheme.
- In order to help Ex-Servicemen to get substantial income after retirement, "TEXCO Welfare Fund" is being implemented for the contract personnel of TEXCO with an average annual expenditure of Rs.2.76 crore.

10. STATE HUMAN RIGHTS COMMISSION

The State Human Rights Commission, Tamil Nadu was established in the year 1997 with the objective of implementing the Protection of Human Rights Act, 1993 and is functioning, with a Hon'ble Chairperson and two members.

From the year of its inception, the number of complaints have been increasing year wise due to the growing awareness of Human Rights among the people. From April-1997 to March-2022, 2,39,132 cases have been received in the Commission and of these 2,04,711 complaints have been disposed of.

2022 is the Silver Jubilee year for State Human Rights Commission, Tamil Nadu. In order to make it eventful, United Nation Day was observed on 22.10.2021 and the World Mental Health Day was observed on 29.10.2021. International Human Rights Day was celebrated

on 10.12.2021. During the said celebrations, awareness programmes on Human Rights were conducted and Special Guests including Hon'ble Ministers, Hon'ble Judges have participated in the programmes. Further, Debates, Symposiums, Essay competitions, Drawing competitions have been held during these functions among college students and prizes and certificates have been awarded. As Right to life and Right to Health are Human Rights, the Doctors and Para-Medical Staff of Government CORONA Hospital, Guindy, Chennai, were felicitated by the State Human Rights Commission Tamil Nadu on 08.02.2022 for their frontline service. Apart from this, Police Officials, Jail Officials and College students are given training on Human Rights and Internship training is also imparted to them in State Human Rights Commission, Tamil Nadu.

As people of all Sectors have to follow the Standard Operating Procedure (SOP) and the

social distancing to control the spread of Covid-19 Pandemic, the Commission has established on-line facility to lodge complaints through on-line with effect from 07.12.2020. Through this facility, 3461 Complaints have been received till 31.03.2022. Out of this 3239 complaints have been accepted by the commission and the remaining 222 complaints have been not accepted by the commission. Further, Video Conferencing facility for enquiry of cases is to be established by the Commission.

11. CONCLUSION

Constant vigil and continuous action are essential for clean administration. It is only when the officials of the State function with utmost integrity and honesty that the funds allocated by the Government reach the ultimate beneficiary sans pilferage. Public Department is also responsible for enforcement of the Conduct Rules of the Government servants. It also is vested with the duty of maintaining confidentiality of many important files and prevent information leak to people with vested interests.

The Department acts as an insignia for ensuring the honour of the State. The officials of Public Department work with dedication, commitment and are constantly at the ready. An ensign character of officials of this department is to own up responsibilities assigned to them and perform duties with precision and zeal. The functioning of this Department can be compared

to that the brain, where it coordinates and integrates with all other Departments, provides necessary assistance for other Departments to function with maximum efficiency. This Department lends continuous and constant connect with the District Administration thereby helping the state gain fresher perspectives. This Department therefore becomes the heart, eyes and ears of the Government through which the state sees, hears and feels. It breathes life into the Government functioning, always throbbing with pro-activeness.

M.K.STALIN
Chief Minister

