

FREQUENTLY ASKED QUESTIONS:-
JUNIOR COMMISSION OFFICERS / OTHER RANK (RECORDS)

Q 1. How to get the birth of a child published after discharge from service?

Ans. (a) The birth of a child published after discharge from service can be published by submitting the following document to the Record Office, through the appropriate Zila Sainik Welfare Office:-

- (i) Birth certificate from the birth registrar.
- (ii) An application, from individual concerned, declaring the birth.
- (iii) Certificate from the school giving details of school record of name, parents' name, date of birth (applicable for children born during the service of individual and studying in school).

(b) If document are found in order by the Record Office, the necessary Part II order will be published after obtaining sanction of the Officer in Charge Records.

Q 2. Is there any provision to change the date of birth of children?

Ans. As per existing policy, date of birth once recorded in the service document, cannot, and will not be changed.

Q 3. How can an ex-Servicemen change his home address, district/tehsil etc following the creation of a new district/tehsil or its renaming; or if he settles in a new place?

Ans. The individual needs to take up the matter with the new Zila Sainik Board / Rajya Sainik Board, with information to the previous Zila Sainik Board / Rajya Sainik Board. The documents are to verified by both the Zila Sainik Board / Rajya Sainik Board and forward to the concerned records. The Record Office will publish required Part II accordingly.

Q 4. How can outstanding dues and pay & allowances be settled after discharge from the Army?

Ans. The Record Office has a dedicated section for settlement of outstanding claims and for any pay and allowances or observations that remain unsettled, due to any reason, should be submitted to the Record Office through Depot Company as per Appendix A to Army Order 32/80, before leaving the centre. It will be the responsibility of the Record Office to get such cases resolved and payments made. If found non-admissible the Record Office will inform the individual, giving justification for the same.

Q 5. The Pension Payment Order (PPO) has been issued for the rank of Subedar / Subedar Major whereas the honorary rank of Lt / Capt has been granted on active list?

Ans. The Claim for service pension is submitted to PCDA (P), Allahabad atleast four months in advance. Therefore, the Pension Payment Order (PPO) is notified for rank of Subedar and Subedar Major Rank. After the receipt of the Pension Payment Order (PPO), the LPC is amended and duly audited and the Corrigendum Pension Payment Order (PPO) is issued authorising pension for Honorary Commission.

Q 6. Discharge order has been issued at short notice and Pension Payment Order (PPO) has not been issued?

Ans. Normally, discharge orders are issued 12 months in advance. However, in some cases, discharge orders are issued at short notice due to unavoidable reasons, such as; drop in criteria during the enhanced service; medical grounds; placement in a permanent low medical category; or red ink entry during the enhanced service. Such individuals are required to be discharged at short notice as per policy. Therefore it is obvious that their Pension Payment Order (PPO) can be issued only after their discharge from service. A time tested system is in place in Record Office which ensures that the discharge benefits are processed and sanctioned within the shortest possible time.

Q 7. What are the courses of action available to a person when his disability pension is rejected in adjudication?

Ans. As per rule 173 of Pension Regulations for the Army (1961) Part I, the Disability Pension is sanctioned if the disability is attributable to, or aggravated by, military service and assessed at more than 20% by the medical authority (except invalidated out cases, where the percentage of disability can be less than 20%). As and when the disability pension is rejected in adjudication, the same is intimated to individual concerned with advice to prefer an appeal, if so desired, within six month from the date of receipt of intimation of rejection. Such an appeal is submitted to Appellate Committee for First Appeals. If the case is rejected by Appellate Committee on First Appeals, the individual can submit the second and final appeal against the rejection which will be considered by Appellate Authority for Second Appeal and the decision of this authority will be final (For contact details of Appellate Committee please see PS-4 Imp (i) & (ii).

Q8. What is the procedure for re-enrolment into Defence Service Corps?

Ans. All Junior Commission Officers / Other Ranks can apply for re-enrolment into Defence Service Corps through Centre Headquarter or nearest Director Recruiting if they fulfil the following eligibility criteria.

Ser No	Criteria	Junior Commission Officers	Other Ranks
(a)	Education	Matriculation or Army Certificate Education-I & Army Certificate Education – III.	Matriculation or Army Certificate Education - III.
(b)	Character	Exemplary.	Exemplary or Very Good.
(c)	Age	Subedar Major – below 52 year Nb Subedar / Subedar – below 50 year.	Clerks below 50 year. Others below 48 year.
(d)	Medical Category	SHAPE-I.	SHAPE-I.
(e)	Red Ink Entries	No red ink entry in the JCO rank.	Not more than one red ink entry during the last 5 year of service and not more than two red ink entries during the entire.
(f)	Cause of Discharge	On completion of service or on compassionate grounds.	On completion of service or on compassionate grounds.
(g)	Annual Confidential Report (ACR)	Out of last five Annual Confidential Reports (ACRs), at least three Above Average and remaining two not below High Average. No adverse remarks on these Annual Confidential Reports.	Not applicable.
(h)	Time between discharge & re-enrolment	Not to exceed 5 year.	Not to exceed 5 year.
(j)	Qualifying Marks	Minimum 24 marks.	Not applicable.

After re-enrolment into Defence Service Corps, full pay and allowances as applicable to the rank are granted, in addition to, the pension sanctioned by the army. Daily Allowance is admissible on both pension as well as pay. In addition, promotion is granted as person seniority. Defence Service Corps DSC is also making efforts to get such personnel posted to the units nearest to their home-town.

Q 9. Who to approach if Pension Disbursing Agency i.e. bank and DPDO do not pay correct pension?

Ans. If pension is not being paid as notified in Defence Service Corps PPO or as subsequently revised, pensioner should first approach the concerned bank / DPDO. If the problem is still not resolved, the pensioner should immediately approach his Record Office with full details of Pension Disbursing Agency. The Pensioner can also approach the Defence Pension Liaison Cell, c/o Head Quarter Allahabad Sub Area, Allahabad (Uttar Pradesh).

Q 10. What action is required to be taken by pensioner, if the Pension Payment Order sent by Record Office has not been received by the Bank?

Ans. It is the duty of every pensioner, 20 days after discharge, to inquire where the Pension Disbursing Agency (PDA) has received the PPO. In case the Pension Disbursing Agency has not received the PPO, a loss certificate should be obtained and forwarded directly to PCDA (P), Allahabad which will issue a duplicate (PPO) under intimation to Record Office.

Q 11. What action is required in case the Discharge Book issued at time of discharge is lost / misplaced / torn?

Ans. In case Discharge Book is lost, individual should approach the Records Office through his Zila Sainik Welfare Office alongwith the following document:-

- (a) Copy of FIR lodged with Civil Police.
- (b) Two passport size photos and joint photograph duly attested.
- (c) An application requesting the issue of a duplicate Discharge Book.
- (d) In case the Discharge Book is damaged / torn and unusable, the old damaged / torn Discharge Book should be sent to Record Office alongwith an application requesting the issue of a duplicate Discharge Book.

Q 12. Can an Individual seek civil employment by getting a No objection Certificate from the Army?

Ans. An individual who has one year to retire can apply for No Objection Certificate for appearing for a civil employment test / interview. The Application for a No objection Certificates should be sent to Record Office.

Q 13. How to get full pension restored once commutation period is over?

Ans. No Pension Payment Order (PPO) is required by PCDA (P) nor is any letter required from either PCDA (P) or from the Record Office. The concerned individual should approach his PDA and get the pension restored. In case of any difficulty thereafter, please approach your Record Office / PCDA (P).

Q 14. What action is required to be taken by a wife whose husband is missing?

Ans. Immediately file an FIR at the nearest Police Station and send a copy of the same to the Record Office.

Q 15. What to do in case of loss of documents such as Pension Payment Order (PPO), Extended Army Group Insurance Certificate etc?

Ans. Report the matter to Record Office immediately.