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Kendriya Sainik Board
Ministry of Defence
Government of India
West Block-IV, Wing-VII
RK Puram, New Delhi -110066

No. 061/Policy/Gen Policy/Vol-1dt 12 May 2026

Director/ Secretary all RSBs

AMENDMENT - STANDARD OPERATING PROCEDURE – ACCOUNTING AND ISSUE OF NEW & DUPLICATE IDENTITY CARDS TO EX-SERVICEMEN

1. Refer to KSB Sectt letter No 102/ESM I CARD/2012/KSB/D dt 13 Jun 2013 (copy enclosed) and this Sectt email dated 30 Apr 2026.

2. It is requested to amend KSB Sectt letter dt 13 Jun 2013 ibid as follows.

2.1 Insert Para 2 (f). Military Nursing Service Officer

(Shashvat Poornanand)
Captain (IN)
Director (Policy)

Encls : As above.

Copy to:-

DS, (Res-II), DESW, MoD

Internal.

JD (Accounts)

Tele: 26192361
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Government of India
Ministry of Defence
Kendriya Sainik Board
West Block- IV, Wing- VII
RK Puram, New Delhi-66

No. 102/ESM I CARD/2012/KSB/D

13 June 2013

Directors / Secretaries
All RSBs/DSWs

STANDARD OPERATING PROCEDURE – ACCOUNTING AND ISSUE OF NEW & DUPLICATE IDENTITY CARDS TO EX-SERVICEMEN

INTRODUCTION

1. Ex-Servicemen Identity Card is an important document to identify the status and determine their eligibility particulars of the retired Defence Personnel/Widows for various welfare interventions / polices declared by the Central / State Governments from time to time for their welfare. All Ex-Servicemen should hold Ex-Servicemen's Identity Card issued by respective Rajya/Zila Sainik Board.

TYPES OF IDENTITY CARDS

2. The new Identity Cards have been printed and distributed to all RSBs/ZSWOs for issuance wef Apr 2013. These Identity Cards are to / will be issued to the following categories:-

(a) Ex-Servicemen (Officers)
(b) Ex-Servicemen (PBORs)
(c) Widows
(d) War Widows
(e) War Disabled

ISSUE OF NEW IDENTITY CARDS

3. The following main guidelines are to be adhered to by the Deptt of Sainik Welfare / Zila Sainik Welfare Offices while issuing the New Identity Cards :-

(i) Old Identity Card issued so far to Ex-Servicemen and Widows will continue to remain valid.

(ii) All eligible personnel will be issued with the New Identity Card for the first time as per the categories in Para 2.

Contd....2/..

(iii) Before issue of Identity Cards to the ESM/Widows, the sanctity of the documents its safe custody by the Card holder under all circumstances and the repercussions as a result of its loss and reaching in the hand of anti national elements should be explained to him/her.

(iv) All disabled soldiers and War Widows will be issued with New Identity Cards by replacing the Old Identity Cards.

(v) All cases of loss of Identity Card will be issued as per procedure given in paragraph-5.

(vi) All cases where Secretary RSB/ZSB feels the need for replacement of old cards due to fair wear and tear, may be issued with new Identity Cards.

INITIAL ISSUE OF IDENTITY CARDS

4. All categories of Ex-Servicemen who have not been issued with Identity Cards earlier are to be issued with Ex-Servicemen Identity Card as and when they approach the concerned RSB/ZSB for registration. The following documents are to be maintained for issue of original / initial Identity Cards:-

(a) Application with photograph pasted, for issue of Identity Card.
(b) Registration form.
(c) Copy of discharge book / certificate
(d) Copy of PPO.
(e) Address Proof / copy of election Voting Card / Ration Card.
(f) NOC from previous ZSB, if applicable.
(g) Copy of Birth Certificate for proof of dependents.

PROCEDURE FOR ISSUE OF DUPLICATE IDENTITY CARD ON LOSS

5. The following procedure is to be followed for issuance of duplicate Identity Card due to loss. :-

I. (a) In the event of loss of I Card immediate FIR is to be lodged in the nearest police station by the ESM/Widow. After one month from the date of FIR, the endorsement of Police Station need to be obtained whether the I Card could be traced or not.

(b) The ESM/Widows should approach ZSWO along with the copy of FIR and application containing the facts leading to the loss and request for a

Contd....3/..

duplicate I Card. Concerned ZSWO will carry out **one man investigation on the spot to ascertain that there is no insurgency angle involved.** After investigation, he will endorse his comments on the application itself. Thereafter, ZSWO will issue duplicate I Card.

(c) It should be made clear to the ESM/Widow that no duplicate I card will be issued under any circumstances after the third loss.

(d) An undertaking to be obtained from the ESM/Widow to the effect that the duplicate Identity Card will be surrendered immediately to the issuing authority in case the lost original Identity Card is found by him / her subsequently.

(e) Following penalty for loss is to be charged from the individual:-

(i)	First Loss	-	Rs. 100/- (Rupees Hundred Only)
(ii)	Second Loss	-	Rs. 200/- (Rupees Two Hundred Only)
(ii)	Third Loss	-	Rs. 300/- (Rupees Three Hundred Only)

(f) A notation of loss is to be made in Discharge Book and other relevant register in Red Ink whether 1st Loss / 2nd Loss / 3rd Loss.

II **Documents to be Produced by ESM and Maintained by RSB/ZSB :-**

(a) Copy of FIR registered with the Police Station.
(b) Police endorsement on the copy of FIR after one month whether Identity Card could be traced or not.
(c) Application from the individual for issue of duplicate Identity Card along with photographs.

REPLACEMENT OF IDENTITY CARD DUE TO FAIR, WEAR AND TEAR

6. Consequent upon mutilation of Identity card because of fair wear and tear, Laminated fresh Identity Card will be issued on request of Ex-Servicemen enclosing there with mutilated Identity Card after ascertaining the facts and genuineness of the case and completion of the period of five years from the date of issue of the Identity Card. Fee of ₹ 100/- (Rupees one Hundred only) is to be charged if the mutilation is prior to the completion period of five years. Charges may be waived off, if the wear

Contd....4/..

and tear is due to natural calamity beyond the control of the individual. In case of waving off of charges, natural calamity proofs are to be maintained.

7. Serial number for each category is to be maintained separately under following head with separate registers:-

(i) **Identity Card** - Initial / replacement issue Register.
(ii) **Identity Card issued due to loss** - Register.

DEMAND / SUBMISSION OF RETURN

8. Directors, Deptt of Sainik Welfare or Secretaries, Rajya Sainik Boards to forward half yearly demand / report to Kendriya Sainik Board (Jt. Director, Accts) commencing from half year ending 31 Mar and 30 Sep as per format placed at annexure 'A'.

9. Amount realized towards penalty for loss of Identity Card should be forwarded to Kendriya Sainik Board in the form of a Demand Draft drawn in favour of "**ARMED FORCES FLAG DAY FUND"** along with this return.

10. These instructions should be circulated to all ZSWOs under your organization and should form the part of important policy letters which need to be handed over to the new incumbent at the time of transfer/relinquishment of the charge.

11. This supersedes all instructions issued earlier on the subject.

12. Please ack receipt.

(SK Ahlawat)
Col
Jt Dir (Adm & Coord)
For Secy, KSB

Encl. As stated

Copy to :-

D (Res-II)
Deptt of ESM Welfare
Sena Bhawan, New Delhi

Jt Dir (Policy) / KSB

Contd....5/..

Annexure 'A'

SUBMISSION OF RETURN OF IDENTITY CARD (HALF YEARLY BASIS)

Sl No.	I/Card Category	Qty received	Qty issued up to 1st Half	Qty issued during 2nd Half	Total issued annually	Balance
1.	Retired Officers					
2.	Ex-servicemen					
3.	War Disabled					
4.	War Widow					
5.	Widow of ESM					

Col S K Ahlawat
Jt. Dir (Adm & Coord)
Kendriya Sainik Board
Ministry of Defence
New Delhi-110066