

Gurkha Veterans' Advice Centres (GVAC) - Structural change in Gurkha veteran services in Nepal

With the aim of easing the dissemination of Gurkha veteran services in Nepal with centralised service centres, British Gurkhas Nepal (BGN) has introduced structural changes.

Gurkha Veterans' Advice Centres (GVAC) and Darjeeling Veterans' Advice Centre (DVAC) will start operation from 3 January 2023 and provide all 3 elements of veteran services (Records, Pension Payment and Settlement) from the camps in Kathmandu, Pokhara and Dharan and Darjeeling Welfare Trust (DWT) in Darjeeling.

The new initiative aims to provide easier and centralised access to the veterans' community and better coordination and management for stakeholders, partners and BGN's veterans' service departments.

- All 3 GVACs in Nepal and DVAC in Darjeeling will start delivering their services from the camps in Kathmandu, Pokhara and Dharan and DWT in Darjeeling with effect from 3 Jan 23.
- GVAC Dharan continues to operate from 2 locations - Records & Settlement from British Gurkhas Dharan (BGD) and Pension Payment element from Standard Chartered Bank, Dharan until purpose-built offices become available at BGD by 2024.
- DVAC, Darjeeling is to remain collocated with DWT, Darjeeling and deliver veteran services from 3 Jan 23.
- Records Office and Gurkha Settlement Office will continue as they are with minor adjustments.

Key Message to Gurkha veterans and their families in Nepal:

What	Formation of GVACs in Kathmandu, Pokhara and Dharan and DVAC in Darjeeling
When	<ul style="list-style-type: none"> • All 3 GVACs in Nepal and DVAC in Darjeeling will start delivering their services from the camps in Kathmandu, Pokhara and Dharan and DWT in Darjeeling with effect <u>from 3 Jan 23</u>. • GVAC Dharan continues to operate from 2 locations (Records & Settlement from British Gurkhas Dharan (BGD) and Pension Payment element from Standard Chartered Bank, Dharan until purpose-built offices become available at BGD by 2024. • DVAC Darjeeling is to remain collocated with DWT Darjeeling and deliver veteran services <u>from 3 Jan 23</u>.
Why	This is to provide better and easier access of post retirement services to the veterans' community in one location nearer them. This is essentially a One-Stop Shop for all their needs.

GVAC TASK ORG

RC + DBS
Assurance

Comd BGN
Policy and direction

Civil Secretary
Assurance, line management
HVS + GSF

DCOS
Plans, operations and
external engagement
(DBS, DPV, UKVI, Army
Secretariat, RAN)

**Head Veteran
Services (HVS)**
Co-plans, daily operational
delivery and management

Records Office
(Pokhara)

GVAC Dharan
(BGD, SCB Dharan)

**GVAC
Kathmandu**
(BGN, Kathmandu)

GVAC Pokhara
(BGP, Pokhara)

**DVAC
Darjeeling**
(DWT Darjeeling)

GSO
(Kathmandu)