

दूरभाष : 20862162

Integrated HQ MIn of Def (Army)
Quartermaster Generals' Branch
Canteen Services Directorate
Wing-III, West Block-3, R.K.Puram,
New Delhi-110066

95350/Q/DDGCS

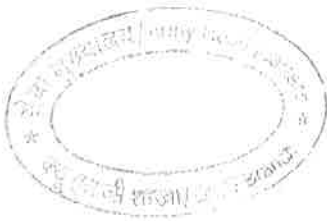
15 Apr 2021

HQ Southern Command (OL)
HQ Western Command (OL)
HQ Northern Command (OL)
HQ IDS, HQ SFC, HQ ARTRAC (Q)
Naval HQ (PDPS)
Air HQ (D/Accts)
HQ DG Assam Rifles

HQ Eastern Command (OL)
HQ Central Command (OL)
HQ South Western Command (OL)
HQ A & N Command
HQ Coast Guard (AD)
HQ DG NCC (Lgs), HQ DGBR (Q)
DGQA, OFB, DRDO(DMS)

COURTEOUS BEHAVIOUR TOWARDS DISABLED SERVICE PERSONNEL

1. Refer CS Dte letter No. 95350/Q/DDGCS/Advisory/2018 dated 22 June 2018.
2. Policy has already been promulgated vide above letter wherein disabled Armed Forces personnel (both serving & veterans) will be provided all assistance at URCs while also giving priority to them over other beneficiaries. They will also not be made to wait in queue for billing of items.
3. However, certain cases are being reported by veterans regarding non-implementation of above policy. Fms/Units are requested to sensitise URC staff on above issue & make sure the disabled veterans are looked after at URCs.
4. For strict compliance please.



Rohit M Nair

(Rohit M Nair)
Lt Col
AQMG CS
For Brig CS

Copy to:-

QMG's Br/Q1(E) - For info pl.

AG's Br/DIAV - For info wrt your note No. B/49868/DIAV/Misc dated 08 Apr 2021.