

Integrated HQ of MOD (Army)
Quartermaster General's Branch
Dy Dte Gen Canteen Services
Army Headquarters
Wing -III, West Block-III RK Puram
New Delhi- 110066

No. 95350/Q/DDGCS/Policy

11 April 2018

HQ Northern Command (OL)
HQ Western Command (OL)
HQ Central Command (OL)
HQ ARTRAC(Q)
Naval HQ (PDPS)
HQ Coast Guard(AD)
DGQA, OFB, DRDO(DMS)
CSD HO, DAD

HQ Southern Command(OL)
HQ Eastern Command(OL)
HQ South Western Command(OL)
HQ ANC, HQ IDS, HQ SFC
Air HQ (Accts), HQ DGBR(Q)
HQ DG Assam Rifles
DGNCC(Lgs), E in C Branch
KSB, DIAV

POLICY/ GUIDELINES FOR PROCESSING OF CANTEEN SMART CARD

1. Refer CS Dte letter No 95350/Q/DDGCS/Policy/2018 dated 23 Mar 2018 and 95350/Q/DDGCS/Policy/2018 dated 10 Apr 2018.
2. Issue of canteen smart card to unauthorised individuals is a punishable offence. Further, large number of representations have been received from the environment wrt lack of information among canteens/ beneficiaries regarding procedure for applying/ processing of individual canteen smart cards and delay in issue of the smart cards.
3. Various category of individuals entitled for canteen facility/ smart card has been given vide para 1 above. The procedure to be followed alongwith the requisite documents is enumerated in the succeeding paragraphs.
4. URCs will forward the applications to Centre Cum Technical Support Centre (CCTSC) of M/s SCPL/ CS Dte(as applicable) within five working days without fail. URC Manager/ Management will be held responsible for the delay, if any.
5. Canteen smart cards will be issued by M/s. SCPL within 30 days (but not later than 45 days) of receipt of application from the URC. The responsibility of forwarding applications from CCTSC to M/s. SCPL and back to URC through CCTSC, will be the responsibility of M/s. SCPL. Applicants will be informed about the status of the application, personalization of smart card by M/s. SCPL without fail, through an SMS on the mobile number provided by the individuals.
6. URCs will hand over the smart cards to the applicants/ applicants will collect the smart cards within ten working days, failing which the smart cards will be hoisted. This has been implemented in order to prevent misuse of such cards. Applicants can cross check the details wrt usage of the smart card, if any, prior to receipt of the smart card from any URC. Misuse if any, will be brought to the notice of Chairman, URC.



7. All Chakra series awardees and war widows/ NoKs are being issued cards, free of cost by M/s. SCPL. Further, all damaged/ corrupted cards, due to technical failure of the chip will be replaced free of cost by M/s. SCPL.

8. Entitlement of Canteen Facility has been laid out vide para 1 above. No unauthorized application will be processed by the URC/ smart card issued by M/s. SCPL. The applicant/ issuing authority/ countersigning authority/ URC Manager/ Management/ M/s. SCPL will be held responsible and legal/ administrative/ disciplinary action will be initiated for violations, if any.

9. Application forms will be filled correctly and attached with supporting documents - as given in Appendix 'A' of this letter. Incorrectly filled applications will be rejected by the URC in order to avoid delay and infructuous correspondence. However, URCs will assist the ESM in filling up of application forms. The onus of filling up correct details lies with the applicant. Issuing/ countersigning authority will be equally held responsible for verification of data. Clarification on Aadhar Card will be issued subsequently, as matter is subjudice.

10. Photographs of serving personnel will be in uniform (without headgear, less Sikh personnel) and in civil dress (without headgear, less Sikh personnel) for ESM and defence civilians. Photographs will be of high quality and not computer printouts.

11. Fresh cards will be activated by the CCTSC/ URC in presence of the applicant and password issued. Individuals can reset the password as per their choice at the CCTSC/ URC.

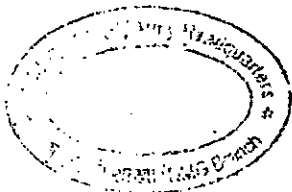
12. The life of the smart card is 10 years. Beneficiaries are requested to apply for fresh card at least three months in advance, in order to negate delay/ inconvenience. Individual canteen smart cards of ESM and defence civilians (Serving and Retired) will be validated once in a year through personal appearance of the card holder at the nearest URC, alongwith requisite documents.

13. The system of obtaining NOC to transfer the card from one URC to another and levying of penalties of Rs 500/ Rs 1,000/- on loss of smart card are done away with, with immediate effect.

14. Adequate number of applications will be stocked at all URCs/ Station HQ/ ZSWB (as required) by M/s SCPL. However, the security of these applications will be the responsibility of URC/ Station HQ/ ZSWB.

15. Distribution of ESM to URCs will be the responsibility of Station HQ. Station HQ will ensure equal judicious distribution of ESM to URCs based on choice exercised by ESM and availability of URC.

16. Unauthorized cards if detected, will be destroyed in situ by the URC/ Station HQ/ local military authorities and record maintained.

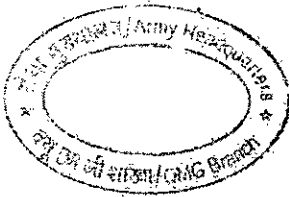


17. This letter will be read in conjunction with CS Dte letter No 95350/Q/DDGCS/Policy/2018 dated 23 Mar 2018 and 95350/Q/DDGCS/Policy/2018 dated 10 Apr 2018 given vide para 1 above. These guidelines have been laid down to prevent delay/ issuing of cards to unauthorized individuals and enhance consumer satisfaction. Clarification if any, may be obtained from this Dte.

18. All previous advisories/ letters/ guidelines on the procedure for applying of individual canteen smart cards are hereby superseded.

19. This letter may please be disseminated to all URCs/ ZSWB/ Station HQ under respective commands. Further, URCs/ ZSWB/ Station HQ will display this letter prominently on the notice boards, for the benefit of applicants.

20. For strict compliance.



Naveen N
(Naveen N)
Lt Col
JDCS
For DDGCS

Copy to:-

Q1 (E)/ QMG Branch - For info please.

M/s. SCPL - For strict compliance.

Date	16/4/18	Diary No.	919
OFFICE OF KENDRIYA SAJNİK BOARD			
Secy			
JD (coord)			
PA			
Action By			

Advised copy in Ltr for KES

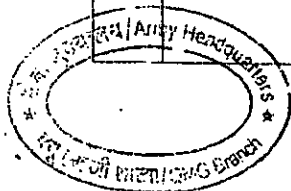
Pln fwd to all RSBs/ ZSBs
with instructions to display
prominently on the notice
board

16/4
18/4

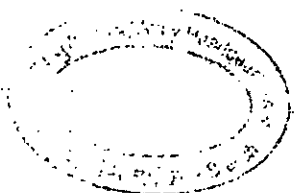
Appendix 'A'

Refer to CS Dte letter No
95350/Q/DDGCS dt 11 Apr 2018)**DOCUMENTATION PROCEDURE FOR APPLYING OF CANTEEN SMART CARD**

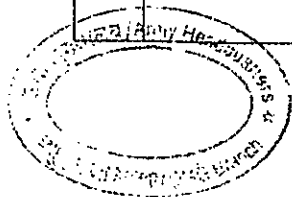
Sr No.	Category	Smart Card Application Form	Signing Authority	Countersigning Authority	Channel of Processing	Documents to be attached with the application and forwarded to M/s SCPL	Remarks
(a)	Serving Personnel of Armed Forces (including Coast Guard, Assam Rifles, SFF, DSC, APS & GREF)	White	2ic/ Coy cdr	Commanding Officer of the Unit (in the rank of Lt Col/ Col)	Dependent URC - CCTSC - SCPL	Copy of latest payslip - issued by dependent CDA	
(b)	Serving Defence Civilians	Yellow	Manager, URC	Nominated Officer in the designation of Director/ Equivalent	Dependent URC - CCTSC - SCPL	Copy of latest payslip - issued by dependent CDA/ equivalent	
(c)	ESM (including Coast Guard, DSC, APS & GREF) drawing pension from defence services estimate (including disability pension)	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM (in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of PPO - issued by dependent CDA	
(d)	ESM who have completed more than five years of service & not in receipt of pension (Including Coast Guard, DSC, APS & GREF)	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM (in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of service record book/ discharge book	
(e)	ESM of Assam Rifles & SFF	Green	Manager URC	Station HQ/ZSWB, whichever is in close vicinity of the ESM (in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of service record book/ discharge book	



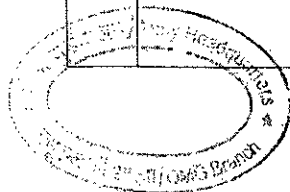
Sr No.	Category	Smart Card Application Form	Signing Authority	Countersigning Authority	Channel of Processing	Documents to be attached with the application and forwarded to M/s SCPL	Remarks
(f)	Nok/ Widow/ Widower of Armed Forces personnel in receipt of pension through defence services estimate (Including Coast Guard, DSC, APS & GREF)	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM (in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of PPO - issued by dependent CDA	
(g)	NoK/ Widows of Assam Rifles personnel/SFF	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM(in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of Service record/ Discharge book Proof of marriage	
(h)	Short Service Officers (retired) who have completed their terms of engagement and not in receipt of pension	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM(in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of Service record/ Discharge book	
(j)	Widows of Short Service Officers (who have completed their term of engagement) not in receipt of pension	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM(in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of Service record/ Discharge book Proof of marriage	



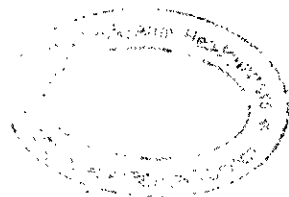
Sr No.	Category	Smart Card Application Form	Signing Authority	Countersigning Authority	Channel of Processing	Documents to be attached with the application and forwarded to M/s SCPL	Remarks
(k)	EC Officers/ Widows of EC Officers	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM(in the rank of Colonel/ Director or equivalent)	URC - CS Dte/ QMG Branch for approval	Copy of Service record/ Discharge book Proof of marriage	
(l)	Retired Defence Civilian in receipt of pension through defence services estimate	Blue	Manager, URC	Nominated Officer by the department in the designation of Director/ equivalent	Dependent URC - CCTSC - SCPL	Copy of PPO - issued by dependent CDA	
(m)	Nok of Defence Civilian in receipt of pension through defence services estimate	Blue	Manager, URC	Nominated Officer by the department in the designation of Director/ equivalent	Dependent URC - CCTSC - SCPL	Copy of PPO - issued by dependent CDA	
(n)	WW I & WW II Veterans/ WW I & WW II Widows	Green	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity of the ESM(in the rank of Colonel/ Director or equivalent)	URC- CS Dte/ QMG Branch for approval	Copy of Service record/ Discharge book Proof of marriage	



Sr No.	Category	Smart Card Application Form	Signing Authority	Countersigning Authority	Channel of Processing	Documents to be attached with the application and forwarded to M/s SCPL	Remarks
(o)	Serving to Retired wrt Army Personnel only	Pink	Manager, URC	Commanding Officer of the Unit (in the rank of Lt Col/ Col)	<p>(a) All JCO/OR due for retirement will forward their application to their Regimental Centres. Regimental Centres will forward their application to M/s SCPL.</p> <p>(b) All Officers due for retirement will forward their application directly to MP 5&6 Dte/ AG's Branch for issue of card.</p>	As applicable	
(p)	Marital discord cases	White	Manager, URC	Commanding Officer of the Parent Unit (in the rank of Lt Col/ Col)	Application wrt both husband & wife will be processed by the parent unit through formation channel.	As applicable	



Sr No.	Category	Smart Card Application Form	Signing Authority	Countersigning Authority	Channel of Processing	Documents to be attached with the application and forwarded to M/s SCPL	Remarks
(q)	TA personnel who have completed more than five years of service	White/ Blue(As applicable)	Manager, URC	Commanding Officer of the Unit (in the rank of Lt Col/ Col)/ Station HQ/ ZSWB, whichever is in close vicinity of the ESM(in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of Service record/ Discharge book	
(r)	Ex Cadets/ Recruits boarded out and in receipt of pension from defence services estimate	Blue	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity(in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of PPO - issued by dependent CDA	
(s)	AFT Judges/ Staff	White	Manager, URC	Nominated Officer by the department in the designation of Director/ equivalent	URC- CS Dte/ QMG Branch for approval	Appointment letter issued by the Govt	



Sr No.	Category	Smart Card Application Form	Signing Authority	Countersigning Authority	Channel of Processing	Documents to be attached with the application and forwarded to M/s SCPL	Remarks
(t)	NCC Personnel	White	Manager, URC	Commanding Officer of the Unit (in the rank of Lt Col/ Col)	Dependent URC - CCTSC - SCPL	(a) Copy of latest payslip – issued by dependent CDA (b) Authentication Certificate from Commanding Officer of the Unit (as applicable)	
(u)	All cases wrt less than five years of service, but in receipt of pension/ disability pension through defence services estimate	Blue	Manager, URC	Station HQ/ ZSWB, whichever is in close vicinity (in the rank of Colonel/ Director or equivalent)	Dependent URC - CCTSC - SCPL	Copy of PPO - issued by dependent CDA	
(v)	Loss of Cards			As applicable		Copy of FIR and documents as applicable	Beneficiaries will intimate M/s. SCPL for hotlisting of the lost card directly, along with the copy of FIR, in order to prevent misuse.

Note: M/s SCPL will not retain any service documents forwarded by the applicant. These documents will be returned to the applicant along with the canteen smart card.

