

Tele: 23014159

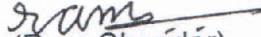
03375/Canteen/DGQA(Coord)

28 Mar 2016

FORWARDING OF LETTERS

1. The following letters on the subject mentioned against each are forwarded herewith alongwith their connected documents for your info and dissemination to all concerned.

<u>S. N</u>	<u>Received from</u>	<u>MoD ID No.</u>	<u>Subject</u>
1.	Integrated HQ of MoD (Army)	96350/Q/DDGCS/POLICY/17/2016 dated 09 Mar 2016	ADVISORY 17/2016: FORWARDING OF CANTEEN SMART CARD APPLICATIONS
2.	Integrated HQ of MoD (Army)	96350/Q/DDGCS/Advisory/14/2016 dated 15 Mar 2016	ADVISORY 14/2016: ADVISORY FOR AVOIDING REJECTION OF APPLICATION FORMS

  
(Ram Chandér)  
Asstt Director  
DGQA (Coord)

All Tech Coord Sections & Cell

Copy to:-

Canteen Services Directorate  
IHQ of MoD(Army)  
Wing-III 2<sup>nd</sup> floor  
West Block-III RK Puram  
New Delhi-110066

SDCC : for uploading on the DGQA portal.

Tele: 2618 1892

Integrated HQ of MOD (Army)  
Quartermaster General's Branch  
Dy Dte Gen Canteen Services  
Wing-III, West Block- III, RK Puram  
New Delhi-66

No. 95350/Q/DDGCS/POLICY/17/2016

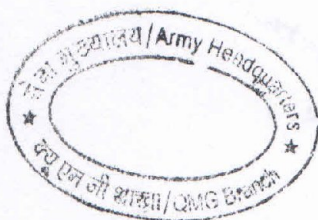
09 Mar 2016

HQ Southern Command(OL)  
HQ Western Command (OL)  
HQ Northern Command (OL)  
HQ IDS, HQ SFS, HQ ARTRAC (OL)  
HQ DG Assam Rifles, Naval HQ (PDPS)  
Air HQ (D/ Accts), HQ DGQA  
HQ DG NCC (Lgs), HQ DGBR (Q)

HQ Eastern Command (OL)  
HQ Central Command (Q)  
HQ South Western Command (OL)  
HQ A & N Command  
HQ Coast Guard(AD),  
HQ Ordnance Factory Board  
HQ Territorial Army, CAO, DAD, DRDO,

**ADVISORY 17/2016: FORWARDING OF CANTEEN SMART CARD APPLICATIONS**

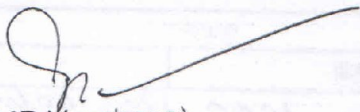
1. Further to Para 5 of letter No 96301/Q/DDGCS 30 Jan 2006 and letter No 95350/Q/DDGCS/Advisory/12/2016 dated 18 Feb 2016.
2. The existing procedure for processing application of Canteen Smart Card is as under:-
  - (a) Applicant submits completed application to URC.
  - (b) URC sends application in lot of 25/50/75/100 to CCTSC of M/s Smart Chip Pvt Ltd(SCPL) or may now send directly to M/s SCPL.
  - (c) Application are processed at SCPL. On receipt of application a SMS is sent to applicant followed by a SMS on dispatch of card to CCTSC.
  - (d) SCPL sends cards to CCTSC.
  - (e) URCs representative collects card from CCTSC and handover to individual applicant.
3. An analysis regarding reasons for delay was carried out and following has emerged:-
  - (a) There is always a time lag in applicant depositing application at URC and URCs forward the same to CCTSC. At times it has been upto two months. Once application is received at SCPL, the card is personalized within 20-30 days and dispatched to CCTSC only for the sake of accountability of each card.
  - (b) URCs do not collect the personalized cards in time from CCTSCs. At times delay is 30-40 days.
4. The above delays the whole process from application to delivery of cards to the applicant, by two to three months, which is not desirable.
5. All service HQ/ HQ Commands are requested to issue necessary instructions to URCs to forward applications without any delay to M/s SCPL as also ensure timely collection of personalized card from CCTSC. It is also requested that comments/ feedback be forward to this Dte to further improve the system.



Copy to-

M/s SCPL

1. For info and necessary action please.
2. Please forward details where any applications are received late from URC as well as where any URC doesnot collect personalized Smart Card from CCTSC within 15 days.

  
(MP Varghese)  
Col  
OIC Smart Card Cell  
Canteen Services  
For DDGCS

Tele: 2618 1892

Integrated HQ of MOD (Army)  
Quartermaster General's Branch  
Dy Dte Gen Canteen Services  
Wing-III, West Block- III, RK Puram  
New Delhi-66

No. 95350/Q/DDGCS/Advisory/14/2016

15 Mar 2016

HQ Southern Command(OL)  
HQ Western Command (OL)  
HQ Northern Command (OL)  
HQ IDS, HQ SFS, HQ ARTRAC (OL)  
HQ DG Assam Rifles, Naval HQ (PDPS)  
Air HQ (D/ Accts), HQ DGQA  
HQ DG NCC (Lgs), HQ DGBR (Q)

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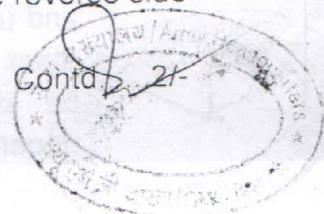
### ADVISORY- 14/2016: ADVISORY FOR AVOIDING REJECTION OF APPLICATION FORMS

1. In spite of clearly laying down the procedure for filling up and processing the Canteen Smart Card application, it is seen that large No of applications are still getting rejected due to various reasons. This advisory covers aspects to be ensured while processing applications form for Canteen Smart Cards.

#### 2. Points to be ensured by Applicant

- (a) Ensure that the correct application form is filled up. Wrong application form will lead to rejection.
- (b) Serving personnel of three Services and Assam Rifles are supposed to fill up white coloured application form meant for Serving personnel.
- (c) Retired service personnel and Widows/NOK of service personnel are supposed to fill up light green application forms.
- (d) Serving personnel proceeding on superannuation only are supposed to fill up Pink coloured application forms if the application is being sent not earlier than 100 days and not less than sixty days from the date of retirement. If the specified time period has lapsed such individuals should apply as ESM after the date of retirement.
- (e) Personnel proceeding on premature retirement or completing short service or seeking re employment should not fill up the pink application forms.
- (f) All Defence civilians including CSD permanent staff and NCC personnel should fill up Defence civilian application forms which are yellow in colour
- (g) All retired Defence Civilians must fill up light blue coloured application forms meant for Retired Defence civilians.
- (h) It is mandatory for the primary applicant to sign in the signature block given on the front face top portion of each application form, likewise every primary applicant must sign the certificate of primary applicant at the reverse side of application form.

Contd. 2/-



(s) **Certificate by Primary Applicant** All applicants must ensure that all information given is correct and authentic and they are liable for disciplinary/legal action in case of false declaration.

3. **Points to be Ensured by Countersigning Authority** Verify personal details by cross checking from original documents. Following details must be verified:-

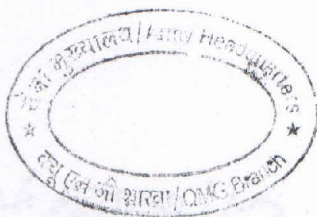
- (a) Name with correct spellings
- (b) Personal No for Serving and ESM - Crosscheck prefix and suffix if any. Ensure no additional digits like "0" are added or omitted.
- (c) Pay Card No - Pay Slip No in case of Defence civilians and PPO No in case of all ESM and Retired Defence Civilians.
- (d) Date of Birth, Date of Joining, Date of Deputation (where applicable), Date of Retirement (where applicable).
- (e) PAN Card No of all applicants.
- (f) Photographs on application should be of individual and his dependents only; they should also be attested across the photo and application form to deny tampering.

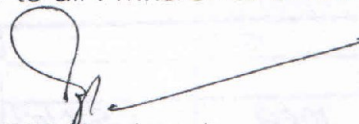
4. **Points to be Ensured by OIC URC Before Signing Application Forms**

- (a) Ensure that application form is countersigned by the designated authority specified in the application form and then only process the application form. For instance all ESM application forms must be countersigned by Secretary District/Rajya Kendriya Sainik Board only. Likewise application forms of serving and retired civilians must be countersigned by the designated authority.
- (b) All of the points given in para 2&3 above should also be cross checked.
- (c) Affix URC round stamp and sign and affix stamp of URC Manager. No other appointment stamp will be accepted.

5. Canteen staff must also ensure that correct spellings are entered in payment mode of Demand Draft payable to "Smart Chip Private Ltd" payable at Noida.

6. All HQs are requested to disseminate this letter to all Fmns/Units/URCs in their jurisdiction.



  
(MP Varghese)  
Col  
OIC Smart Card Cell  
Canteen Services  
For DDGCS

Copy to-

JS(Trg) & CAO  
QMG Branch/Q1(C&E)  
M/s SCPL

For info please.  
For info please.  
For info and necessary action please.