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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

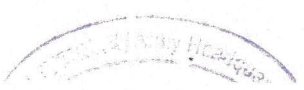
11 April 2018

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 forfeited.** This has been implemented in order to prevent misuse of such cards. Further, 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 immediately 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.**
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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  
JD CS  
For DDGCS

**Copy to:-**

Q1 (E)/ QMG Branch - For info please.  
M/s. SCPL - For strict compliance.

Date	15/4/18	Diary No.	914
OFFICE OF KENDRIYA SAINIK BOARD			
Secy			
JD (coord)			
PA			
Action By			

*Pls fwd to all RSBs / ZSBs  
with instructions to display  
prominently on the notice  
board.*

*12/4  
18/4*

*Advance Copy in Lib for KSBs*