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Quartermaster General's Branch  
Canteen Services Dte  
West Block-3 Wing-III, R.K. Puram,  
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As per Distribution list.

Plus APS Directorate

**ADVISORY- 2021: ISSUES RELATED TO INDL CANTEEN SMART CARDS**

1. A large No of grievances and suggestions related to Canteen Smart Cards have been received by this Dte over a period of time. In order to simplify this procedure and make it more user friendly, certain changes in existing methodology have been introduced. In addn, the awareness of issues related to Smart Cards is also lacking at all levels leading to harassment of beneficiaries. Comprehensive instrs related to Smart Cards are given in succeeding paras.

2. **Delay in Prep and Distribution of New Canteen Cards.** The identifiable delays are at the point of receipt of applications (URC), transit/postage through APS and the agency resp for their prep (SCPL). The following measures be adopted forthwith to curtail delays:-

(a) It is observed that application forms keep lying at some URCs for more than a month. Needless to say that this causes avoidable harassment to the applicant and needs to be addressed with due urgency. There is therefore, an imperative need for due diligence in receipt & acceptance of applications, and scrutiny of docus by dedicated staff at URC.

(b) Submission of correctly completed application forms to the local SCPL Centre must be done within five days from the time of receipt from the applicant.

(c) SCPL to ensure that cards are prep and dispatched to their local centre within 30 days from the time of receipt of the completed forms at that centre. Messages be sent to beneficiary on receipt of applications, on prep of card and dispatch to the local centers as hitherto-fore. In case of delay of more than 30 days, ₹ 3/- card per week of delay as per provision of MoU will be applicable.

(d) Freshly prep cards once received, should be distributed by the URCs within five days and all applicants informed telephonically to collect the new cards. It has been observed that New Cards also keep lying in URCs for months. The Canteen Staff must apch the beneficiary and ask them to collect their cards.

(e) New cards should activated in presence of the beneficiary and the old cards punched and destroyed.

3. **Attestation of Docus.** In an era where self-attestation is the norm, ESM are compelled to travel long distances and visit several offices for getting their docus verified. This prac shall cease forthwith and, in an effort to facilitate the application process, ESM will only be reqd to show the originals to the URC Management who after verification by the appointed URC Staff/OIC shall then accept Self Attested copies of the supporting documents alongwith the applications.

4. Payment for CSD Smart Cards.

(a) The applicants are presently required to append Demand Drafts alongwith their applications. With a view to simplify the application process, applicants will hereafter pay the processing fees (Rs 170/-) to the URC accounts and the URC in turn shall remit the dues (Rs 165/-) per application to the SCPL only by NEFT/RTEGS.

Action by end subscriber applying for Canteen Smart Cards.

(a) Canteens can continue to use existing means or evolve their own means for collection of payment for canteen smart cards. Use of POS machines/QR codes for UPI transactions can be also explored locally.

(b) Canteens must ensure that every payment made by customers for canteen smart cards is accounted for and no customer must be made to pay again in case of rejection.

(c) All URCs will ensure that all applications received are deposited once in every three days.

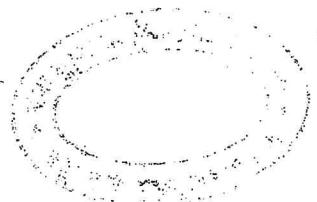
(d) Movement of applications to CCTSC and payment by NEFT have to be in sync at all levels. This means, whatever number of applications are collected, payment for those many cards must be made and accompanied with a proper covering letter.

(e) Details of Account of SCPL for transfer of Smart Card Fee (Rs 165/- per card) by the URC alone are as under :-

(i)	Name	-	SMART CHIP PVT LTD
(ii)	Bank Name	-	HDFC Bank
(iii)	A/C Number	-	00892320000429
(iv)	IFSC Code	-	HDFC0000088
(v)	Branch Address	-	Ansals Arcade, Sector-18, Noida

(g) Under no circumstances should the indl applicants make the payments directly and no cash will be deposited in the above mentioned SCPL account.

5. The above instrs be kindly disseminated to all concerned and implemented in letter & spirit.



(APS Chahal)  
Brig  
Canteen Services  
For QMG