

No 95350/Q/DDGCS/Policy

07 Aug 2023

As per Distribution List

**ADVISORY: COURTEOUS BEHAVIOUR AND PREFERENTIAL TREATMENT  
TOWARDS VEER NARIS & NOK OF FATAL BATTLE CASUALTIES**

1. Veer Naris & NoK of Fatal Battle Casualties deserve the utmost respect and highest priority in context of provision of Canteen Services in line with the ethos of the Armed Forces. Instructions on the subject have been issued from time to time and are reiterated herewith:-

(a) **Sympathetic and Courteous Behaviour of URC Staff.** URCs and their controlling units/ fmn must ensure that such beneficiaries are paid proper respect and looked after in a befitting manner by the URC staff. Complaints/ grievances, if any, must be expeditiously resolved at the local fmn/ stn level.

(b) **Preferential Treatment.** Such beneficiaries must be given the highest priority in the URCs. URCs may earmark separate counters/ queues, as appropriate, for such beneficiaries.

2. To facilitate easy identification by URC Staff, it has been decided to issue a unique CSD Smart Card to such beneficiaries free of cost. Sample of the approved design is enclosed at appendix.

3. Scrutiny of the data available has revealed that till date only 425 Veer Naris/ NoK of BC (Fatal) have been issued gratis CSD Smart Card which implies that other such beneficiaries have either not applied for CSD Smart Cards or have paid for their CSD Smart Cards.

4. Apropos, URCs are requested to ensure that CSD Smart Card applications of such beneficiaries are clearly endorsed with 'Veer Nari/ NoK of BC (Fatal)' in red ink at the top of the application form by the countersigning authority and no application fee is taken from the applicant. A copy of the Battle Casualty Certificate issued by the competent authority be enclosed with the application form of such beneficiaries.

5. CS Dte letter No 95350/Q/DDGCS/POLICY dated 27 Jun 2022 is hereby superseded.

6. The contents of this letter may please be disseminated to all fms/ units and URCs for dissemination to the beneficiaries and strict compliance please.

  
(Samir Bhalla)  
Brig  
Brig CS  
for QMG

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QMG Br (Interface B)

- For information please.

M/s SCPL

- For information and necessary action please.