

Integrated HQ of MOD (Army)
Quartermaster General's Branch
Dy Dte Gen Canteen Services
West Block-3, Wing-3, Second Floor
RK Puram, New Delhi-110066

No. 95366/Q/DDGCS/SCPL

25 Apr 2022

As Per Distribution List

INTRODUCTION OF NEW APPLICATION FORMS FOR CANTEEN SMART CARDS

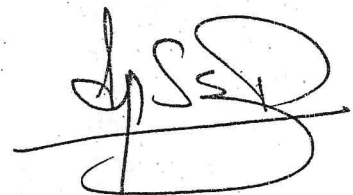
1. The existing application forms for CSD Smart Card have been in existence in this form since 6 – 7 years with minor changes made in 2018. Based on the feedback from the envt, the fwg pts were observed:-

- (a) Large No of beneficiaries, esp ESM, Widows & NoK were facing problem & harassment in getting the forms countersigned from Zila Sainik Welfare Organisation / Stn HQ / nearest mil est etc.
- (b) For serving pers, since the photo on the Canteen Smart Card was in Uniform, it was being misused as "Identity Proof" to enter mil establishments and uploading on social media & other Apps like OLX. This is a serious security concern.
- (c) Instructions for filling of form were not self explanatory & beneficiaries could not fill form correctly leading to rejection of applications.
- (d) Offr Cdts & Rects were not issued personalised canteen cards. They could purchase grocery through Steel Cards issued to the Academy / Centre. These were without name & thus liable to misuse.
- (e) Addresses of CS Dte & SCPL were incorrect.

2. Accordingly, after detailed deliberations with SCPL, new Applications forms have been introduced and are being supplied to all URCs. The relevant changes are as under:-

- (a) Self declaration by beneficiaries that info filled in form is correct. Countersigning authority has been changed as under:-
 - (i) Any fd Offr/ OIC Canteen / Canteen Offr/ Canteen Manager for Serving & retired Armed Forces Pers, ESM incl widows & NoK and serving Cdts / Rects.
 - (ii) For Civ Def employees, verification from Dir level Offr is reqd before countersignatures by Canteen OIC/ Manager.
- (b) Photographs of even serving Armed Forces pers to be in Civil Dress as under:-
 - (i) Offrs – Lounge Suit / Shirt & Tie.
 - (ii) Others – Civil / Dress.

- (c) Detailed instrs with correct addresses and updated rates have been included.
- (d) New forms for Offr Cadts & Rects have been introduced.
3. The fwg forms are now available for applying for new Canteen Smart Cards:-
- (a) Service Pers (Armed Forces) - (White forms)
 - (b) Retiring Pers (Armed Forces) - (Red forms)
 - (c) Ex Servicemen / Widows / NoK - (Green forms)
 - (d) Serving Def Civs - (Yellow forms)
 - (e) Retiring, Retd & family Pensioners Def Civs - (Blue forms)
 - (f) Serving GCs / Lady Cdts / Rects/ - (White form with Blue Print of content)
4. All URCs and URC managements to pass instructions to all concerned to use the new application forms for Canteen Smart Cards.
5. This letter may please be disseminated to all fmns / units and URCs for info & compliance.



(APS Chahal)
Brig
Brig CS
For QMG

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Copy to

CSD HO

QMG's Br (Col Interface B)

SCPL

For info please.

For info & necessary action please.

Integrated HQ of MOD (Army)
Quartermaster General's Branch
Dy Dte Gen Canteen Services
West Block-3, Wing-3, Second Floor
RK Puram, New Delhi-110066

No. 95359/Q/DDGCS/Rejected

21 Mar 2022

As Per Distribution List

REASONS FOR REJECTION OF APPLICATIONS OF CSD SMART CARDS

1. 9.76 Lakh applications for CSD Smart Cards recd during the last one yr were analysed with an aim to identify the main reasons for rejection of the applications. 0.37633 Lakh applications (3.86%) have been rejected. Rejection of applications leads to inordinate delay in card prep. These can be curtailed, to a large extent, by diligent scrutiny and timely intervention while processing applications at the intervening echs – especially the URCs that are principally resp for collecting all applications (except retiring offrs) and submitting to nearest CCTSC/RPMC of SCPL.

2. Some of the main reasons for rejection are as under:-

- (a) Photo in Uniform with headgear (except Sikhs) which is not permitted.
- (b) Photograph not attested by competent authority.
- (c) Photo missing or Poor Quality Photo.
- (d) PPO/Discharge Certificate/Salary Slip not att with application form.
- (e) DOB/DOC/DOR missing or erroneous.
- (f) Details mismatch in application & documents provided.
- (g) Rank not specified.
- (h) Incorrect PAN No/PAN No not mentioned.
- (j) Category Missing (Serving/ESM).
- (k) Serving Defence Civilians applications forms not accepted after age of 60 years.
- (l) Already applied for Grocery Card.
- (m) Already having cards with different service No.
- (n) Two separate application forms for Reapplying and fresh category not filled.
- (o) For re-applying – Old record not found.
- (p) Old application format used.

Contd....2

3. A very large No of advisories have been issued regarding the Application Process with a view to reduce rejections. The Application Forms have been recently simplified. The u/m letters on the subject are of spl emphasis:-

- (a) 95350/Q/DDGCS/Policy/2018 dated 23 Mar 2018.
- (b) 95350/Q/DDGCS/Policy dated 11 Apr 2018.
- (c) 96301/Q/DDGCS/SOP dated 04 Aug 2021.
- (d) 96301/Q/DDGCS/SOP dated 17 Aug 2021.

4. It is therefore requested that in order to obviate rejection of CSD Card applications, all intermediate echs and especially the URCs ex the care and diligence in processing CSD Card Applications, and the letter/advisories above are adhered to in letter and spirit.

5. This letter may please be disseminated to all fmns/units and URCs.



(Rahul Srivastava)
Col
OiC Smart Card Cell
For Brig CS

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All Sub Area HQs, All Cat A & B Ests	E-in-C Branch, DGQA, All Area HQ
All Regt Canteen, RR Force HQs	All Trg Ests & Trg Centres

Copy to:-

- M/s SCPL -
1. PI ref your Letter No SCPL/URC-CPMC/DDGCS-02 dated 16 Mar 2022.
 2. It is obs that almost 3,150 applications have been rejected per month in the last one year.
 3. PI institute measures to ensure that all applications are filled correctly and your intermediate echs iden discrepancies for their prompt resolution rather than leading to their eventual rejection and inadvertent delays / harassment.