

**रक्षा मंत्रालय**  
**MINISTRY OF DEFENCE**  
**सयुक्त सचिव (स्था/मुप्रअ) का कार्यालय**  
**Office of the JS(E/CAO)**

**CSD CANTEEN SMART CARD FACILITIES**

1. A copy of IHQ of MoD (Army), QMG Branch, Dy Dte Gen Canteen Services letter No. 95350/Q/DDGCS/Advisory/20/2016 dated 05 Aug 2016 on the above subject is forwarded herewith.
2. All coord sections are requested to disseminate the information and give wide publicity to this letter.
3. The letter referred to in Para 1 above has also been uploaded on CAO's website [www.caomod.nic.in](http://www.caomod.nic.in).



  
(RK Bhonsale)  
Dy Dir(Welfare & OL)  
Tele: 23013718

**Encl:** As above

**All Coord Sections of IHQ of MoD(Army)/ISOs**  
**IHQ of MoD(Navy)/DOA(Civ)**  
**Air HQ/PC Coord**  
**All Dy CAOs, Dir(DHTI)**  
**All Sections of CAO's Office**

MoD, O/o the JS(E/CAO) ID No A/71441/CSD/CAO/Welfare dt 19 Aug 2016

Copy to:-

Sr PPS to JS(Trg) & CAO

PS to Director(E&A), PS to Director(HR)

All Recognised Associations

CAO/EDP Cell

- For uploading on CAO's Website.

Tele: 26181892

Integrated HQ of MOD (Army)  
Quartermaster General's Branch  
by the General Services  
West Block-III, Wing-III  
RK Puram, New Delhi-110066

No. 95350/Q/DDGCS/Advisory/20/2016

05 Aug 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)  
HQ DG NCC (F &A),  
HQ DGBR (Q), HQ Territorial Army,

HQ Eastern Command (OL)  
HQ Central Command (Q/Ops)  
HQ South Western Command (OL)  
HQ A & N Command  
Air HQ (D/ Accts), HQ DGQA  
HQ Coast Guard (AD)  
Ordnance Factory Board

**ADVISORY-20/2016: CANTEEN FACILITIES TO RETIRED DEFENCE CIVILIANS AND FAMILY PENSIONERS OF RETIRED DEFENCE CIVILIANS**

1. Refer to this Directorate following letters:-

- (a) No 96301/Q/DDGCS/Policy dated 12 Aug 2015.
- (b) No 95350/Q/DDGCS/Advisory/06/2016 dated 22 Jan 2016.
- (c) No 95350/Q/DDGCS/POLICY/15/2016 dated 10 Mar 2016.

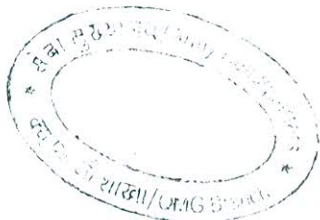
2. It is intimated that procedure for applying for a Canteen Smart Card by Defence Civilians (Serving and Retired) and family pensioners of Retired Defence civilian has been elaborately laid down in above policy letters. However, on scrutiny it is noticed that large No of application(s) being received are incomplete/incorrect. Some of the observations are as under:-

- (a) Application is not filled completely or filled with wrong details
- (b) Application forms are not verified and countersigned by the designated officer of the Controlling HQs of the Department.
- (c) Application forms after countersignature are not processed through the dependent URC.
- (d) Same officer is signing as different appointments (authentication/ Approving/countersigning) in the application.
- (e) Cuttings in the application and the same is not verified by the countersigning authority.
- (f) Use of whitener and overwriting on the application.
- (g) Individuals are sending applications directly to M/s Smart Chip Ltd without countersignature( Such applications will not be accepted).
- (h) Applications being filled in officer category without any supporting documents.
- (j) Applications are being sent without attaching supporting documents like PPOs & PAN Card etc for verification.
- (k) Photographs of very poor quality /photographs with headgear and not attested

मु.प्र.अ. / (कल्याण)	CAO (Welfare)
रुचि मन्त्रालय (अनुसंधान)	

3. It is intimated that the onus of sending correctly filled application rests with the applicant and omission to fill the correct details will result in the individuals Smart Card not being personalised. It is once again reiterated that the countersigning authorities and URCs must exercise due diligence while scrutinising the application and processing to ensure that this facility is not misused.

4. All HQ/Fmn/Dept are requested to issue necessary instructions to URC and all concerned offices under their jurisdictions



(RS Ahlawat)

Lt Col

OIC Smart Card Cell

Canteen Services

For DDGCS

Copy to-

QMG Branch/Q1(C&E)

CSD HO

CAO

} For info please.

M/s. Smart Chip Pvt Ltd-You are requested to check all forms in details and ensure that the card is not personalized on any incomplete/incorrect forms. All such forms should be rejected and returned to the originator. Your office will be held responsible for making any type of unauthorized card for any person/unit/est/URCs.