



**GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
CANTEEN STORES DEPARTMENT**

**MANUAL  
FOR  
UNIT-RUN-CANTEEN**

**PLATINUM JUBILEE EDITION-2018**

(Updated upto 12<sup>th</sup> Jan 2018)



## **SERVICE TO SERVICES**

**Canteen Stores Department proudly dedicates this manual to the troops who silently toil in service of the nation.**

## PREFACE



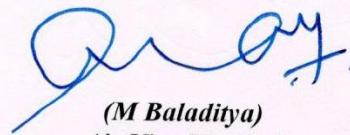
*The Canteen Services in India is in existence since 1921. Canteen Stores Department in its present avatar was established in 1948 to provide quality consumer goods to the serving, retired personnel of Army, Navy, Air Force and their families. The department which started with a modest beginning in 1948 and a working capital of Rs.48 Lakhs has grown into an organization with a turnover of approximately Rs.17000 crores in 2016-17 with 1.2 billion satisfied customer base.*

2. *The Unit Run Canteens (URCs) are basic customers of CSD, located across the length and breadth of the country. With its motto "Service to Services" the CSD provides its services to its customers. URC is an important entity which is an interface between the CSD and its end customers. It is, therefore essential that URCs should be conversant with the policies and procedures of Canteen Stores Department and the publication of URC Manual is an effort to standardize procedures to serve the customers efficiently.*

3. *The last edition of URC Manual was published in 2008. A lot of changes have taken place since then in terms of enhanced purchasing power of consumers consequent to implementation of 6<sup>th</sup> and 7<sup>th</sup> Pay Commission, liberal economic policies of Government, implementation of Goods and Service Tax (GST), technological advancements, evolution in the products and ever increasing customer aspirations. Therefore there was an inherent requirement to revise and update this manual incorporating all the amendments/changes. All the chapters in this manual have been suitably amended accordingly duly mentioning the relevant circulars/policies and incorporating the copies of the same as appendices. New chapters such as 'Taxes' have been added to give a brief introduction about GST, 'Guidelines for URC' to educate a URC rep about the actions to be taken before and after reaching the CSD Depot etc have been included to keep the URCs well informed.*

4. *This year Canteen Stores Department is completing 70 years of proud and dedicated service to Services and celebrating its Platinum Jubilee. Therefore it would not have been a more opportune time to publish the Platinum Jubilee Edition of URC Manual. This may be sourced as guidelines and should be useful for the Formations and Units not only in the matters pertaining to the Canteen Services as a whole but also in organising and running their own canteens effectively for benefit of troops and customers. However, rules and regulations issued by the Govt. will always take precedence.*

5. *Suggestions if any may be addressed to DGM (MS), Canteen Stores Department, HO, Mumbai 400020 or emailed at [dgmms@csdindia.gov.in](mailto:dgmms@csdindia.gov.in).*



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**General Manager, Canteen Stores Department  
& Chairman, Board of Administration**

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## **GENERAL INFORMATION**

The contents of this manual are informative in nature and should not be quoted as authority, except where an authority has been specifically indicated.

The information contained in this manual is largely compiled from inputs obtained from Deputy Directorate General Canteen Services, New Delhi. Queries/clarification, if any, on any matter contained in this manual should be addressed to Deputy Director General Canteen Services, IHQ of MoD (Army), QMGs Branch, Wing-III, West Block-3, RK Puram, New Delhi- 110066.

Kindly access the CSD website ([www.csdindia.gov.in](http://www.csdindia.gov.in)) for the latest updated version of the Manual for Unit Run Canteen 2018.

Suggestions, if any may please be communicated to DGM (MS) as under :-

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## **CHAPTER - 1**

# **AN OVERVIEW OF CANTEEN STORES DEPARTMENT AND IT'S OPERATIONS**

### **Introduction**

- 1.1. The Canteen Stores Department (CSD) has been in the service of the Defence Services since 1948. The Department which made a modest beginning with four Depots and a turnover of less than Rs 48 lakhs has now grown into 34 Area Depots and has crossed a turn-over of Rs 17,000 crores in 2016-17. The clientele has also grown steadily from a few thousand British soldiers in 1942 to over four million Services' households today. Of them, nearly 90% of the clientele comprises JCOs, other Ranks and their families.
- 1.2 CSD provides its consumers, all over the country, quality products of daily use at rates less than those prevailing in the market. These items are meant for sale to Armed forces, Defence civilians, ex-servicemen and their families.
- 1.3 The Department by itself does not come in direct or daily contact with its customers. Only Managers/In-Charges (I/Cs) of Unit-Run-Canteens (URCs) interact with the Department/CSD Area Depots. These Managers/I/Cs represent the needs of the clientele while demanding items from the Depots. It is, therefore, necessary that these persons must really be aware of what their customers' need. Needless to say, the Department continues to be scrutinised every day by the customers for availability, rates and range of the products. While the CSD attempts to provide a wide range of consumer items the range at present is approximately 5735 items including Against-Firm-Demand items.

### **Organisation**

- 1.4 CSD functions under the Ministry of Defence. CSD is efficiently managed by Defence civilian officers and few serving officers on deputation from Armed forces. However, the remaining workforce comprises Civilian Central Government Employees. The organization structure of CSD is given at Appendix 1A to this chapter.

### **CSD Head Office**

- 1.5 CSD Head Office is located at Mumbai. The Department controls and manages its field operations through a network of 34 Area Depots located across the length and breadth of the country. These Depots have been grouped into five Regions based on the Indian States and their contiguity. Accordingly, the Northern Region with its office at BD Bari (Jammu) covers the states of J & K and Punjab. The Western Region with its office at Delhi controls the Area Depots located in the states of Delhi, Haryana, Himachal Pradesh, UT of Chandigarh, Rajasthan and Gujarat. The Central Region has its office at Lucknow and it takes care of Uttar Pradesh, Madhya Pradesh, Chhattisgarh, West part

of Orissa and Uttarakhand. The Eastern Region with its office at Narangi (Guwahati) controls the Area Depots located in the states of West Bengal, Jharkhand, North part of Orissa and the seven states in North-Eastern India. The Southern Region has its office at Pune and controls the field operations in the states of Maharashtra, Andhra Pradesh, Telangana, Tamilnadu, Karnataka, Kerala, and Goa, Southern part of Orissa and Union Territory of Puducherry, Andaman & Nicobar Islands.

## **Regional Office**

- 1.6 Each Region is commanded by a Regional Manager (RM). As would be seen from Appendix 1-A to this chapter that each of the Regions has six to eight Area Depots under its command & control. The Area Depots are categorised as Small, Medium, Large and Extra large depots depending upon their annual turnover. On an average, each Area Depot caters to about 100 URCs.

## **Vision & Mission**

- 1.7 The following are the **Vision & Mission** of CSD:-

### **Vision:-**

To achieve highest level of consumer satisfaction by adopting pragmatic and proactive strategies to optimally utilize and develop human, infrastructure, material and financial resources of the Canteen Stores Department to withstand the dynamics of emerging economic realities of modern India.

### **Mission:-**

To meet the aspirations of Armed Forces fraternity by making available latest and quality consumer products at a cheaper rate on All-India basis.

### **Objectives:-**

- Provide consumer goods of high quality to the troops wherever they are at prices cheaper than the prevailing market rates, as far as possible.
- Ensure that the level of consumer satisfaction is maintained at the maximum.
- Generate reasonable profitability to sustain the organisation, permit growth and provide additional facilities for troops and their families.
- Formulate and execute development programmes to improve and maintain organisational effectiveness.
- Periodically analyse and assess the diverse long-term needs and aspirations of Defence Services and undertake timely measures to meet them.

## **Inventory**

- 1.8 There are nearly 5735 items in the CSD inventory including items Against-Firm-Demand (AFD). Each item has an independent Identification Number called Index Number and a Nomenclature.
- 1.9 Every effort is made to ensure that the CSD inventory achieves the following:-
- Have at least two to three different suppliers of similar products to ensure unfailing availability and alternatives at all times.
  - Cater for the Officers, JCOs, ORs, Ex-Servicemen, Defence Civilians and Retired/Family Pensioners Defence Civilians as per their needs and purchasing capacities.
  - Provide a variety of established and popular brands.
  - Generate adequate competition amongst suppliers to ensure quality and price advantage.
  - Cater to the needs of all types of clientele, e.g. male, female and from a baby to an aged person.

## **Inventory Grouping.**

- 1.10 For the purpose of warehousing management and ease of indenting by URCs, the inventory has been grouped into following seven groups, based on functional usage and mentioned in the Pictorial Price-List published by the Department during January each year and issued to all URCs.

<b>GROUP</b>	<b>Type of Item</b>	<b>Items covered</b>
I	Toilet Requisites	Toilet Soaps, Oral Care, Hair care, Cosmetics, Detergent, Diapers and Napkins etc.,
II	Household Requisites	Electrical Appliances, Cookers, Crockery, Kitchenware, Sewing Machines and other Household requisites such as Gas Stove, Flask, Casserole, Light Products and Torch Cell etc.,
III	General Use Items	Hosiery items, Plastic ware, Footwear, Luggages, Undergarments, Helmet, Sunglasses, Track suit, Sports Goods and Plastic Furniture etc.,
IV	Wrist Watches & Stationery	Wrist Watches & Stationery
V	Liquor	Rum, IMFL, Brandy, Scotch Whisky, BIO, Breezer, Wine & Beer etc.,
VI	Food & Medical Items	Food, Beverages & Medicinal items etc,
VII	AFD Items	Television, Refrigerators, Washing Machines, Two-wheelers, Cars, Tractors, Cooking Ranges (Ovens & Chimneys), Air Conditioners & Geysers etc.

## **AFD Items**

1.11 AFD items have been divided into two categories.

### **Category - I.**

These items are not stocked by the Depots but are arranged by CSD and collected by consumers directly from dealers e.g. Refrigerators, TVs, Washing Machines, Air conditions, Microwave Ovens, Cars, Tractors and Two-wheelers etc. These are supplied as per the following procedure :-

- The individual customers will obtain information from CSD Website at [www.csdingia.gov.in](http://www.csdingia.gov.in) or from CSD Area Depots & confirm about the availability of these items with the respective dealers. The dealers, in turn, will keep CSD Area Manager informed about the availability of the items from time to time.
- The individual customer is required to submit the prescribed form (available with depots/CSD website) duly filled-in and countersigned by the Commanding Officer of the unit, in case of Servicemen & by Station Headquarters or DSS&A Board in case of Ex-servicemen, along-with a UTR generated by a payee Bank and duly signed and stamped by the Banker in token of having transferred the amount through RTGS/NEFT, towards the price of the item. The UTR shall invariably mention the name of the customer who has actually transferred the amount. Every Depot has separate account number and bank; hence, customer is required to verify Bank Account number of the Area Depot before transferring money through RTGS/NEFT to avoid any complication at later stage.
- After completion of formalities at the depot, like preparation of Official Receipt, Local Supply Order(LS) on supplier etc., the individual is given an authority letter and a copy of LS Order which is to be submitted to the distributor/dealer for getting the delivery of the item demanded. Normally, AFD-I category items are delivered, based on availability with local dealers.

### **Category - II.**

These items are procured by CSD Area Depots based on firm demand received from URC to depot and sold to consumers through URCs for example Ovens, Geysers, Foot Model Sewing Machines, Cooking Ranges, Air Coolers, coir mattress and few other high-value household durable goods (details contained in the Pictorial Price-List) as per the following procedure :-

- A separate indent marked AFD-II, duly signed by the Commanding Officer countersigned by Brigadier or equivalent officer should be sent to the depot once a month alongwith the normal demand.

- Based on the above indent, orders are placed by the depot on the firm for the supply of item.
- On receipt of the item at the Area Depot, the same is invoiced and issued to URC.
- Normally it takes three to four weeks for receipt of such items from suppliers.
- URCs must ensure immediate collection of such items from depot.
- Demand for AFD-II category items, once placed, cannot be cancelled.

### **Introduction and Deletion of Items**

1.12 CSD reviews its inventory at regular intervals and deletes items that are no longer popular with the customers. This is to give way to add new items introduced in the market, to the CSD inventory range so that the customers keep getting latest products available in the market and improved variety at all times.

1.13 The procedure for introduction of new items in the CSD inventory is that once a supplier applies to introduce an item in the CSD, a decision to recommend the item for introduction or otherwise is taken by the Preliminary Screening Committee comprising of representatives of CSD and three Services, nominated by the Services HQ. The popularity of the item and its price is ensured through Market Survey before the price is negotiated. The items are finally considered for introduction by the Board of Administration (BOA) headed by General Manager (GM), CSD. Once items are recommended by the Preliminary Screening Committee, food/liquor items are sent to Composite Food Laboratory (CFL) for Quality tests. Factory inspection/Hygiene inspection is also conducted for source of supply before introduction.

### **Quality Control**

1.14 Providing quality items cheaper than prevailing market rate is the primary objective of CSD. There is well defined proven system of quality control of items supplied through CSD. It is important to note that stringent quality control measures, both *proactive* as well as *reactive*, are taken by the Department. Measures taken to ensure quality are enumerated below:-

### **Proactive Measures**

#### 1.15 **On Initial Introduction.**

- Technical Data Specification (TDS) & Master Samples are obtained from suppliers.
- Factory inspection including Research and Development (R&D) and Quality Control facilities are checked at site.

- In case of liquor and food items, Hygiene inspection of the factory is carried out by Army medical authorities.
- All food items before introduction are checked for Food Safety and Standard Authority of India (FSSAI) compliance and also sent for Composite Food Laboratory (CFL) / Government approved / National Accreditation Board for testing and Calibration Laboratories (NABL) accredited labs for testing. Liquor is sent to CFLs for testing. An item is introduced in CSD inventory range only after it undergoes tests successfully.

### 1.16 **Routine Testing.**

#### **Food and Liquor Items.**

- Samples for testing are drawn from lots, at random, by a Board of Officers.
- Samples of food and liquor are drawn from CSD Area Depots and sent to Government approved / National Accreditation Board for testing and Calibration Laboratories (NABL) accredited labs for testing including Composite Food Laboratory (CFL).

#### **General Stores**

- Master Samples and Technical Data Specification (TDS) are maintained by the Department.
- The Department generates a list of items at random every month and draws samples from CSD Area Depots and compares the same with the Technical Data Specification (TDS) submitted by the firms held by Department.
- Samples are sent to Govt/ Govt approved/NABL accredited labs for testing.

### **Reactive Measures**

1.17 Quality checks are conducted under the following circumstances apart from regular/routine tests carried out by the Department:-

- URC Complaints & Customer complaints.
- Samples are drawn by senior officers during their visits to Depots and tested.
- Complaint by Depot Managers.

1.18 In all such cases where deviations are found by the Department, stringent action such as imposition of penalty and/or suspension of sale/orders is taken. In the event of repeated deviations, the item is deleted from the CSD range.

## **CHAPTER - 2**

### **ORGANISATION OF CANTEEN SERVICES**

- 2.1 For a better appreciation of the Canteen Services vis-a-vis the part played by the Canteen Stores Department, it is desirable to understand its composition and broad functions.
- 2.2 The Canteen Services comprise of the following:-
- (a) Board of Control Canteen Services (BOCCS).
  - (b) Executive Committee (EC) of the BOCCS.
  - (c) Deputy Directorate General Canteen Services (DDGCS), Quartermaster General's Branch, Army Headquarters.
  - (d) Board of Administration (BOA) of CSD.
- 2.3 The constitution and main functions of the BOCCS, EC of the BOCCS, DDGCS and the BOA of CSD are given below.

#### **Board of Control Canteen Services (BOCCS)**

2.4 **Composition.**

<b>Chairman</b>	Hon'ble Raksha Rajya Mantri (RRM)
<b>Members</b>	<ol style="list-style-type: none"> <li>1. Defence Secretary</li> <li>2. Financial Adviser, Ministry of Defence (Finance)</li> <li>3. Quartermaster General (QMG), Army Headquarters</li> <li>4. Chief of Personnel (COP), Naval Headquarters</li> <li>5. Air Officer-in-Charge Administration (AOA), Air Headquarters</li> </ol>
<b>Secretary</b>	DDGCS
<b>Special Invitees</b>	<ol style="list-style-type: none"> <li>1. Additional Secretary (MoD)</li> <li>2. General Manager (CSD)</li> </ol>

2.5 **Duties.**

- (a) To advise the Government on the general policy with regard to the Canteen Services.
- (b) To control general expenditure and the financial policy of the Canteen Stores Department and to advise the Government on the disposal of profits.
- (c) To make appointments, dispose off appeals and hold reviews as postulated in relevant rules.



## **Executive Committee of Board of Control Canteen Services (EC of BOCCS)**

### 2.6 **Composition.**

<b>Chairman</b>	Additional Secretary, Ministry of Defence (MOD)
<b>Members</b>	<ol style="list-style-type: none"> <li>1. Joint Secretary (O/N), MoD</li> <li>2. Additional Financial Adviser, Ministry of Defence (Finance) (dealing with CSD matters).</li> <li>3. Quartermaster General (QMG), Army Headquarters.</li> <li>4. Chairman, Board of Administration (BOA) &amp; GM, CSD.</li> <li>5. Representative of Air Force (Equivalent to the rank of Major General in Army)</li> <li>6. Representative of Navy (Equivalent to the rank of Major Gen in Army)</li> </ol>
<b>Secretary</b>	Deputy Director General Canteen Services (DDGCS)

2.7 **Duties.** The Executive Committee will exercise all the powers of the Board of Control unless they consider it fit that a certain matter be referred to the Board of Control. Some of the specific powers that the Executive Committee will exercise are as follows:-

- (a) To consider and decide matters beyond the powers of the Board of Administration/General Manager.
- (b) Issue of any directions or orders on matters within the jurisdiction of the Board of Administration or General Manager wherein the Committee considers it fit to do so.
- (c) Consider and recommend regular establishment of Canteen Stores Department, Head Office and its installations for sanction by the Government.
- (d) To consider and decide claims for compensation made by the Unit-Run-Canteens in respect of breakages, shortages and damages where the amount to be paid to the Unit-Run-Canteens on any one item at any one time exceeds Rs 5000/-.
- (e) To review and to delegate powers to the Board of Administration/General Manager where considered necessary.

2.8 In respect of cases which affect a particular service, the Executive Committee will obtain the views of the particular Service HQ before arriving at a decision.

- 2.9 The Executive Committee will meet six monthly or as and when required basis at New Delhi or Mumbai and will review the functioning of the CSD for the preceding quarter and take decisions on the cases put up to it.

### **Deputy Directorate General Canteen Services (DDGCS), QMG'S Branch**

#### **2.10 Composition.**

Deputy Director General Canteen Services (DDGCS)	-	Brigadier
Joint Director Canteen Services (JDCS)	-	Lt Col
Deputy Director Canteen Services (DDCS)	-	CSO

These posts may also be filled by suitable officers on deputation.

- 2.11 **Duties.** DDGCS will act as Secretary and his office will function as the Secretariat of the Board of Control and the Executive Committee of the Board of Control and generally assist the QMG in the supervision of the Canteen Services including, inter-alia, the following :-

- (a) Watch progress of execution and implementation of policy laid down by Government, Board of Control and the Executive Committee of the Board of Control.
- (b) To deal with all correspondence with lower formations on CSD matters.
- (c) Establishment and administration of Canteen Services in peace and operational areas according to the requirements and the policy laid down by the Government, Board of Control or the Executive Committee of the Board of Control.
- (d) Frame recommendations regarding establishment for Canteen Stores Department Head Office and its installations.
- (e) Arrange transportation facilities for canteen stores and personnel.
- (f) Receive and deal with statements of accounts rendered by the Canteen Stores Department.
- (g) Visits to CSD establishments and personal liaison with lower formations.
- (h) Consult the MOD (Finance) in all matters concerning the Section and the Canteen Stores Department which have a financial implication.

## **Board of Administration**

2.12 **Composition.** The management of the Department will be vested in the Board of Administration which will consist of:-

General Manager, CSD	- Chairman
Joint General Manager-I	- Vice Chairman
Representative of Finance	- CDA (CSD)
Representative of QMG	- Appointed by QMG
Joint General Manager-II	- In attendance.
Secretary	- Asst General Manager (Secy)

2.13 Representatives of the Navy and Air Force are also associated with the proceedings of Board of Administration as special invitees in so far as the proceedings relate to introduction/deletion of items in the inventory.

(Authority: Letters No B/00054/1/DDGCS dt 24 Nov 86 and No B/00054/DDGCS-1 (89) dt 18 Oct 89)

DDGCS as special invitee at the discretion of GM, CSD.

2.14 **Duties.** The Board of Administration will perform the duties indicated herein below subject to any general or special orders issued by the Board of Control or any Committee of the Board of Control. The executive authority will be vested in the General Manager, who will be Chairman of Board of Administration.

2.15 The Board of Administration will be responsible to the Board of Control through the QMG for the following:-

- (a) Introduction/deletion of items .
- (b) To approve E&W projects falling within its power.
- (c) To approve purchase orders above Rs. 20 lacs.
- (d) To sanction loans to URCs exceeding Rs. 2 lacs and below Rs. 5 lacs.
- (e) To recommend cases not within its power to Executive Committee of BOCCS for Sanction.

## **CHAPTER – 3**

### **URC - CSD INTERFACE**

#### **Role of URCs**

- 3.1 URCs serve as a vital link between the CSD and ultimate customers. The main role of URCs is to provide the day-to-day requirements of consumer items and durables to the troops, wherever they may happen to be posted, at a price cheaper than the market. There are about 3794 URCs all over the country which are playing a pivotal role.

#### **Registration**

- 3.2 Units are required to obtain sanction for operating a URC from the Sub-Area Commander / Brigade Commander or Higher Formation Commander or their equivalents in the other two Services. Formation Commander may sanction opening of URCs of their own formation headquarters also. After the sanction is obtained and intimated to CSD Head Office, a Registration Number is allotted to the URC by the CSD. On the basis of such registration, URCs are authorised to purchase canteen stores from the CSD Area Depot on which they are dependent. Existing formation headquarters and units wishing to run their own URCs should obtain sanction and registration in accordance with the provisions of Army order A019/2003 reproduced as Appendix 2A and 2B to this chapter. The guidelines contained therein will also be applicable to the other two Services.
- 3.3 The Registration Number is required to be indicated on the indent failing which; the indent will not be accepted by the CSD Area Depot, for execution. Whenever a unit moves from one location to another, it will inform the CSD Area Depot on which it is dependent as well as the one on which it is to be based in future, quoting its Registration Number. Necessary approval with regard to change of dependency to be obtained from AGM (Secy) CSD, HO to purchase items from the new dependent depot

#### **Use of Abbreviation 'CSD'**

- 3.4 Unit-Run-Canteens are not permitted to use the abbreviation 'CSD' for their own canteens as this has and is likely to cause complications / misunderstanding regarding employment by URCs of civilian staff, if any, and fixation of their pay and allowances, besides exemptions of Goods & Service Tax (GST) and other such allied matters. GST exemption has been granted by the Government only to the CSD. Further, the usage of abbreviation 'CSD' by URCs may also lead to misunderstanding by outside agencies who seem to believe that URCs are funded from Public Funds. In this connection, clarifications given by the Deputy Director General Canteen Services vide their Circular No 96029/Q/DDGCS dt 10 Feb 95 (Appendix 2C) and Govt of India, Ministry of Defense, vide their letter No BOCCS/00181/Q/CAN/5469/D (MOV) dt 27 Oct 1977 (Appendix 2D) may be referred. Therefore, URCS should not use 'CSD' as prefix or suffix.

### **Financial Assistance / Loans to URCs**

- 3.5 To assist URCs to improve their canteen facilities and to keep sufficient inventory, some funds are made available in the CSD budget every year which are disbursed as loans to URCs.
- 3.6 Refundable loans are granted by the CSD Head Office to formations and units who need financial assistance to establish their URCs or for expansion of existing canteens. The prescribed form for making the application to obtain financial assistance is given at Appendix 2E and Annexures 1 and 2. On receipt of the application, CSD Head Office scrutinizes the financial position of the canteen and determines the quantum of loan based on the strength of serving and retired defence personnel dependent on the URC and the sale potential in relation to their spending capacity. Where an application for financial assistance is for expansion of existing canteens or for a second loan, a copy of Trading Profit and Loss Account and Balance Sheet should accompany the application.
- 3.7 **Financial Powers to Sanction Loans.** General Manager, CSD, has been vested with financial powers to sanction loans to URCs upto Rs 2 lacs. The Board of the Administration is empowered to sanction loans upto Rs 5 lacs. Beyond Rs 5 lacs and upto Rs 25 lacs all loans to URCs are sanctioned by QMG. Beyond this the loans are sanctioned by Executive Committee of Board of Control Canteen Services.
- 3.8 **Terms and Conditions.** The financial assistance is granted on the following terms and conditions.
- (a) Loans extended, in the form of stores, to URCs is repayable within a period of five years in fixed five yearly or ten half-yearly installments as approved by the BOA. Depending upon the size and the repaying capacity of the URC upto a maximum of Rs 5 lakhs can be sanctioned by BOA. Loans exceeding Rs 5 lakhs can be sanctioned only with the approval of Executive Committee of BOCCS, taking into account repaying capacity and justification.
  - (b) The first loan bears an interest at the rate of 4.5% per annum and second and subsequent loans bear an interest @ 6.5 % per annum, or as revised from time to time.
  - (c) The unit commanders are responsible for repayment of the loan installments regularly on the due dates, failing which penal interest @ 15% per annum will be charged from defaulting URC.
  - (d) The Promissory Note and Undertaking as per specimen given at Annexure 1 and 2 to Appendix 2E will be signed by the Unit Commander in favour of the President of India on a valid Stamp Paper.
  - (e) A new Unit Commander, when he takes over the unit, will also take over the URC with its assets and liabilities and will execute and forward, to CSD. Head Office, Mumbai, Promissory Note and the Agreement given at Annexure 3 and 4 to Appendix 2E .
  - (f) CSD Head Office, Mumbai, will be intimated immediately in the following cases so that the documents and records can be updated.
    - (i) In case of change of designation of unit or move to a new location.

- (ii) When a unit is merged with another unit, fresh loan documents as mentioned in sub-para 3.8 (d) above will be executed by both the unit commanders.
  - (g) On receipt of orders for disbanding of a unit, CSD Head Office will be informed immediately and the unit commander who has executed the legal documents, will obtain clearance of the loan from CSD Head Office, Mumbai, by refunding the balance of the loan with interest.
  - (h) Second or subsequent loan will be made available only after payment of first / earliest loan (if any).
  - (i) The loan application should be supported with one statement of case (SoC) justifying the requirement of loan.
- 3.9 **Loans are NOT given in Cash.** The Unit-Run-Canteens will be extended credit facilities to the extent of loan sanctioned for drawal of stores from the dependent Depot.
- 3.10 As the authority to sanction loans between Rs Two – Five lakhs is vested with the Board of Administration, which meets once a month, it takes between six to eight weeks before a loan is finally sanctioned.

### **Winter / Monsoon Stocking**

- 3.11 Units located in snow-bound areas and in A & N Islands are extended special credit facilities.
- (a) **Units located at Leh and Siachin Glacier.** These units are entitled to credit facility upto a maximum of Rs 3 lacs for a maximum period of three months. The units will liquidate their debt with CSD Depot, Leh prior to their deinduction from the region. (Authority: DDGCS, QMG's Branch, Army Headquarters letter No 96031 / Q / DDGCS dt. 26 Aug '93, reproduced at Appendix 2F )
  - (b) **Units located in Snow-bound Area.** Such units are allowed to draw stores in advance from the CSD Area Depot upto a maximum amount of Rs 60,000/- for the entire winter season.
  - (c) **Units located in A & N Group of Islands.** Similar concession as (b) above is admissible to units located in A & N Group of Islands, during the entire monsoon season during the year when normal shipping contact between the mainland and the Islands is not possible due to adverse weather conditions.
- 3.12 **Procedure.**
- (a) Interest on the amount of loan or outstanding credit will be charged @ 4.5% per annum.
  - (b) URCs availing the credit facility will have to pay the entire cost of stores by the end of winter / monsoon season. Thus it is advisable that the URCs make periodical remittances.

- (c) URCs have to accept liability for full payment of stores to CSD, even if any of the stores' losses are incurred by them because of deterioration and/or damage due to inherent hazards of operational areas.

### **Units Proceeding on UN Missions**

3.13 Units going abroad on UN Missions are permitted to take additional interest-free loans. Such units may contact Deputy Director General Canteen Services, IHQ of MoD (Army), QMGs Branch, Wing-III, West Block-3, RK Puram, New Delhi- 110066. Such loans should be re-paid with the depot from where URC has availed the facility of credit, within the five years from the date of loan sanctioned or earlier. Defaulter URCs will be penalized as per the procedure in vogue.

### **Repayment of Loans**

3.14 Units which have obtained loans shall make regular repayments. Units which are in arrears in repayment will be reminded of the responsibility to make the payment in time. Failure even after that would force the CSD to report the matter to higher formation headquarters.

In case of first / new raising loan, the URCs would be given an option to refund the full amount of credit by twelve months or before without any interest. (Please refer DDGCS, QMG's branch letter No. 0842/Q/CS dated 21.06.1989 (Appendix-3J).

### **Temporary Credit Facilities to URCs**

3.15 GM, CSD, is empowered to grant Temporary Credit Facility upto Rs 2 lacs to needy URCs for a period not exceeding 30 days. However, it is to be ensured that URCs shall avail this credit facility for their genuine requirement beyond normal average purchases for the last three months and the amount must be repaid within the stipulated period of 30 days. Non-refund of Temporary Credit amount by URCs within the stipulated period will result in levy of penal interest @ 18% per annum.

### **Pictorial Price-Lists**

3.16 A Pictorial Price-List, containing coloured photographs of the items, is issued to all the URCs annually in January every year, free of charge through their dependent Depots. The URCs must acknowledge receipt to the Depots.

### **Price Revisions**

3.17 Price revision circulars, including price of newly-introduced items, are issued by the CSD Head Office as on 1<sup>st</sup>, 11<sup>th</sup> and 21<sup>st</sup> of every month. However, in some cases, e.g. change in government levies, price revisions are implemented with immediate effect. Price revision circulars are serially numbered during each financial year. The aim of giving consecutive serial numbers to such circulars during each financial year is to enable the URCs to implement the same without missing any circular, and thereby avoid any financial loss to them at a later date.

### **Monthly Bulletins**

- 3.18 To reach out to the customers directly, Monthly Bulletins are being published by the CSD Head Office and distributed since Jan 1997. The Bulletins contain information about the new arrivals, deletion of items, gift offers, one-to-one replacements and other matters of consumer interest. URCs are expected to display the Monthly Bulletins in the dispensers already provided to them for the purpose. All URCs are requested to ensure to collect their monthly Bulletin copies from their dependent depot by 20th of every month. The bulletin is also available on the CSD web site viz. [www.csd.india.gov.in](http://www.csd.india.gov.in)

### **Depot-level Bi-monthly Bulletins**

- 3.19 Depot-level Bi-monthly Bulletins are issued by Area Depot Managers to the units dependent on them. These contain the information about price changes, URC meetings, deletions, introduction of new items, information which is of interest to URCs and the customers.

### **Quarterly URC Meetings**

- 3.20 Regular URC meetings on quarterly basis are held at Depot level to facilitate URCs to have interaction with the Depot and to resolve their problems. In order to derive maximum benefit from this forum, unit commander must depute their Canteen Officers to attend such meetings. These meetings are now being organised under the aegis of the local formation / Station Headquarters as per the QMG's Branch letter No 96131/Q/DDGCS dt 31 Mar 98, placed as Appendix 2G. These meetings should be attended by the canteen officers of concerned URCs.

### **Collection of Indented/Demanded Stores by URCs Within 45 Days**

- 3.21 Instances have come to notice that, after giving the regular indent/demand of items, URCs are unable to collect the stores/assembled stocks within 45 days with one or other pretext such as unit having no sufficient funds to pay or moved out of station/another location.

To avoid that situation, URCs are hereby advised to observe their funds position. In case, if the unit is moving out to a different location, the URC canteen officer/OC/CO should intimate the Depot Manager so that recourse would take place as far as the stocks are concerned.

If the URC is unable to lift the demanded stocks from depot, within 30 days of collection schedule, Canteen officer should intimate the reasons by fastest means for non-collection.

The depot will not issue stores against fresh indent if the previous indents are not collected.



## CHAPTER - 4

### PROVISIONING AND INDENTING BY URCS

#### Indents by URCS

4.1 URCS will place the monthly indents to Area Depots based on their average feeding/ration strength along with their ESM dependency (applicable only in case the dependency has been assigned by the Station/ Sub-Area HQ and cross checked with the number of primary cards personalized by the URC). Demand will not be based on authorized strength of units. URCS run by formation HQ will not include strength of Units under their command to inflate dependency, where these units have their own URCS. Indents will be signed by COs/OCs only. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06.2017 placed as Appendix 3.

The procedure to be followed is detailed below.

- (a) Computerised Indents are to be submitted to CSD depots in duplicate in hard copy as well as soft copy in the form of CD /Email duly signed by indent signing and counters signing authority.
- (b) All URCS to submit indents latest by 10<sup>th</sup> of month and collect stores by 20<sup>th</sup> of the month.
- (c) One main demand and maximum one supplementary demand will be accepted for large URCS. URC's can collect stores from CSD Depot on 03 working days per month as under:-
  - (i) Twice for grocery
  - (ii) Once for Liquor
- (d) The indent should clearly indicate the probable date of collection, or collection date as fixed by depots.
- (e) Demand for items of different groups as listed in the CSD pictorial Price-List (Group I to VII) should be on separate indents. Even if just one item from a group is demanded, it should be written on a separate page.
- (f) Separate indent should be prepared and submitted for the following items, as these items do not qualify for calculation of Quantitative Discount:
  - (i) Edible oils.
  - (ii) Tea / Coffee
  - (iii) Wrist-Watches.

- (iv) AFD items.
- (v) Hospital Comforts and Officers' Rations.
- (vi) Chocolates
- (vii) Bicycles
- (g) Full particulars of an item demanded viz. Index No along with Suffix, Case Pack, Qty and Description of goods should be mentioned.
- (h) Clear indication of quantities should be given in specified accounting units e.g. cases, dozens, Nos, as the case may be.
- (i) Specimen signature of indent signing authority should be submitted at Depot and updated regularly.
- (j) Indents will be signed by the officer empowered to raise the Indent duly affixing his signatures & seal showing his name and rank of the officer and unit seal.
- (k) Demands with overwriting/ cutting / corrected with whitener will not be entertained.
- (l) Cancellation of indent once submitted to depots will not be entertained.
- (m) The indents for Food & other items which have limited shelf-life should be correctly worked out so that no excess stock is available.

### **Monthly Correctness Report**

4.2 All URCs/ Units/Establishments will forward a monthly correctness certificate signed by the Commanding Officer to the next Higher Formation (one up) i.e Unit to Brigade/ Sub Area, Sub Area to Area& upwards. Format of the certificate is as per the appendix B of Appendix 3. These will be scrutinized at Command level. OL Branch of HQ Commands will forward a consolidated certificate to CS Directorate / QMG Branch, once a quarter. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06.2017 placed as Appendix 3)

### **Audit of URCs**

4.3 Para 2 of AO of 2003 caters for quarterly audit of URCs. In addition, it is mandatory for QD and CTS accounts to be audited annually by a certified Chartered Accountant (CA). All URCs will undergo an annual audit by BOO, which should be completed by 31 Dec every year. These Audit Reports will be reflected in the Annual Administrative Inspection Report of the unit. Compiled feedback and aberrations in the audit report will be forwarded to the next higher HQ and further to CS Directorate by HQs Command on completion of audit of all

URCs by 30<sup>th</sup> Jan every year. URCs which have not undergone the audit during the year will not be permitted to draw stores from CSD Depot.

Only in exceptional circumstances like op commitments, formation commanders may exempt the audit of an URC for a specific period. A certificate from the higher formation HQ will be furnished in such cases. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30<sup>th</sup> June 2017 placed as Appendix 3).

4.4 Verification of dependency and indent signing and counter signing authority are appended below (DDGCS letter No. 96001/Q/DDGCS/ dated 01 Sept 2017 refer appendix 4A) :-

(a) **Verification of dependency:** A software patch has been developed to ascertain the monthly dependency of the URCs (Separately for Grocery & Liquor). URC will update their Server to enable the same, through SCPL. URCs wef 01 Oct 17, will attach this 'Dependency Certificate' alongwith their indents. No indents will be accepted by the depots without the Dependency Certificate .

(b) **Indent signing authority:-** All URC indents will be signed by Commanding Officer.

(c) **Indent Countersigning authority:-**

(i) **Army URCs:** Indents will be countersigned by an officer holding the appointment of Brigade Commander / Deputy GOC / Brig(Adm) / Brig (Q) .

(ii) **IN, IAF & Coast GD URCs.** - Respective Station Commander / Air Officer Commanding of Air Force Stations or Independent Station Commanders of Air Force Station of the Rank of Group Captain.

(iii) **DRDO, DGQA, DGBR, OFB & CDA URCs.** - Respective Heads of Department.

(iv) **NCC & MES URCs.** - Deputy GOC of Sub Area.

In case the permanent incumbent is not present, it may be signed by the officiating incumbent.

(d) **Liquor/Wines.**

(i) Every liquor indent should bear a certificate that the quantities indented are as per prescribed scales vis-a-vis strength of the unit.

(ii) Each liquor indent should indicate the Unit Excise Licence number. Please note that the State Governments have varying liquor policies and units moving from one State to another are required to obtain a new licence on their first entry to that State to become eligible for supply of liquor from the feeding Depots. The rules and procedures also differ from State to State which should be found out, understood and adhered to.

**(iii) The liquor indents will also be signed and countersigned by the authorities as stated at para 4.2 b and 4.2 c.**

### **Provisioning**

- 4.5 During scarcity of some items, it is a common tendency among URCs to demand inflated quantities in anticipation that CSD Depots will make supplies in relation to the quantities indented. This leads to a serious situation of excessive procurement. Once the supply position becomes normal, CSD Depots make supplies in exact quantities demanded which results in increased inventory at the unit canteens, thereby unnecessarily blocking their capital.
- 4.6 At times, inflated demands are noticed in respect of items which are considerably cheaper in the CSD than in the market. It is obvious that there will be a great demand for such items and there is also a possibility of leakage of such stores to unauthorised persons. Thus, over-indenting is to be avoided on both these counts.
- 4.7 There are a few items listed as AFD (Against-firm-Demand) Category II in the CSD Pictorial Price-List which are not stocked by CSD Depots but are procured and supplied against firm demand. Units which place demand for such items should immediately lift the stock on receipt of advice from the CSD Depot after making payment. No cancellation of demand of AFD category-II items will be entertained.
- 4.8 A unit with limited funds at its disposal can render better service to its clientele, if there is a proper turnover of stores which can be achieved by methodical indenting of such of the items as are needed by them. The available funds should always be utilised with prudence and foresight. The basic principles of planned investment and rotation of funds cannot be ignored because a unit may not be well-versed in matters of finance. The money available needs to be invested in stores every month and replenishments obtained according to correctly assessed past off-takes, as also the anticipated sales. Any haphazard indenting will result in overstocking which will unnecessarily lead to blockage of funds and may ultimately result in writing-off of surplus stores unfit for sale due to their deterioration in storage.
- 4.9 Each URC must maintain Stock Ledgers so that both the stock and monthly sales figures are readily available. The normal indenting of a unit should be on the basis of its off-takes of the past three to four months. Since it is difficult for a Unit Commander/Canteen Officer to verify the statistics from the Stock Ledger, it is desirable that the monthly sales are readily available in a separate register as calculated by the canteen staff every month. If there is abnormal variation in sales in the preceding months a proper analysis should be carried out before indenting the quantities.
- 4.10 It should be ensured by URC's that maximum functional equivalents are always to be maintained in the inventory so as to provide wider choice to customers. This will enable consumers to exercise their preference. Limiting the choice of items only to the preference of URC management leads to deletion of desirable items from the inventory, customer dissatisfaction and monopolist tendencies.

4.11 To enable the Depots to verify the authenticity of the indenting authority, unit commanders are required to send the specimen signatures of the indent signing authority to the Depot so that the authority letter for collection of stores when issued by the indent signing authority can be verified from the specimen signatures held by the Depots.

### **Short-Shelf-life Items**

4.12 Stocks should be properly rotated on 'First-In First-Out' (FIFO) basis to avoid obsolescence, wastage and surpluses. It is a very important aspect of stocking which requires constant review in respect of food items. Normally food items have shelf-life of about 6 to 12 months. In case of Baby Food, the expiry date is embossed on the tins/bottle labels. Units must check manufacturing and expiry date, wherever applicable, at the time of collection of stores. The units in their own interest can keep a record of such items immediately on receipt and arrange sale at their end so that short-shelf-life items are liquidated well before their expiry.

### **Newly-Introduced items**

4.13 Information about newly-introduced items is communicated to units through the medium of Monthly Bulletins and Bi-Monthly Bulletins issued by respective CSD depots and also can be seen in CSD website. URC may submit their demands separately or with their regular demands depending upon their requirement and status of URC. Existing system of issuing new items on credit basis by depots has been discontinued w.e.f 01/01/2018 except liquor which is also with the consent of URC in small quantity. Policy circular 7/2017 of CSD, HO promulgated vide circular no 2/MS-13160/3553 dated 18/12/2017 is placed as Appendix 4B

### **Errors in invoice**

4.14 Any errors in invoice should be immediately notified to concern CSD Depot for issuance of Debit/Credit notes.

### **Consumer Promotion Schemes**

4.15 Due to changing marketing strategies, many of the companies are offering Consumer Promotion Schemes in civil Trade. CSD ensures that consumer schemes floated by the firms in civil are also extended to CSD customers. Generally, following types of Schemes are offered.

- Discounts like Rs.5/- off etc.
- Gift offers like toys, Books, Glass etc.
- Buy-one-get-one free offer.
- Scratch Cards/Gift Coupons.
- Additional quantity offer like 20% more.
- Coupon Redemption offer.

If the offer is for a particular period, the offer will be available during that period. If the offer is on a stipulated quantity then the offer is extended till quantity lasts on first-come-first-served basis.

When gift offers are extended there is likelihood of change of case pack. URC representatives should ensure that offer packs are so collected from depot are issued to customers.

## CHAPTER - 5

### PAYMENT BY URCs

#### Payment Against Indent

- 5.1 On receipt of intimation from the Depots for collection of stores, URCs should arrange payment of the total value, indicated in the payment advise, to the respective Depot in account name CANTEEN STORES DEPARTMENT, PUBLIC FUND ACCOUNT (MAIN) through NEFT/RTGS by obtaining the account number from Depot concerned and provide the details of NEFT/RTGS as proof to the depot at least one day in advance from the date of collection.

#### Statement of Accounts

- 5.2 Monthly statements of account on Form CSF 26 are prepared by CSD Depots and are forwarded to URCs showing transactions made during the month in respect of supplies made to URCs and payments received from them. URCs will ensure that the entries recorded in the statement are checked and reconciled with their books of accounts and the confirmations are to be sent to the Depots by end of following month to confirm the balance. No stores will be issued to URC's who have not submitted the confirmation of monthly statement of account to depots.(Authority CSD HO, letter No. 6/F&A/GL/442 dated 07/08/2015 placed as Appendix 5)

#### Bank Account

- 5.3 To avoid any problem and to make best use of the facilities offered by the banks, URCs may open their account in the same bank as that of the Depot. They should liaise with their bankers to avail special facilities that the banks may be offering from time to time.

#### Debit / Credit Notes

- 5.4 Debit / Credit Notes are issued by Depots due to various reasons like error in pricing, item issued but not charged; items priced but not issued, audit directions, imposition of Govt. levies etc. In such cases, it will be incumbent on part of URCs to accept Debit/Credit Notes and losses, if any, should be adjusted against Q.D. Refer Appendix -6

## CHAPTER – 6

### REIMBURSEMENT OF TRANSPORTATION CHARGES

6.1 Reimbursement of Transportation charges will be made to the URCs subject to following conditions.

(i) Transportation charges are not reimbursable if the stores are conveyed by the URCs in Defence Departmental (DD) vehicle.

(ii) URCs claiming reimbursement will have to render a certificate from their Station Headquarters clearly indicating the distance of their location from the Dependant Depot.

(iii) All claims for reimbursement of transportation charges must be submitted to the feeding Depot showing, inter alia, the invoice no., date, value of goods, number of packages and Gate Pass / Packing Note reference etc. within 30 days of collection of stores. Claims received after 30 days are liable to be disallowed by the Depot. However, where URC is able to offer full justification and valid reason for late submission, the case may be referred to the respective Regional Manager by the unit commander for waiver off of the late submission and to admit the claim, with a copy duly endorsed to the Depot.

(iv) All transportation claims shall be accompanied with a certificate from the unit commander to the effect that the goods relating to the particular invoice have been received and the expenses claimed have actually been incurred by the URC. It should also show full details of expenditure incurred, mode of conveyance and freight expenses etc duly supported with the original transportation bill, to the Depot Manager for verification and return, if considered necessary.

(v) Under no circumstances the reimbursement will be made in cash and it will Only in the form of credit note.

(vi) The extent of re-imbusement of transportation charges will be worked out as per parameters given below:-

Sr.	Distance from Depot	Parameters
1	0-50 Kms	Actual charges incurred restricted to RTO rates or where RTO rates not available, station Board rates or the freight reimbursement @ 0.15% of the indent value less local taxes and levies, whichever is less.
2	51-200 Kms	Actual charges incurred restricted to RTO rates or where RTO rates not available, station Board rates or the freight reimbursement @ 0.25% of the indent value less



		local taxes and levies, whichever is less.
3	Beyond 200 Kms	Actual charges incurred restricted to RTO rates or where RTO rates not available, station Board rates or the freight reimbursement @ 0.50% of the indent value less local taxes and levies, whichever is less.

## CHAPTER - 7

### COLLECTION OF STORES

#### Actions to be Taken Before Reaching the Area Depot

7.1 The unit representative should carry the following documents while coming for collection of stores:-

- Authentication with regard to transfer of amount through NEFT/RTGS in favour of “Canteen Stores Department Public Fund Account (Main)” towards the value of the stores as intimated by the concerned CSD Area Depot.
- The unit representative should invariably carry a proper authority letter issued by the Commanding Officer/Canteen Officer of the unit with his signature duly attested. The unit seal as well as the name and rank of the officer signing the authority letter with his appointment should be affixed on the authority letter. Wherever a permanent authority letter has been issued in favour of a particular person for a particular period, a copy of the same should be carried by the representative for ready reference of the Depot.
- Though the unit representative’s signatures are attested on the authority letter, it is necessary for him to carry his personal identity card for establishing the identity.
- In the case of liquor bill of supply, necessary excise permit with enough validity period should be produced.
- The unit representative should also bring the unit forwarding letter reference and date of despatch of demand in case the same has been sent by post or email refer letter NO 2/MS/Monitoring of URC/2462 dated 29/09/2017 attached as Appendix 7.

#### Actions to be Taken on Reaching the Area Depot

7.2 On reaching the Depot, the unit representative should ensure the following:-

- Check from the Accounts Section whether all bill of supply submitted/forwarded by his unit are priced and posted in the accounts ledger and are ready for collection.
- In case the unit representative brings alongwith bill of supply for hydrogenated oil, tea, and liquor etc, he should obtain initials of Area/Additional/Assistant Manager of Area Depot and approach Invoice Section for obtaining a Control Number of bill of supply. These bill of supply are priced by Invoice Section and passed on to the Accounts Section for necessary entry and action.

- He should obtain proper Official Receipt duly signed by the Area/Additional/Assistant Manager of the Depot for the remittance made by the URC.
- He should also ensure collection of invoice copies, debit/credit notes and release order. A release order is issued on the basis of the authority letter submitted by the unit representative.
- The unit representative should properly assess the exact number of trucks required for transporting the consignment and arrange for transport accordingly. Improper assessment may lead to part collection only.
- Once the transport is arranged, the unit representative should approach the storekeepers of all those groups from where the stores are to be collected for delivery.
- Unit representative should ensure that all the items charged for in the invoice are collected in full and nothing is left out.
- At times, due to posting error, a particular item though extended in the invoice, may not be available in the warehouse, resulting in non-issue of the item. In such an eventuality, the unit representative should invariably obtain endorsement on the invoice not only from the concerned storekeeper with his signature, but also from the CSD Area Depot Manager with his signature and stamp confirming the non-issue. The issue register, gate pass register, release order etc, should also be amended accordingly. This is absolutely essential for obtaining Credit Note at a later date.
- The unit representative should carefully go through the indent and bill of supply vis-a-vis stores physically issued, so as not only to verify that the stores are issued strictly as per the quantities mentioned in the bill of supply, but also to ensure that consumer promotion offers are collected by him. The unit rep is required to acknowledge receipt of such consumer promotion/gift items, if and as applicable, in respect of the items contained in the indent and bill of supply against his signatures and full name, on the Depot copy of the indent and bill of supply in token of having received the same for issuance to ultimate consumers.
- The unit representatives are required to furnish a certificate confirming that no item has been issued to any of the staff members inside the Depot premises.
- After completion of loading of stores, the unit representative should obtain necessary endorsements and signatures of the storekeepers concerned on the reverse of the release order and approach the person dealing with preparation of gate pass. The person issuing the gate pass will record relevant particulars in his register as also on the gate pass. He will then obtain the signatures of Area/Assistant Manager and return the gate pass to the unit representative. This gate pass will have to be surrendered to the security incharge/watchman on duty while moving the trucks out of the depot

premises. The security staff are authorised to check the trucks in case of any doubt/complaint.

- Collection of stores at the Depot involves interaction with various sections in the office as well as warehouses. A single unit representative may not be able to handle all the operations. It is advisable that a team of at least two to three persons are deputed for collection of stores.
- The unit representative should make it a point to always visit the Receipt & Dispatch Section of the Depot to collect Price-Revision circulars, Price-Lists, Monthly Bulletins and any other publications that are issued from time to time containing valuable information regarding prices, new arrivals and deletion etc to URC.
- In case of any difficulty at any stage in the collection of stores the unit representative should approach the Assistant Manager or Area Manager to get the problem resolved.

## **CHAPTER - 8**

### **LEAKAGE OF CANTEEN STORES, DENIALS AND DISCREPANCIES**

#### **Leakage of Canteen Stores**

- 8.1. Stocks procured by the CSD are meant exclusively for sale to the entitled customers. Units will take steps to prevent leakage of canteen stores to unauthorised persons as there are quite a number of items whose selling prices are much less than the prevailing market prices, particularly so in the case of liquor where State Governments have extended certain concessions to the defence forces.
- 8.2. In this connection, attention is invited to Army Headquarters letter No AO 311/71 reproduced at Appendix 8A and QMG's Branch letter No 96425/Q/DDGCS dated 26 Jul 95 addressed to all Command Headquarters at Appendix 8B along with fresh guidelines issued by IHQ of MoD vide letter No. 95350/Q/DDGCS/Advisory/08/2016 dated 04 Feb 2016 at Appendix 8C.

#### **Denials**

- 8.3 Denial of items could take place due to non-receipt of stock by depot or temporary supply problems like price revision, transport strike, one-to-one replacement, production difficulties, fluctuation of demand by URCs in a particular depot, non registration of labels of particular brands of liquor as per State Govt norms etc.
- 8.4 To reduce denials, follow up DOs are extended by Depots for items denied if stocks are received in the same month. URCs should ensure to collect such follow-up DOs.
- 8.5 In the event of demands being not met in full, units should first write to the Depot concerned. If no satisfactory reply is received, they may write to the Regional Manager(RM) concerned or to DGM(MS) CSD, Head Office, Mumbai, giving references of invoices, documents and other relevant details for speedy examination and remedial action.

#### **Discrepancies**

- 8.6 The same procedure, as stated above, will be followed with regard to discrepancies in consignments arising out of shortages/breakages/wrong accounting from the factory packed/repacked cases. Such claims should be supported by proceedings of a Board of Officers, which should be detailed to check consignments immediately on receipt by the URC. These should be duly countersigned by the unit commander. Such board proceedings should be forwarded to the Depot within one month from the date of collection of stores. Each case will be examined by the Depot/Head Office on its

merit before taking another action. In addition, it is noticed that URC's are approaching depot for shortages/breakages/other discrepancies held during transportation, hence, it is once again clarified that depot will not entertain such type of cases. Moreover, losses up to Rs 300 per item should be treated as petty losses and to be written off by URC's from URC Profit/QD as per guidelines issued by MoD vide letter No 8(19)/2013-D(Mov) dated 13 Feb 2014 placed at Appendix 6. Copy of CSD HO letter No. 2/MS/13125/KKD/1170 dated 04 /07/2016 placed at Appendix 8D.

## CHAPTER - 9

### **ENTITLEMENT AND PROCEDURE FOR PURCHASE OF ITEMS AGAINST-FIRM-DEMAND (AFD) CATEGORY-I**

#### **Four-wheelers**

##### 9.1 **Eligibility**

The eligibility of four wheeler to all defence and entitled civilians is appended below refer IHQof MoD letter No. 96350/Q/DDGCS/CAR/Policy 12 Jan 2016 placed at Appendix 9A:-

<b><u>S. No</u></b>	<b><u>Category</u></b>	<b><u>CC</u></b>	<b><u>Periodicity</u></b>
1	Officers (Including Retd/Widows)	3000	Once in Four Years
2	JCOs granted Honorary Commission & Equivalent (Including Retd & Widows)	2500	Once in Seven Years
3	JCOs & Equivalent (Including Retd & Widows)	2000	Once in Service & Once after Retirement. First Car after ten years of Service. Gap between purchases of two to be ten years. If the late husband had purchased a car each while in service/after retirement then the widow will not be eligible to buy a car. In case late husband had purchased only one car then widow can buy one car through CSD, after gap of 10 years from the date of last purchase.
4	OR & Equivalent (Including Retd & Widows)	1800	Once in Service & Once after Retirement. First Car after ten years of Service. Gap between purchases of two to be ten years. If the late husband had purchased a car each while in service/after retirement then the widow will not be eligible to buy a car. In case late husband had purchased only one car then widow can buy one car through CSD, after gap of 10 years from the date of last purchase.

5	Civilian Officers of MoD paid out of Defence Estimates and Officers of CSD (Grade Pay Rs 6600/- and above)	3000	Once in Four years.
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- (b) All GREF/DGBR personnel (Combatants and non combatants) are eligible as per DDGCS letter No. 96003/Q/GREF/DDGCS dated 28 Mar 2017. Appendix 9A-1 refers. Eligibility of DGBR/GREF personnel for purchase of four wheeler will be decided by the equivalency table as per the attachment of the aforesaid letter.
- (c) SSC and EC officers who have put in five years of reckonable service before being released are authorized to purchase car through CSD. Appendix 9A-2 refers.
- (d) Veernaris are also eligible for purchase of CAR authorized by IHQ of MoD vide letter No 96410/Q/Veernaris/(car)/DDGCS dated 23 Feb 2017 (Appendix -9A-3).
- (e) As per the Finance Bill of 1998-99, quoting of PAN allotted by Income Tax authorities is mandatory at the time of purchase w.e.f 01 Nov 1998.
- (f) Car can be purchased from any of the CSD Depots subject to State Govt notifications.
- (g) Retired Defence civilian are not entitled for purchase of car.( Refer appendix -9A4)

### **Two-wheelers / Refrigerators / TVs/Washing Machines / Air- Conditioners/ Generators etc**

#### **9.2 Eligibility.**

- (a) Serving officers of the three Services and JCOs and their equivalents in the other two Services.
- (b) Serving NCOs/OR and their equivalents in the other two Services.
- (c) All retired Service officers/JCOs/NCOs/OR and their equivalents in the other two Services.
- (d) Serving Defence Civilians of Defence Departments paid out of Defence Services Estimates..
- (e) Widows of Service personnel provided they have not remarried.
- (f) Eldest child, of the deceased Service personnel if not survived by his wife, is also eligible for purchase provided the under mentioned conditions are fulfilled:-
- (i) If a daughter, she should be unmarried and be in possession of driving license (for two-wheelers).



- (ii) If a son, he should be between 18 to 25 years of age and should not be in service or commercially employed and should possess a driving license (for two-wheelers).
- (iii) All CSD employees.

### 9.3 **Eligibility Period.**

Eligibility period for all AFD CAT-I items including cars irrespective of the category of customer is as per the entitlement circulated vide DDGCS Office letter No. AFD/GP-VII/7311/1189 dated 16 Oct 2012 refer Appendix 9B.

### **Actions at Customer's Level**

- 9.4 (a) Entitled customers will fill the Application Form available with CSD Area Depots & CSD web site and submit the same to the CSD Area Depot along with a RTGS/NEFT slip for the value (after obtaining the same from the concerned Area Depot). Formats of Application Forms for purchase of AFD Category-I items except car by entitled serving and retired personnel are given at Appendix 9-C and 9-D respectively. Indent for purchase of car is given at Appendix 9-A.
- (b) NEFT/RTGS should be done in favor of "CANTEEN STORES DEPARTMENT PUBLIC FUND ACCOUNT (MAIN)" of respective Area Depots by obtaining the account number and it should only be paid from the account of the respective customers.
- (c) The application form must be countersigned by the Commanding Officer of the Unit/Formation. In case of retired officers, the application must be countersigned by Station Commander (at least Colonel or equivalent) or Dy Director of Zila Sainik Board located nearest to his place of residence.
- (d) As per the requirement of Income Tax Department, customers are required to indicate their PAN No at the time of purchase of motor vehicles which requires for registration with the RTO.
- (d) For any clarification/information, customers may approach nearest CSD Area Depot.
- (f) Complaints/representations have been received from the environment wrt misuse of four wheeler facility including duped by touts/agents. It is reiterated that customer should not approach any touts/broker/agency for purchase of four wheeler, as CSD does not deal with any agencies and he/she should himself/herself come for all the documentation process at the dealing CSD Depots. Beneficiaries will collect 'Release Order from depots, in person only to avoid misuse. In addition any report of forging documents by beneficiaries will be dealt strictly as per the law, apart from being debarred from using canteen facility. Authority DDGCS letter No. 95350/Q/DDGCS/Advisory/17/2047 dated 20 Oct 2017 placed as Appendix 9E.

### **Availability Certificate for the Items**

9.5 It is the responsibility of the customers to obtain availability certificate of the items from the dealers before placing local supply order by depot.

### **Documents to be Obtained from the Depot**

9.6 The customer should obtain the following documents from the depot:-

- (a) Local Supply (LS) order in original on the concerned dealer.
- (b) Authority letter/release order with the specimen signatures of the customer or his authorised representative only in exceptional cases for obtaining delivery from the dealer.
- (e) It is the responsibility of CSD Depot to make a specific mention of consumer promotion/gift scheme, if any, on all copies of LS order and authority letter/release order so that the customer is not deprived of his legitimate right by the firm/the dealer.
- (f) The necessary invoice is issued by the CSD Depot for the item purchased by the customer, in due course of time, once the transaction is completed and the bills are received from the supplier.
- (g) Sale letter addressed to RTO for registration of vehicle, wherever applicable.

### **Collection of Documents by the Customer**

9.7 The customer should personally collect all the relevant documents from the Depot. He/She should bring his/her identity card, discharge certificate, pension book/pension payment orders (if retired), driving licence and necessary affidavit with regard to marital status in case of widow. In the case of serving officers, only in exceptional case, where the officer is unable to come in person due to valid reasons, proper authority letter with the signature of the nominee duly attested by the officer and countersigned by the Unit Commander can be accepted for effecting deliveries at the discretion of the depot.

### **Important Points for Information of Customers**

9.8 The delivery of an item will be given to the same person who signs at the depot and in whose favour the authority for collection has been given by the Depot. To clarify further, where an authority letter has been given in favour of a nominee by an officer, the collection can be done by the nominee only and not by the officer himself. This is because the depot effects payment to the dealer after due comparison of the signature of the customer as obtained at the depot on the authority letter/release order with the

signature as appearing on the challan of the dealer for having effected the delivery. The above is to ensure proper delivery by the dealer to the right person and correct payment to the dealer by the depot.

- 9.9 The customer has to ascertain whether the item is being handled by a depot, as all the items listed in the CSD inventory may not be handled by a particular depot due to various reasons such as State Govt Notifications, non-availability of dealers etc.
- 9.10 However, in case of non-availability of dealers for AFD Category-I items through CSD, URCs may approach CSD HO to arrange and approve appointment of dealers at the towns of major concentration of CSD clientele.
- 9.11 The price prevailing on the date of delivery will be payable by the customer.
- 9.12 GST is payable as per the notifications issued by the GST council from time to time.

Monetary Limit for all Ranks for Purchase of CSD Stores

- 9.13 With effect from 01/06/2015, the purchase limits for grocery stores from CSD will be as under :-

<b><u>S No</u></b>	<b><u>Rank /Cat</u></b>	<b><u>Monthly Limit (Value items below Rs. 750/- per item)</u></b> <b><u>(A)</u></b>	<b><u>Liquor Card</u></b> <b><u>(B)</u></b>	<b><u>Total</u></b> <b><u>(A+B)</u></b>	<b><u>Annual Limit (AFD Items value of items above Rs. 750/- per items)</u></b>
(a)	Officers & eqvl	Rs. 11000/-	Rs. 2500/-	Rs. 13500/-	Rs. 100000/-
(b)	JCO granted Hony Commission & eqvl	Rs. 11000/-	Rs. 2500/-	Rs. 13500/-	Rs. 100000/-
(c)	JCOs & eqvl	Rs. 8000/-	Rs. 2500/-	Rs. 10500/-	Rs. 75000/-
(d)	OR & eqvl	Rs. 5500/-	Rs. 2500/-	Rs. 8000/-	Rs. 55000/-
(e)	Def Civ PB 3&4	Rs. 11000/-	NA	Rs. 11000/-	Rs. 100000/-
(f)	Def Civ PB2	Rs. 8000/-	NA	Rs. 8000/-	Rs. 75000/-
(g)	Def Civ PB1	Rs. 5500/-	NA	Rs. 5500/-	Rs. 55000/-

(Authority DDGCS letter No. 96027/DDGCS/SoP dated 16/04/2015 placed as Appendix 9F)

## CHAPTER – 10

### TAXES

### GOODS AND SERVICES TAX (GST)

#### Introduction

10.1 Goods and Services Tax, India's biggest tax reform was implemented by GoI replacing the complex multiple indirect tax structure wef 01 July 2017 covering the entire ambit of Goods and Services except liquor, petroleum products and electricity. It is a destination based tax on consumption of goods and services. It is levied at all stages right from manufacture up to final consumption with credit of taxes paid at previous stages available as setoff. In a nutshell, only value addition is taxed and burden of tax is to be borne by the final consumer. The tax accrues to the taxing authority which has jurisdiction over the place of consumption which is also termed as place of supply.

10.2 There are five types of GST rates and these are Nil rated, 5%, 12%, 18% and 28% (3% on Gold Jewellery). On some goods, the Compensation Cess is also levied. Harmonised System Nomenclature (HSN) Code are used for classifying goods under GST regime. GST has replaced the following indirect taxes of Central, State and Local levies:

- (i) Taxes levied and collected by the Centre prior to GST implementation:
  - (a) Central Excise duty.
  - (b) Duties of Excise (Medicinal and Toilet Preparations).
  - (c) Additional Duties of Excise (Goods of Special Importance).
  - (d) Additional Duties of Excise (Textiles and Textile Products).
  - (e) Additional Duties of Customs (commonly known as CVD)
  - (f) Special Additional Duty of Customs (SAD).
  - (g) Service Tax
  - (h) Central Surcharges and Cesses so far as they relate to supply of goods and services.
  
- (ii) Taxes collected by the State prior to GST implementation:
  - (a) State VAT.
  - (b) Central Sales Tax.
  - (c) Luxury Tax.
  - (d) Entry Tax (all forms).
  - (e) Entertainment and Amusement Tax (except when levied by the local bodies)
  - (f) Taxes on advertisements.
  - (g) Purchase Tax
  - (h) State Surcharges and Cesses so far as they relate to supply of goods and services.

### **Applicability of GST on CSD operations**

10.3 The GST is equally applicable to entire range of items provided by CSD except Liquor. All CSD Depots are required to be registered under GST under single PAN. The MoF and GST Council have partly exempted GST to CSD through refund mechanism. CSD is having a 50% exemption in all forms of GST i.e. CGST, SGST, IGST and UTGST pan India. The major highlights of exemption are as follows:

(a) Supply of goods by CSD to the URCs or to authorized customers or Supply of goods by URCs to authorized customers is 50% exempted from GST. Please refer appendix 10 A.

(b) Canteen Stores Department shall be entitled to claim a refund of fifty per cent of the applicable taxes paid by it on all inward supplies of goods received by it for the purposes of subsequent supply of such goods to the Unit Run Canteens or to the authorized customers of the CSD.

10.4 The same can be described as under:

(a) 50% GST is exempted and the remaining GST is added in the whole sale price of the item for URCs. The sale from URC to customer is totally exempt from GST.

(b) Implementation of GST has lead to uniformity in rates of not only general goods pan India but also similar rates for two/four wheelers pan India with marginal difference in rates due to transit insurance and freight charges and other formalities that varies from state to state, thus, making it convenient for CSD clientele to purchase a vehicle anywhere without drawing a comparison of rates at all places.

(c) In addition, the rate of white goods is also same across all dealers in India.

10.5 CSD is required to make payment of entire amount of GST and applicable Compensation Cess to Suppliers but is required to charge only 50% of GST rate and full Compensation Cess from customers. The balance 50% of GST is to be obtained from Govt through refund mechanism by filing appropriate returns.

### **Computation of Retail Rate**

10.6 Upon implementation of GST, the prices of general stores were reworked out by removing Freight Inward and Insurance which were earlier charged to customers. This has led to reduction in prices of all the items by 1.10%.

(a) Pricing of General Stores. The pricing in GST regime is to be done as under, assuming Procurement Rate per case of Rs 4,574.10, Case Pack of 6, GST @ 12%, Compensation Cess –NIL, CSD/ URC profit at 6/5%:

<b>Sl No</b>	<b>Particulars</b>	<b>Rate</b>	<b>Value in Rs.</b>
1.	Procurement Rate		4574.10
2.	Discount	0	00
3.	Landed Cost(1-2)		4574.10
4	Additional cost of GST (50% of GST Rate)	6%	274.45
5.	Additional cost of Compensation Cess (On Landed Cost)	--	---
6.	Total Purchase Cost (3+4+5)		4848.55
7.	CSD Profit (On Landed Cost)	6%	274.45
8.	Wholesale Cost Per Case (Rounded)		5123.00
9.	Wholesale Rate Per Unit		853.83
10.	Unit Price for URC Profit (Landed Cost+CSD Profit)/Case Pack		808.09
11	URC Profit	5%	40.40
12.	Retail Rate Per Unit (9+11)		894.23
13.	Retail Rate Per Unit (Rounded)		894.25

(b) **Pricing of AFD goods.** The pricing of AFD goods is to be done as under assuming Basic Price of Motor Car as Rs 6,00,000, Compensation Cess @ 3%, discount offered on Trade as Rs 1,000 and seasonal discount as Rs 2,000:

<b>Sl No</b>	<b>Particulars</b>	<b>Rate</b>	<b>Value in Rs.</b>
1.	Basic Price		6,00,000
2	Disc on Trade (As per AFD)circular		1,000
3	Special/ Seasonal Disc offered by Company/ Dealer		2,000
4	Total Discount (2+3)		3,000
5	Taxable Value (1-4)		5,97,000
6.	CSD Incidental Charges (on Taxable Value	0.5%	2,985
7.	Additional cost of GST (50% of GST Rate on Taxable Value )	14%	83,580
8.	Additional cost of Compensation Cess (3% on Taxable Value)	3%	17,910
9.	Selling Price to Customer ( 5+6+7+8)		7,01,475

10.7 Some of the important provisions of GST are listed as under:

(a) **Tax Deducted at Source (TDS).** As per section 51, this provision is meant for Government and Government undertakings and other notified entities making contractual payments where total value of such supply under a contract exceeds Rs. 2.5 Lakhs to suppliers. While making any payments under such contracts, the concerned Government/authority shall deduct 1% of the total payment made and remit it into the appropriate GST account. For purpose of deduction of TDS, the value of supply is to be taken as the amount excluding the tax indicated in the invoice. This

means TDS shall not be deducted on the CGST, SGST or IGST component of invoice.

(b) **Reverse Charge.** Normally, the supplier of goods or services pays the tax on supply. In the case of Reverse Charge, the receiver becomes liable to pay the tax, i.e., the chargeability gets reversed. If a supplier who is not registered under GST, supplies goods to CSD (registered under GST), then Reverse Charge would apply. This means that the GST will have to be paid directly by CSD to the Government instead of the supplier. An exemption notification has been issued which provide exemption from payment of tax, where the aggregate value of such supplies of goods or service or both received by a registered person from any or all the suppliers, who is or are not registered, do not exceed Rs. 5,000 in a day. In simple words, if the total value of inward supply of goods or services or both in a single day from one or more unregistered persons exceed Rs. 5000, then the registered person has to pay tax on total value under reverse charge. It is pertinent to note that the limit is not per supplier but from all such suppliers during the day. That means, if the value of inward supply from unregistered persons in a day is say Rs. 5100, then tax is payable on total Rs. 5100 and not on the excess i.e. Rs. 100.

(c) **Tax Collection at Source (TCS).** Section 206 C Sub- Section (1 F) of the Income Tax Act 1961 (Amended vide Finance Act 2016) states that the seller who receives consideration for sale of a motor vehicle exceeding ten lakh rupees, shall collect one per cent of the sale consideration as tax from the buyer. In this regard, It is clarified that TCS has to be collected from the customer if and only if the CSD selling price of the vehicle is Rs. 10.00 lakhs and above. CSD Depot being the last dealer will have to collect TCS and deposit with the IT Department.

## **CENTRAL SALES TAX**

10.8 The Central Sales Tax (CST) is a levy of tax on sales, which are effected in the course of inter-State sale. CST charged in VAT regime on general stores is subsumed in GST. Hence, interstate sale made by CSD Depots to URCs will not attract CST. However, liquor is outside the purview of GST, hence sale of liquor made to interstate URCs will be loaded with CST. It will be necessary for such URC to register itself under the CST Act and issue Declaration Form C to the Depot from which the liquor is obtained. The CST act and the rules made there under by the Central Government should also, therefore, be carefully studied.

## **VALUE ADDED TAX**

10.9 Value Added Tax (VAT) was a general consumption tax assessed on the value added to goods and services. It was general tax that applies, in principle, to all commercial activities involving the production and distribution of goods and the provision of services. It was consumption tax because it was borne ultimately by the final consumer. With the implementation of GST, VAT on sale of goods under the purview of GST has been ceased. It is charged as a percentage of prices which means that the actual tax burden is visible at each stage in the production and distribution chain.

10.10 With the implementation of GST w.e.f. 01 July 2017, only VAT on liquor will continue to be loaded, as liquor is outside the purview of GST.

**METHOD FOR CALCULATION OF VAT**

Sl. No.	Item	Amount Rs.
<b>1.</b>	<b>MANUFACTURER</b>	
	(a) Selling price of item including profit of manufacturer	100.00
	(b) VAT on selling price @12.5%	12.50
	(c) Selling price inclusive of VAT to CSD depot (1(a) + 1(b))	112.50
<b>2.</b>	<b>CSD DEPOT</b>	
	(a) Invoice price at CSD depot	112.50
	(b) VAT reflected in invoice	12.50
	(c) Purchase price of item (2(a) – 2(b))	100.00
	(d) Profit @ 7% at CSD depot on purchase price (7% of 2(c))	7.00
	(e) Selling price of item including profit at CSD depot	107.00
	(f) VAT on selling price at CSD depot (12.5% of 2(e))	13.37
	(g) Selling price inclusive of VAT to URC (2(e) + 2(f))	120.37
	(h) Offset claim by CSD (same as 2(b))	12.50
	(i) Net VAT payable to the Govt. (2(f) – 2(b))	0.87
<b>3.</b>	<b>UNIT RUN CANTEENS</b>	
	(a) Invoice price at URC	120.37
	(b) VAT reflected in invoice	13.37
	(c) Purchase price of item (3(a) – 3(b))	107.00
	(d) Profit @ 6% at URC on purchase price (6% of 3(c))	6.42
	(e) Selling price of item including profit at URC	113.42
	(f) VAT on selling price URC (12.5% of 3(e))	14.17
	(g) Selling price inclusive of VAT to customers (3(e) + 3(f))	127.59
	(h) Offset claim by URC (same as 3(b))	13.37
	(i) Net VAT payable to the Govt. (3(f) – 3(b))	0.80

**STATE WISE LEVY (TAX) ON LIQUOR**

State/UT	Liquor
Gujarat, Jharkhand, Bihar, Tamil Nadu,	Exempted
Andaman	10%
Uttar Pradesh	Exempted
West Bengal	Abolished (20% on MRP is charged as Additional Excise Duty)
Madhya Pradesh	5%
Rajasthan	3%
Karnataka	Exempted
Uttarachal	Exempted
Delhi	Exempted



Maharashtra	Exempted
Andhra Pradesh	Up to basic price of Rs. 500/- per case VAT on liquor exempted and above Rs. 500/- per case 70% VAT applicable.
Telangana	Up to basic price of Rs. 500/- per case VAT on liquor exempted and above Rs. 500/- per case 70% VAT applicable.
Kerala	70%
Goa	22%
Haryana	Exempted
Assam	40% on IMFL Rum Exempted
Himachal Pradesh	2%
Punjab	4.004%
Orissa	Exempted
Nagaland	5%
J&K	31.5% (Addl Assessment Fee on sale value of Liquor)
Arunachal, Tripura, Manipur, Meghalaya, Mizoram, Daman, Pondicherry, Dadra & Nagar Haveli, Chandigarh, Sikkim	Not Exempted Different Tax rates are applicable in different States/UT

### **GST - General Stores & AFD Goods**

10.11 Exemption from GST on supplies (sales) made by CSD to Unit Run Canteen and on supplies (sales) made by CSD or Unit Run Canteens to authorized customers.

10.12 Canteen Stores Department is entitled to claim a refund of fifty per cent of the applicable taxes paid by it on all inward supplies of goods received by it for the purposes of subsequent supply of such goods to the Unit Run Canteens or to the authorized customers of the CSD.

10.13 50% non refundable GST + 100% Compensation Cess is loaded in selling price.

### **Software for implementation of GST at URC**

10.14 An advisory 14/2017 has been issued by DDGCS office vide their letter No. 96350/Q/DDGCS/Advisory/14-2017 dated 28/06/2017 placed as Appendix 10B for software implementation of GST.

## **CHAPTER - 11**

### **IMPORTANT POINTS OF GENERAL NATURE**

#### **Stocking of Unauthorised Goods in Canteens**

11.1 Army Headquarters, QMG's Branch letter No 47412/Q/Can dated 30 July 75 addressed to Headquarters Commands with copies to Naval Headquarters, Air Headquarters and Dte Gen NCC is reproduced below for information of all concerned.

“There have been reports received at this Headquarters that unit-run-canteens are often resorting to local purchase of their requirements from the civil market.”

11.2 Vide Para 2(f) of Army Order No 584/73 (Refer Appendix 2A ), it has been laid down that “Under no circumstances, any goods other than those obtained from the CSD or through its direct suppliers authorised by CSD to deliver the goods directly, are to be stocked in the Unit-Run-Canteens”.

11.3 In accordance with AO 355/71, the URCs are forbidden from purchasing from sources other than CSD, any article or liquor except those required in preparation of meals and fresh vegetables/fruits. Stocking of goods which are of a description similar to those items which feature in CSD Price-List is also not permissible even in the regimental shops. The concession of exemption of GST/Sales Tax, where specifically granted by State/Central Governments is admissible only when items are purchased through CSD.

11.4 Direct purchases by the unit's leads to the following:-

- (a) Central/States have exempted the GST/Other taxes on purchases made and sale of such goods by the CSD to the Armed Forces personnel. Direct purchases made by the unit canteens are not exempted from the tax. Moreover, goods directly procured are liable to the levy of sales tax/GST even when sold to the members of the Armed Forces. Any violation of this rule amounts to violation of the Central/State laws.
- (b) Direct purchases adversely affect the bargaining power of the CSD. If a dealer feels that he can supply the goods directly to a unit canteen, he will obviously not agree to give maximum concessions to the CSD. This results in CSD not getting the maximum benefit and thus resulting in higher prices.
- (c) Direct purchase of items causes loss to the CSD, and ultimately to a wider cross-section of clientele, without any gain to the unit canteen. Such losses also result in lesser profits which are given back to formations/units in the form of Profit Appropriation.
- (d) Direct purchase by the units reduces their own purchases from the CSD. This automatically reduces the Quantitative Discount which is allowed to the unit canteens in proportion to the purchases made by them during the financial year.

- (e) Units do not have the requisite expertise and, therefore, there is a possibility of the suppliers taking undue advantage in supplying sub-standard goods at higher prices.
- (f) The local suppliers sometimes offer incentives to the canteen staff for the sale of their goods which is not desirable.

### **Issue of Items Inside the CSD Depots by URCs**

11.5 The CSD Area Depots strive to render proper and impartial service to the unit-run-canteens. However, it has been observed that some of the URCs tend to pamper CSD staff by giving them items out of the stores collected by them for obtaining petty favors or to gain mutual benefit. It is an unhealthy practice. It also creates administrative and security problems for the Depot. To discourage such a practice, instructions have been issued to all Depots that no staff member will take any item from the URCs coming for collection inside the Depot premises. To ensure that the representatives of the URCs do not violate the above instructions, a certificate is required to be furnished by them as per specimen given below:-

#### **CERTIFICATE**

This is to certify that no item from the stores or liquor collected by us has been given to any of the CSD staff.

Signature

Number, Rank and Name of the Unit representative

Name of the Unit

Gate Pass No      Date

Initials of Area/Addl Manager/Asst Manager

### **Consumer Service Cell**

11.6 A 'Consumer Service Cell' is functioning at CSD, HO Mumbai since 1988. It deals with all the complaints received with regard to rates, non-extension of consumer promotion schemes, after-sales-service and the quality of goods supplied by the CSD. URCs and individual entitled consumers are advised to get in touch with the Cell in case no satisfactory reply is received from the Depot Managers/ Regional Managers with regard to their complaints. The complaints may be addressed to DGM(MS), CSD, 'Adelphi', 119, MK Road, Mumbai - 400 020 or email to [dgmms@csdindia.gov.in](mailto:dgmms@csdindia.gov.in).

### **Suggestions and Feedback**

11.7 Views and suggestions of customers are of prime importance to the CSD. With a view to utilize such feedback, a suggestion box as well as a suggestion book is available in each Depot. In case any URC or customer visiting the Depot has any suggestion on any aspect of the CSD services, the same may be dropped in the suggestion box or recorded

in the suggestion book available with the Depot Manager/Assistant Manager. They can email on depot email id (refer chapter 14) with a copy to dgmms@csdindia.gov.in. The Depot will take necessary action on the suggestions so received/recorded

### **Supply of Rum/IMFL/BIO and Breezer**

11.8 There are three categories of liquor in CSD. These are as follows:-

- (a) **Matured Rum.** Matured rum is matured for a period ranging between one to seven years. Some of the known brands in CSD inventory are Old Monk, Contessa and Mc Dowel Celebrations etc. White rum is also matured rum.
- (b) **IMFL.** Whisky, Brandy, Beer, Gin, Vodka, single malt whisky, taqiula, scotch whisky, **BIO, Breezer** etc come under the category of IMFL.

11.9 Orders for liquors are placed for various brands listed with the Department based on the following criteria :-

- (a) Demands generated by virtue of off-take of an item.
- (b) The items positioned at Depots should ordinarily be adequate to meet the demand of URCs for a period of 60 days.
- (c) Popularity of an item and brand.
- (d) Minimum combined order on a distillery for an Area Depot is at least 550 to 600 cases as that is the minimum quantity carried by one truck.

11.10 URCs must project their demand for their preferred brands to enable the CSD to place the orders correctly. There may be difficulty initially to position stocks as per units' choices. However, if the item gets continuously demanded, suitable orders will be placed for the required and demanded products.

### **Scales of Liquor and Drawal**

11.11 **Scales of Liquor.** The scale of liquor items to be issued to the various categories of service personnel is promulgated by QMG's Branch from time to time. The latest information with regard to scale of liquor for issue to Service personnel is laid down vide QMG's Branch letter No 96219/Q/DDGCS dated 07<sup>th</sup> Oct 2008 placed at Appendix 11A.

### **Applicability of RTI Act 2005**

11.12 In view of Supreme Court Judgment dated 28/04/2009 in RR Pillai case, Unit Run Canteens are not covered by RTI Act 2005. CIC has reviewed its earlier order in case cited as CIC/LS/A/2012/000665 and has reiterated that URCs being private ventures are not covered by Right to Information Act 2005. (Authority DDGCS Office letter No. 96029/Q/DDGCS/C Case dated 13/04/2017 Appendix 11 B)

### **Exemption of URCs from FSSAI License**

11.13 Food Safety and Standards Authority of India has granted exemption to URCs from the purview of the FSSAI licensing vide their office order no. File no. 1(68)/2012/Defence/FSSAI dated 15.01.2016 (Appendix 11D).

All URCs are requested to display the same FSSAI license number issued by FSSAI to the dependent CSD Depots. Once a URC moves out of the jurisdiction of one CSD Depot to another CSD Depot, FSSAI license number shall also be changed accordingly. (Authority DDGCS letter No. 96102/Q/DDGCS dated 27.01.2016) Appendix-11 C).

However it is reiterated that CSD Depots will issue a copy of their FSSAI license to URC with stipulations that FSSAI license number of CSD Depot is specific to and ONLY for item / articles issued by CSD Depots and not to non CSD items sold by URCs. URCs are required to render a certificate to this effect to respective Area Depots. (Authority: CSD HO letter No. 5/LIF/FSSAI/1576 dated 12.08.2016. Appendix-11 E.)

## CHAPTER - 12

### QUANTITATIVE DISCOUNT

#### Admissibility

12.1 The rate of Quantitative Discount (QD) payable to URCs is laid down by the Government from time to time. At present, QD is payable @ 4.5% in respect of goods on which CSD is loading a profit margin of 6% and above and QD @ 3.5% in respect of goods on which loading of profit margin of 5% only. on the total purchases made by all URCs excluding the following items :-

- (a) Hydrogenated/Edible oil
- (b) Ghee
- (c) Coffee
- (d) Tea
- (e) Chocolates
- (f) Firm Demand items (AFD-I & II)
- (h) Hospital Comfort
- (i) Bicycle
- (h) Officers ration
- (i) All sales meant for Government Consumptions
- (j) Other levies if any etc.

12.2 The value of government levies such as GST/Sales Tax or any govt levies etc is not taken into account while calculating the amount admissible for payment of QD. URCs' accounts are credited with the amount admissible as per audited QD statements and intimation in this regard is sent to URCs. QD is issued in the form of stores only as per the government sanction.

#### Utilisation Certificate

12.3 Utilisation Certificate in the format as prescribed in GFR 12A of GFR 2017 placed as Appendix 12 is to be submitted by URCs in respect of QD drawn during the previous year prior to the release of QD by their dependant Area Depots.

## **Movement of URCs**

12.4 When any URC dependant on one Area Depot moves out to another location and is based on another Area Depot for drawal of CSD stores, the QD amount will be transferred to the new Depot by issuing an inter-Depot transfer (CSF-411) with intimation to concerned URC/CSD HO (F & A Branch - GL Section).

## **Para Military and Disbanded URCs**

12.5 Disbanded/merged canteens are NOT entitled for QD as per the existing government directives. Para Military units under operational control of the Army are also not entitled for QD.(Authority CSD HO letter NO. 6/F&A/GL/QD-2015-16/50A/86 dated 11/01/2018 placed as Appendix 12A )

## **Queries on QD**

12.6 It has been noted that many URCs directly approach CSD Head Office (HO) to seek clarification to queries regarding QD. Since all relevant information on this matter is readily available with their concerned feeding Area Depots, URCs are advised not to correspond with HO and queries, if any, be resolved at the Area Depot level. In addition URC must adhere all the guidelines as enumerated in IHQ of MoD letter No. 8(19)/2013-D (MOV) dated 05/03/2014 refer Appendix 6.

12.7 The sanctioned QD to any URC should be utilized within the stipulated period of one year from date of sanction. Unutilised QD if any will be transferred to Govt Funds after Specific time if not availed by URC.

## **Unutilised Grants-in-Aid**

12.7 Unutilised Grants-in-Aids towards QD be deposited by all URCs in the under mentioned Bank A/c operated by CSD, HO, who will in turn transfer the consolidated deposit to the exchequer.(Authority :DDGCS letter No. 96345/Q/DDGCS dated 03/08/2016 placed as Appendix 12B)

- |                        |   |                   |
|------------------------|---|-------------------|
| a) Name of the Bank    | : | PNB, Fort, Mumbai |
| b) Type of Account     | : | Current Account   |
| c) Current Account No. | : | 0062002100154517  |
| d) ISC Code            | : | PUNB 0006200      |

In addition to above URC must also forward URC No., Name & Controlling Depot, QD amount & Financial Year, Date of Deposit & UTR No.  
(Authority CSD HO, letter No. 6/F&A/GL/127/1059 dated 27/03/2017 placed as Appendix 12C )

## CHAPTER - 13

### GUIDELINES FOR URCs

#### Guidelines to Officers-In-Charge (OIC) Canteen

13.1 The Officer I/C Canteen is responsible for efficient management of the canteen.

He must:-

- (a) See that the Canteen is stocked with as wide a range of common user items as possible and non-CSD items are not purchased, except as authorised. Slow-moving items of costly nature are not to be stocked, unless requisitioned by the customers.
- (b) Monitor operation of the bank account personally.
- (c) Take over the daily cash collections from the Manager against initials in the appropriate column in the cash book.
- (d) See that the cash book is correctly written and initialled in the appropriate column.
- (e) Satisfy himself that the cash held by him tallies with the balance in the cash book daily.
- (f) Ensure that cash is deposited in the bank at frequent intervals, to avoid exceeding the prescribed limit of cash holding.
- (g) See that adequate security precautions are taken as regards cash, stock and property, belonging to the Canteen.
- (h) Scrutinise all indents for purchase of goods with reference to the stock position, outstanding indents and sale trends of the items, before counter-signing the indents in question.
- (j) Check with reference to the books of account and statements, the result of business to explore ways and means of improving it and to ensure utilisation of the funds to the maximum advantage.
- (k) Keep bulk stock of receipt books and cash memo pads in his own custody and issue them to the Manager and the salesmen only when required for current use, after satisfying himself that the previous ones have been fully used.
- (l) Ensure that stock-taking is conducted and discrepancies adjusted in a time-bound programme.



- (m) When handing over his duties to another officer, get the certificate of handing and taking over completed suitably in the cash book.
- (n) Ensure prompt action of Monthly Reconciliation of Statement of Account received from CSD.
- (o) Do visits to CSD Depot for familiarisation about products and procedures.

### **The Basis of Functional Equivalents**

13.2 As per the CSD stockage policy, ideally, a minimum of two functional equivalents are always to be maintained in the inventory. This is to ensure wider choice to our customers. URC Management are to ensure that customers are offered the same privilege. For instance, different brands of food, liquor, General stores within the same category (Group & Sub-Group) are always to be made available to the customers. Limiting the choice to the preference leads to deletion of desirable items from the Inventory and also results Customer Dissatisfaction & Monopolistic Tendencies. URC Management may please note this message to duly implement in future operations.

### **URC Complaints / Customer Complaints**

13.3 All URC Managers / OIC / Commanding Officers are to ensure that case reporting about non supply of AFD/Harassment defective/damaged items by CSD customers, are to be immediately intimated to the Area Managers of the nearest CSD Depot. The details of the items viz. Lot Nos./ Batch No. etc., are to be promptly provided for necessary actions by the CSD Area Depots and also to ensure that complaints of any nature to be referred to the concerned CSD Depot first and if no response is received, then the case may be referred to concerned Regional Manager under intimation to HO CSD MS Branch, Mumbai for further necessary actions.

### **Guidelines to Unit Run Canteen Managers**

13.4 The Manager is directly and personally responsible to the OIC URC for the efficient management of the day to day business of the URC. Broadly, the functions of the Manager are as follows:-

- (a) Receive money paid in settlement of the bills and issue proper receipts there-of.
- (b) Collect the cash sales money from the salesmen, check the correctness of the cash sales book and initial daily in the appropriate column therein.
- (c) Write the cash book and hand over daily to the OIC URC, the cash collections against his initials in the cash book.
- (d) Take proper measures to ensure the safety of the cash, till it is handed over to the OIC URC.

- (e) Ensure that books of account are maintained in accordance with the instructions contained and are upto date and correct.
- (f) Prepare a Trial Balance, Trading and Profit and Loss Account at the end of every month without closing the books and submit them to the OIC URC.
- (g) Produce to the audit board or civil auditors completed books of account together with necessary vouchers and documents, as and when necessary and tender satisfactory explanation on any point raised by them.
- (h) Report immediately to the OIC URC, any loss or irregularity coming to his notice or any difficulty he may experience in managing the canteen.
- (j) Ensure that the staff employed in the canteen is fully conversant with the duties entrusted to them and effectively supervise their work.
- (k) The URC Manager is personally responsible for the receipt, safe custody, sales and proper accounting of the stock of the canteen. He is also responsible for any deficiencies in canteen stock.
- (l) Ensure that monthly reconciliation of statement of account received from CSD is promptly done and does not fall in arrears.

## **Audit**

13.5 Audit of Unit Run Canteen accounts is to be conducted as on 31st December every year.

## **Auditable Documents**

13.6 All books and documents maintained in the course of business are auditable.

13.7 The undermentioned books and documents duly completed are to be produced to the Audit Board :-

- (a) Indent Book.
- (b) Purchase Book together with all invoices and other supporting documents.
- (c) Cash Sales Book with duplicates of cash memos.
- (d) Credit Sales Book with the duplicates of credit memos.
- (e) Stock Book and Stock Schedule.

- (f) Property Book together with cash memos or bills to support the transactions and Commanding Officer's sanctions for them, where applicable.
- (g) Container Book.
- (h) Cash Book together with bank statement/certificates, counterfoils of cheques, paying-in-slips, receipts and vouchers supporting all payments and receipts.
- (j) Petty Cash Book together with documents supporting all payments.
- (k) Personal Ledger.
- (l) Impersonal Ledger.
- (m) Salaries Book.
- (n) Postage Book.
- (o) Record of Receipt Books.
- (p) Trial Balance, Trading and Profit & Loss Account and Balance Sheet, supported by required schedules and certificates.
- (q) Any other book or documents called for by the auditors.

### **Instructions for Audit Boards**

13.8 The officers constituting the Audit Board or Civil Auditors are to satisfy themselves, amongst other things, of the following:-

- (a) The accounts are arithmetically correct, balances have been correctly brought forward from the previous audit periods and the accounts have been maintained.
- (b) All receipts and disbursements are duly supported by vouchers and having regard to the business of the Unit Run Canteen, the expenditure is legitimate and reasonable.
- (c) Overnight cash holding has not exceeded the upper limit set by the Commanding Officer.
- (d) Cash assets are available, as shown in the Balance Sheet.
- (e) No loans have been made to other Non-Public Funds.
- (f) Stocks held are not excessive with reference to sales trends and further purchases are not made, when adequate stocks are held.

- (g) Stock-taking has been done correctly as prescribed and closing stock has been correctly valued.
- (h) Unit Run Canteen property is properly recorded in the property book and the total value of property in the property book agrees with the balance in property account.
- (j) Depreciation has been correctly provided for.
- (k) Assets are adequately insured and insurance premia paid up-to-date.
- (l) Sales Tax paid to Government is correct and is not in excess of collections in this account.
- (m) All known liabilities are included in the Balance Sheet.
- (n) Adequate provision has been made for expected losses and credit has not been taken for unrealised profits.
- (o) The balance sheet reflects an accurate position of the canteen accounts.
- (p) Monthly Reconciliation of Statement of Account received from CSD is not in arrears.

## **CHAPTER - 14**

### **CSD WEB SITE**

- 14.1 The web site of Canteen Stores Department is available at **[www.csdindia.gov.in](http://www.csdindia.gov.in)**
- 14.2 The web site provides the following facilities:
- (a) The consumer can get details of a product by either searching on the index No, Generic group type, gift scheme etc.
  - (b) The price and other details of AFD items can be queried as per user requirement. The details of dealers can also be viewed.
  - (c) The web site also caters for uploading of tender inquiry details of CSD works/contracts. The web site also provides provisions to down load the tender documents.
  - (d) The web site also allows the viewers to browse the monthly bulletins and also download the same.
  - (e) Provisions have also been made to download forms for new introduction, AFD application forms and other details.
  - (f) Provision for login of URC with username & password will be made available in a phased manner at a later point of time.
  - (g) Quality complaints, feedback and suggestion for new introduction can also be done through the web site.

#### **E-mail ID of depots**

<b><u>Depot</u></b>	<b><u>Username</u></b>
Agra	<a href="mailto:agd@csdindia.gov.in">agd@csdindia.gov.in</a>
Ahmedabad	<a href="mailto:ahd@csdindia.gov.in">ahd@csdindia.gov.in</a>
Ambala	<a href="mailto:amb@csdindia.gov.in">amb@csdindia.gov.in</a>
Masimpur	<a href="mailto:mpd@csdindia.gov.in">mpd@csdindia.gov.in</a>
Bareilly	<a href="mailto:bld@csdindia.gov.in">bld@csdindia.gov.in</a>
Bhatinda	<a href="mailto:btd@csdindia.gov.in">btd@csdindia.gov.in</a>
Bengaluru	<a href="mailto:bgd@csdindia.gov.in">bgd@csdindia.gov.in</a>
Baghdogra	<a href="mailto:bdd@csdindia.gov.in">bdd@csdindia.gov.in</a>
Mumbai Area	<a href="mailto:byd@csdindia.gov.in">byd@csdindia.gov.in</a>
Kolkata	<a href="mailto:ctd@csdindia.gov.in">ctd@csdindia.gov.in</a>
Delhi	<a href="mailto:dhd@csdindia.gov.in">dhd@csdindia.gov.in</a>
Dimapur	<a href="mailto:dpd@csdindia.gov.in">dpd@csdindia.gov.in</a>
Jaipur	<a href="mailto:jad@csdindia.gov.in">jad@csdindia.gov.in</a>

Jabalpur	<a href="mailto:jbd@csdindia.gov.in">jbd@csdindia.gov.in</a>
Dehradun	<a href="mailto:dnd@csdindia.gov.in">dnd@csdindia.gov.in</a>
Jalandhar	<a href="mailto:jld@csdindia.gov.in">jld@csdindia.gov.in</a>
Khadki	<a href="mailto:kkd@csdindia.gov.in">kkd@csdindia.gov.in</a>
Lucknow	<a href="mailto:lkd@csdindia.gov.in">lkd@csdindia.gov.in</a>
Leh	<a href="mailto:led@csdindia.gov.in">led@csdindia.gov.in</a>
Chennai	<a href="mailto:chd@csdindia.gov.in">chd@csdindia.gov.in</a>
Meerut	<a href="mailto:med@csdindia.gov.in">med@csdindia.gov.in</a>
Misamari	<a href="mailto:mmd@csdindia.gov.in">mmd@csdindia.gov.in</a>
Narangi	<a href="mailto:ngd@csdindia.gov.in">ngd@csdindia.gov.in</a>
Pathankot	<a href="mailto:pkd@csdindia.gov.in">pkd@csdindia.gov.in</a>
Portblair	<a href="mailto:ptd@csdindia.gov.in">ptd@csdindia.gov.in</a>
Ramgarh	<a href="mailto:rgd@csdindia.gov.in">rgd@csdindia.gov.in</a>
Secunderabad	<a href="mailto:sbd@csdindia.gov.in">sbd@csdindia.gov.in</a>
Srinagar	<a href="mailto:snd@csdindia.gov.in">snd@csdindia.gov.in</a>
Udhampur	<a href="mailto:udd@csdindia.gov.in">udd@csdindia.gov.in</a>
Vizag	<a href="mailto:vpd@csdindia.gov.in">vpd@csdindia.gov.in</a>
B D. Bari	<a href="mailto:bdb@csdindia.gov.in">bdb@csdindia.gov.in</a>
Bikaner	<a href="mailto:bkd@csdindia.gov.in">bkd@csdindia.gov.in</a>
Cochin	<a href="mailto:ccd@csdindia.gov.in">ccd@csdindia.gov.in</a>
Hissar	<a href="mailto:hsd@csdindia.gov.in">hsd@csdindia.gov.in</a>
Mumbai Base	<a href="mailto:bbd@csdindia.gov.in">bbd@csdindia.gov.in</a>

### **User-ID's of the email accounts at HO**

<b><u>Appointment</u></b>	<b><u>e-mail ID</u></b>
GM	<a href="mailto:gm@csdindia.gov.in">gm@csdindia.gov.in</a>
JGM_I	<a href="mailto:jgm1@csdindia.gov.in">jgm1@csdindia.gov.in</a>
JGM-II	<a href="mailto:jgm2@csdindia.gov.in">jgm2@csdindia.gov.in</a>
DGM(F&A)	<a href="mailto:dgmfa@csdindia.gov.in">dgmfa@csdindia.gov.in</a>
DGM(P&A)	<a href="mailto:dgmpa@csdindia.gov.in">dgmpa@csdindia.gov.in</a>
DGM(GS)	<a href="mailto:dgmgs@csdindia.gov.in">dgmgs@csdindia.gov.in</a>
DGM(LIF)	<a href="mailto:dgmlif@csdindia.gov.in">dgmlif@csdindia.gov.in</a>
DGM(MS)	<a href="mailto:dgmms@csdindia.gov.in">dgmms@csdindia.gov.in</a>
DGM(EDP)	<a href="mailto:dgmedp@csdindia.gov.in">dgmedp@csdindia.gov.in</a>
AGM(SECY)	<a href="mailto:agmsecy@csdindia.gov.in">agmsecy@csdindia.gov.in</a>
AGM(ACCTS)	<a href="mailto:agmaccts1@csdindia.gov.in">agmaccts1@csdindia.gov.in</a>
AGM(ACCTS)	<a href="mailto:agmaccts2@csdindia.gov.in">agmaccts2@csdindia.gov.in</a>
AGM(ACCTS)	<a href="mailto:agmaccts3@csdindia.gov.in">agmaccts3@csdindia.gov.in</a>

AGM(GS)	<a href="mailto:agmgs1@csdindia.gov.in">agmgs1@csdindia.gov.in</a>
AGM(GS)	<a href="mailto:agmgs2@csdindia.gov.in">agmgs2@csdindia.gov.in</a>
AGM(LIF)	<a href="mailto:agmlif1@csdindia.gov.in">agmlif1@csdindia.gov.in</a>
AGM(LIF)	<a href="mailto:agmlif2@csdindia.gov.in">agmlif2@csdindia.gov.in</a>
AGM(MS)	<a href="mailto:agmms@csdindia.gov.in">agmms@csdindia.gov.in</a>
AGM(MR)	<a href="mailto:agmmr@csdindia.gov.in">agmmr@csdindia.gov.in</a>
AGM(EDP)	<a href="mailto:agmedp@csdindia.gov.in">agmedp@csdindia.gov.in</a>
AGM(P)	<a href="mailto:agmp@csdindia.gov.in">agmp@csdindia.gov.in</a>
AGM(A)	<a href="mailto:agma@csdindia.gov.in">agma@csdindia.gov.in</a>
AGM(HRD&L)	<a href="mailto:agml@csdindia.gov.in">agml@csdindia.gov.in</a>
AGM(E&W)	<a href="mailto:agmew@csdindia.gov.in">agmew@csdindia.gov.in</a>
PA(GM)	<a href="mailto:pagm@csdindia.gov.in">pagm@csdindia.gov.in</a>
EDP	<a href="mailto:it@csdindia.gov.in">it@csdindia.gov.in</a>
Quality_complaints	<a href="mailto:qc@csdindia.gov.in">qc@csdindia.gov.in</a>

**E-mail ids of DDGCS/RMs**

DDGCS	<a href="mailto:ddgcs@csdindia.gov.in">ddgcs@csdindia.gov.in</a>
RM(North)	<a href="mailto:rmn@csdindia.gov.in">rmn@csdindia.gov.in</a>
RM(West)	<a href="mailto:rmw@csdindia.gov.in">rmw@csdindia.gov.in</a>
RM(East)	<a href="mailto:rme@csdindia.gov.in">rme@csdindia.gov.in</a>
RM(Central)	<a href="mailto:rmc@csdindia.gov.in">rmc@csdindia.gov.in</a>
RM(South)	<a href="mailto:rms@csdindia.gov.in">rms@csdindia.gov.in</a>

## **CHAPTER - 15**

### **CSD'S TEN COMMANDMENTS**

1. CSD ensures provision of quality goods at rates cheaper than the civil market, even when all levies like Excise-Duty, Sales-Tax and GST are paid.
2. CSD eliminates middle-men's margins and passes on the benefit to customers in the form of lower prices.
3. CSD deals only with manufacturers of repute or with national level sole-selling agents.
4. CSD ensures complete adherence to quality norms through regular tests and checks.
5. CSD label on products signifies a promise of quality that can be trusted.
6. CSD publishes Pictorial Price-List and Monthly Bulletins to empower you in your purchase decisions.
7. CSD widens your choice by stocking, in URCs, newly-introduced items. Subsequent provisioning is guided by your preferences.
8. CSD provides consumer promotion schemes as applicable.
9. CSD ensures after-sales service for all durables.
10. CSD passes on its efficiencies into welfare schemes for defence personnel and their families.



## CHAPTER - 16

### **RIGHTS OF THE CSD CUSTOMER**

#### **YOU CAN DEMAND –**

- Testing of all consumer durables including electrical appliances, in your presence, and to your satisfaction.
- Guarantee cards duly filled, signed and stamped by the unit-run-canteen (URC).
- Replacement of faulty products within warranty period.
- Proper and efficient after-sales service and CSD's intervention in case of complaints.
- Food articles with adequate shelf-life.
- Consumer promotion schemes as applicable.
- To see Pictorial Price-List and Monthly Bulletins, published by the CSD.
- Information on availability of items Against-Firm-Demand (AFD), like automobiles, televisions, refrigerators, and washing machines.
- Appointment of dealers for AFD items in your town, if it has a major concentration of entitled CSD customers, and if such dealers exist in the civil market.

## **CHAPTER – 17**

### **Frequently Asked Question (FAQ)** **During Quarterly URC Meeting**

#### **17.1 QUESTION NO.1 : ISSUE OF SUBSTITUTE/FORCE ISSUE OF ITEMS**

Issue of substitute items of General Stores including force issue of New Introduction Items on credit basis is not allowed except for liquor items with prior consent of URC since URC's come to depots after depositing necessary excise/import duties with state Govt in addition also their monthly quota will lapse in case of non availability and non collection. Refer letter No. 2/MS-13160/3553 dated 18 Dec 2017 placed at Appendix 4B.

#### **17.2 QUESTION NO.2 : INTRODUCTION OF COMPUTERS AND MOBILE PHONES ETC.**

Due to rapid up gradation of the models consequent to technological advancement and frequent changes in prices, manufacture of mobile phones and computers are reluctant to offer their products. Endeavours are being made to persuade mobile phone manufacturers to enlist their products in CSD.

#### **17.3 QUESTION NO. 3: SHORT SHELF-LIFE ITEMS**

- (a) As per the norms of the department, items having less than 50% residual self lifewill not be issued to URC's.
- (b) All concerned in the supply chain are to ensure that FIFO system is followed meticulously to avoid denials, loss of sales and consumer dissatisfaction. At times due to slow movement of the item at the URC level the shelf-life expires before the item is sold to the end consumer which results into loss of URCs limited resources. URCs are to plan their indents in a realistic manner to avoid such a situation.

#### **17.4 QUESTION NO. 4 : AFTER SALES SERVICE**

For after sales services, customer has to approach firm through email or at the contact address provided on the products. In case the firms do not respond, customer can approach concerned CSD Area Depot or MS Branch, CSD HO, Mumbai for further action.

#### **17.5 QUESTION NO. 5 : BREAKAGE/DAMAGE OF ITEMS**

Any complaint with regard to breakage/damage of items should be supported by Board Proceedings of Board of Officers (BOO) detailed to check the consignment immediately on its receipt by the URCs. This should be countersigned by the Unit Commander and same should be submitted within one month from the date of collection of stores. Each case will be examined on its merits and resolved accordingly. However, as per the latest guidelines losses up to Rs 300 per item should be treated as

petty losses and same be adjusted from the QD. Refer MS Branch letter No. 2/MS/13125/KKD/1170 dated 04/07/15 placed at Appendix 8D.

17.6 **QUESTIONS NO. 6 : NON-AVAILABILITY OF WINE, CHAMPAGNE, SCOTCH WHISKY AND BREEZERS**

The labels and brands of liquor are to be registered with the Excise Department of concerned State Government for supply of items to CSD as well as in the civil market. Owing to the meager sale potential and short shelf life, some of the labels and brands are not registered which is the main reason for non availability of certain brands of wine, champagne, scotch whisky and breezers. However, CSD is consistently insisting all stake holders to provide maximum brands of liquor to achieve highest customer satisfaction.

17.7 **QUESTION NO. 7 : NON-AVAILABILITY OF AFD DEALERS**

The manufacturers appoint dealers for servicing the CSD clientele in all the locations in India, while offering their products for enlistment. The dealers are generally those who are appointed for the civil trade also. Hence, extensive dealer network for CSD clientele are available. However, based on the feedback of the customers, the manufacturers change the dealers from time to time and also expand their dealer network. Any addition to the dealer network based on the feedback of the clientele will be appointed in specific location in consultation with the firm. Regional Managers of CSD on the recommendation of the Area Manager of CSD Depots are empowered to approve such new dealers.

17.8 **QUESTION NO. 8 : DEFICIENCY OF ITEMS IN SEALED CASES**

Any complaint with regard to deficiency of items/wrong accounting from the factory packed/pre-packed cases should be supported by Board Proceedings detailed to check the consignment immediately on its receipt by the URCs. This should be countersigned by the Unit Commander and same should be submitted within one month from the date of collection of stores. Each case will be examined on its merits and resolved accordingly. Simultaneously, the Depot take up the matter with concerned firms to avoid recurrence of such complaints in future. However, as per the latest guide lines losses up to Rs 300 per item should be treated as petty losses and same be adjusted from the QD. Refer MS Branch letter No. 2/MS/13125/KKD/1170 dated 04/07/15 placed at Appendix 8D.

17.9 **QUESTION NO. 9 : SUBSTANDARD PACKING**

CSD products undergo periodical testing and in case of complaints, testing of the product is undertaken. Firms are constantly pursued to improve the inner, outer packing including shrink-wrap to withstand the transit hazards. The improved packing is approved by CSD and the supplies are monitored at the depots. Any suggestion/complaint from the units is evaluated at CSD HO and corrective action initiated in consultation with the firms.

**17.10 QUESTION NO.10 : TNA ITEMS (TEMPORARILY NOT AVAILABLE)**

Due to non-availability of certain items at the time of extension of URC indents a remark is endorsed in the indent/invoice/bill of supply as “Temporarily Not Available” (TNA), so that at the time of collection if the item is available the depot can issue a follow-up DO’s for the TNA items to avoid denial as well as derive consumer satisfaction. Depots are also issuing bulletins informing products not likely to be available due to various reasons which are also highlighted by them during URC meeting and liaison visit to the units. Efforts are made at all levels at CSD HO, Depots and RMs to ensure that those products temporarily not available are procured in co-ordination with firms to ensure continuity of supplies. A major reason for the TNA is erratic demand pattern of many URCs resulting in excess/short stocking at the depots. This needs to be avoided by the units to reduce TNA to the minimum.

**17.11 QUESTION NO. 11 : RAISING OF DEBIT AND CREDIT NOTES BY DEPOTS**

The depots issue debit and credit notes after reconciliation of accounts. Units have been advised vide para 9 of the price list that errors in invoices/bill of supply should be brought to the notice of the depot for issuing debit and credit notes. The Govt. levy which are generally with retrospective effect, have to be paid by CSD hence recovered from the units. The QD therefore covers such eventualities.

**17.12 QUESTION NO. 12 : NON AVAILABILITY / SHORT SUPPLY OF SEASONAL ITEMS**

Generally, depots receive stocks before the onset of the season. Units should project their demands before the onset of the season. The CSD depots can plan for further stocks so as to avoid non availability. To avoid blockage of funds in inventory excess stock cannot be positioned at the depots, hence units are to plan and lift their requirements in advance from the depots.

**17.13 QUESTION NO. 13 : DELAY IN OFFERING OF GIFT SCHEME/DISCOUNT IN CSD WHEN INTRODUCED IN CIVIL.**

It is mandatory for suppliers to extend gift scheme to CSD. In case of any default the same should be brought to the notice of CSD for taking suitable action. Consumer Promotion Scheme (CPS) item available late in URC because of FIFO system. In case, any consumer is denied the CPS, Depot/HO must be informed accordingly.

**17.14 QUESTION NO. 14 : RETURN OF UNSOLD STOCKS**

Units have been advised vide para 5 of the price list to exercise care while projecting their demand to the CSD depots so as to avoid unsold stocks. CSD depots are not to issue any item without demand. The unsold stocks cannot be taken back from the units being an audit requirement since it upsets the inventory planning.

**17.15 QUESTION NO. 15 : BAR-CODING**

Due to concerted effort by CSD all indices are having Barcodes. However, URCs are requested to identify items with ineffective Barcode and intimate CSD for taking necessary action.

**17.16 QUESTION NO. 16 : CSD RATE MORE THAN MRP**

CSD negotiates the price with the manufacturers eliminating the margins of the distributors and to ensure lowest rate anywhere in the country. The discounts negotiated by the CSD with the firms are thus high, being the largest buyer. Therefore, CSD price are lower than the MRP. Following aspects must be kept in view in case, the CSD price is reported to be higher than MRP.

(a) On many occasions firms in their anxiety to inform the clientele about the competitive pricing of CSD, prints the CSD price as the MRP resulting in the misconception.

(b) The stocks held by the units are of old vintage, while the firm had reduced the MRP of the product subsequently on new stocks. Units are to be careful while preparing indents and also follow FIFO system of sale at their counters to avoid incident of CSD price higher than MRP printed on the packs.

(c) However, on receipt of the complaint, following steps are taken :

- (i) Item is identified with the index no. The samples are kept in custody for investigation.
- (ii) The CSD rate is checked with pricing circulars, firm's MRP registered with CSD, wholesale price and retail price.
- (iii) On identification of above factors, the sale of index no. (Item) is suspended and show cause notice is issued to firm and surprise Market Survey is conducted.
- (iv) If CSD items rates are more than the MRP then the firm is suitably penalized as per policy and rates reduced accordingly.

**17.17 QUESTION NO. 17 : PROFIT LOADING BY URCs**

Some times different URCs are found loading different profit percentage on CSD items. Profit percentage to be loaded at CSD & URC level on CSD items is shown at Appendix 13. All URCs should strictly adhere to this while loading profit percentage on CSD items.

## **Chapter: 18**

### **Miscellaneous Points Concerning URCs**

#### **Sale of Non CSD Stores**

- 18.1 Non CSD Stores will not be sold from URC premises, billing of CSD and non CSD Stores will be separate. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

#### **No Hoardings**

- 18.2 No hoardings will be put up by vendors/ suppliers at URC premises/ mil stns/ cants. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

#### **No Vendor Interaction**

- 18.3 No interaction will be carried by URCs with vendors/suppliers. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

#### **Sales Representative of the firm**

- 18.4 No sales representatives of the companies / vendors will be permitted in any URC. URCs having sales representatives working for companies, for sale of their goods will be removed forthwith. CSD HO will blacklist vendors/suppliers if their representatives interact with URCs. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3).

#### **Misuse of Bronze Cards**

- 18.5 Bronze cards are issued to URCs to cater for contingencies like loss of individual smart card, time delay in processing of new smart card and also for collective issue of liquor during regimental events. Bronze cards held by a URC will be as per authorization based on the type of URC. Sale, utilizing bronze cards will be strictly restricted and record maintained in a register. The register will be produced for scrutiny during audit and inspection of URC/ Unit by higher HQ. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

#### **Sale of Stores / Liquor by Serving Personnel/ESM**

- 18.6 All serving personnel ESM be strictly warned against selling of stores / liquor to unauthorized persons. Any case of misuse/ violation be dealt in an exemplary manner. All such personnel will be permanently debarred from availing canteen facility by blacklisting the smart cards. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

### **No Bulk Purchases by Individuals**

- 18.7 No bulk purchases by an individual will be permitted. Formation commanders are requested to lay down limits at local URC level to ensure that the aspirations of maximum beneficiaries are met within the authorized budget. However, all bulk purchases, if valid reasons necessitate, will be supported by one time use written permission from the Chairman of URC.  
(Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

### **Courteous Behaviour towards Veterans**

- 18.8 Numerous complaints have been received from Veterans regarding misbehavior and ill treatment at URC. All assistance will be provided to the Veterans by the URC staff. (Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

### **Bio Metric Access Control System**

- 18.9 All URCs, especially bigger ones, to install biometric system for entitled beneficiaries and their dependents, using readily available commercial systems, in order to prevent unauthorized entry by 01 Jan18.  
(Authority: DDGCS letter No.96001/Q/DDGCS dated 30.06. 2017 Appendix 3)

### **Termination of URCs**

- 18.10 Detailed guidelines regarding termination of URCs have been given vide DDGCS letter No.95350/Q/DDGCS/advisory/15-2017 dated 13 Sep 2017 placed as Appendix 14 which may be refereed for taking the action.

### **Payment of Rent and Allied Charges by URCs**

- 18.11 URCs are private undertakings of the Units / Fmns/Establishments which are operated from Non-Public Fund. It should therefore be noted that the URCs rent and allied charges are paid at the laid down rates from their profits like any other vendor.  
(Authority DDGCS letter No.96131/Q/Govt.Tpt/DDGCS dated 6 Sep 2013 Appendix 15).

### **No use of Govt transport by URCs.**

- 18.12 Service Transport should not be used by the URCs except in some parts of J&K and other areas affected by insurgency/terrorism, where it is permitted due to peculiar security environment. The URCs should resort to hiring civil transport only paid from the profits of URCs. (Authority DDGCS letter No.96131/Q/Govt.Tpt/DDGCS dated 6 Sep 2013 Appendix 15).

### **No use of Combatants in URCs.**

18.13 No combatants / service personnel are to be used to run the URCs except in certain cases where URCs are being run in places affected by insurgency/terrorism and also on board Naval ships or areas where either civilians are not available or employing them could tantamount to being a major security hazard (Authority DDGCS letter No.96131/Q/Govt.Tpt/DDGC dated 6 Sep 2013 Appendix 16).

### **Facilities for Handicapped/Disabled personnel**

18.14 Handicapped/disabled personnel should be given due priority in issue of CSD goods and also be permitted to bring an attendant along with them for assistance. (Authority 96003/Q/DDGCS dated 10 May 2011. Appendix 16)

### **Misuse of Canteen Smart Card**

18.15 Instances have come to the notice where URC Canteens smart cards are being misused. Formation HQs are therefore required to organize surprise check at various levels by using resources to correct this unethical practice. A severe disciplinary action to be initiated against the defaulters. Countersigning authorities will be made accountable for any lapse on their part. (Authority 96301/Q/DDGCS dated 18 May 2011. Appendix 17)

### **Review of Bronze Card Policy**

18.16 Apart from individual smart cards, all URC are issued Bronzecards based on dependency. The aim of issuing Bronze card to URCs is to cater for contingencies like loss of individual smart card, time delay in processing of new individual smart cards and also to facilitate unis during regular barakhana, collective issue of liquor. However, considering the issues such as implementation of GST, C&AG observations and restrictions on sale of CSD stores for institutional purposes, the bronze card entitlement has been revised as per DDGCS letter No. 95350/Q/DDGCS/Policy/2017 dated 15.06.2017 (Appendix 18).

Bronze cards will not be used for sale of CSD stores for institutional purposes i.e. for purchase of stores from Public Funds.

### **Canteen facilities to Retired Defence Civilians:-**

18.17 Govt of India has decided to extend the CSD Canteen facilities to the Retired Defence Civilian Employees vide MoD letter No.F.No.8(14)/2015-D(Mov) dated 31.07.2015.

**Eligibility.** Retired Defence Civilian Employees of following departments who were not entitled to avail CSD facilities will now be entitled for CSD facilities:-

- Ministry of Defence including those working in their respective attached offices and those working in lower military formations.
- Defence Audit Department.
- Executive Officer Cantonment Board.



- Hindustan Aeronautics Limited personnel retired from Air Force Station Hyderabad, Jorhat, Air Force Academy, Dundigal (Hyderabad) and Air Force Station Yelahanka (Banglore).
- Indian Defence Accounts Services.
- Secretariat Border Roads Development Board and HQ Director General Border Roads.
- Retired Employees of Canteen Stores Department who are getting pension from CSD Fund.
- MES employees.

**Entitlement.** They will be permitted for **Only Grocery Stores**. No liquor will be authorized.

**Validity.** The cards will have a validity of 10 years, from the date of issue and will be renewed every year.

**Process / Authentication.** All Retired Defence Civilian Employees will apply for the smart card to the URC through which they want to avail Canteen Facilities after authentication of the application. The application form will be authenticated for its correctness by the department from which the employee has retired. The form will be countersigned by an officer not below the rank of Under Secretary or Equivalent.

**Documents to be submitted to Dependent URC.** The following attested documents will be submitted to the URC.

- Application for Smart Card duly countersigned by the Competent Authority.
- Government order for Retirement.
- Copy of Pension Payment Order (PPO).
- Address Proof and Copy of PAN card.
- Payment of Rs. 135/- to the URC.

### **Guidelines**

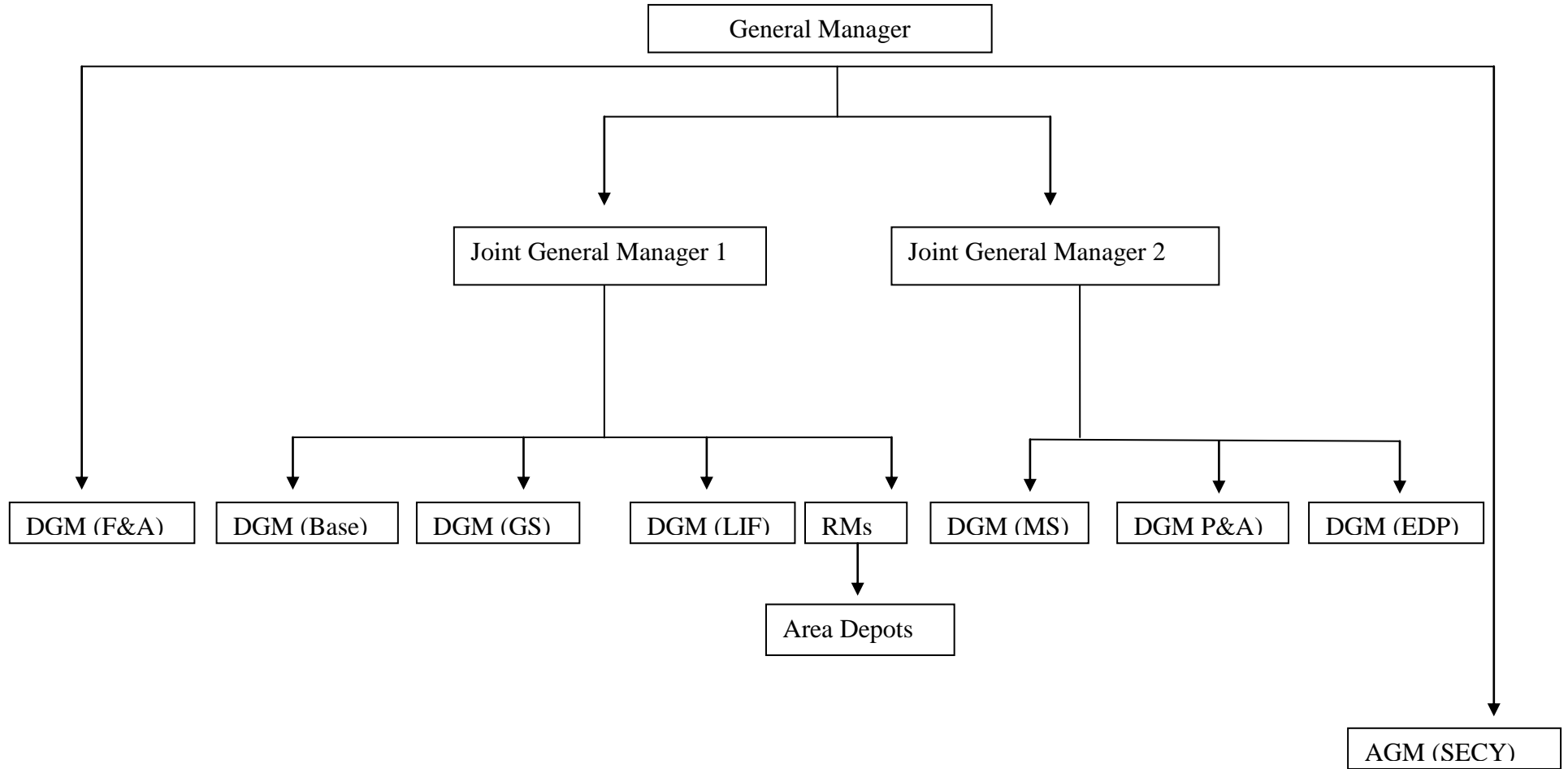
Detailed guidelines for authenticating authority and URCs etc., are issued vide DDGCS letter 96301/Q/DDGCS/Policy dated 12.08.2015 placed as Appendix 19.

### **Grant of Canteen Facilities to the family pensioners of retired Defence civilians**

- 18.18 Govt of India, MoD vide letter no. 8(14)/2015 dated 04.03.2016 has extended canteen facilities to family pensioners of retired Defence Civilians employees. The procedure for processing of application will be as per this Dte letter no. 96301/Q/DDGCS/Policy dated 12.08.2015. The applicant must write family pensioner of retired defence

civilian on the application form. (Authority 95350/Q/DDGCS/Policy/15/2016 dated 10.03.2016. Appendix 20)

**ORGANISATIONAL STRUCTURE OF CANTEEN STORES DEPARTMENT**



**REGIONAL MANAGERS (RMs)****NORTH****Area Depots**B. D. Bari 

Srinagar

Udhampur

Bhatinda

Jalandhar

Leh

Pathankot

**SOUTH****Area Depots**Khadki 

Bengaluru

Secunderabad

Vishakhapatnam

Mumbai Area (Under DGM

BASE)

Kochi

Chennai

Port Blair

**EAST****Area Depots**Narangi 

Misamari

Masimpur

Dimapur

Kolkata

Baghdogra

Ramgarh

**WEST****Area Depots**Delhi 

Ambala

Jaipur

Ahmedabad

Bikaner

Hissar

**CENTRAL****Area Depots**Lucknow 

Agra

Bareilly

Meerut

Jabalpur

Dehradun

 Location of RM's office

Each Area Depot is commanded by Officer of the rank of AGM/Mgr.

**ABBREVIATIONS:****DGM** : Deputy General Manager**AGM** : Assistant General Manager**P & A** : Personnel & Administration**MS** : Management Services**F & A** : Finance & Accounts**GS** : General Stores**LIF** : Liquor, Imported Items & Food Products**EDP** : Electronic Data Processing**BASE** : Base Depot, Sewri, Mumbai.**SECY** : Secretary

## QUARTERMASTER GENERAL'S BRANCH

### AO 19/2003/OMG – PROCEDURE FOR OBTAINING SANCTION TO OPERATE A UNIT RUN CANTEEN

#### Reference :

- a) AO 584/73
- b) AO 5/97
- c) AO 161/73

#### Appendices :

- a) Appendix 'A' – Application format for obtaining sanction to operate a Unit Run Canteen.
- b) Appendix 'B' – Application format for obtaining fresh sanction in respect of para military forces.

#### General :

1. As per policy URC is given an independent registration number which facilitates it to draw the stores from the dependent depot direct. An extension counter cannot be given a registration number and therefore, cannot draw stores from the depot but has to draw from dependent URCs.
2. As per directions of the COAS, it is proposed to est a chain of URC's and extension counters all over India to provide CSD facilities to ex-servicemen. There are certain remote areas where ex-servicemen concentration is large but no defence establishment exist to run a URC/extension counter. Extension counters for ex-servicemen opened in such areas earlier were not found to be economically Viable. Mob canteen do not solve the problem as only grocery stores can be sold through them. Para-force a need has been established to open a URC for ex-servicemen in such remote areas to make them economically viable.
3. In view of the above, it is felt that a new Army Order may be issued to permit the opening of URC's where no active unit is located but have large concentration of ex-servicemen within close vicinity.

#### Aim :

1. The aim of this Army Order is to lay down procedure for obtaining saction (by allotting new registration number) to operate a Unit Run Canteen.

#### Layout :

1. Sanction to operate a Unit Canteen is accorded by the Bde/Sub Area or higher Formation Commanders. Formation Commanders may sanction opening of Unit-Run-canteen of their own Formation Headquarters. Unit seeking sanctions will submit applications to HQ Bde/ Sub Area as per proforma at Appendix 'A'.
2. Sanction to run the canteen will be subject to the following conditions :
  - a) Unit has on its posted strength the number of personnel not below hundred (including the attached personnel) or where dependency of ex-servicemen (including their families) are not below five thousand.
  - b) The Unit will not ask for any increase in their authorised establishment solely for the purpose of running the canteens.
  - c) No free transport is to be used in the running of canteen. In area affected by insurgency or disturbances, however, the use of free transport is permissible. Military personnel may be employed to run the canteen services during specific contingencies with the express permission of Formation Commanders /

- Commandants Category 'A' establishments/the Controlling Authority. However, para 2(b) above will be kept in mind while employing the military personnel.
- d) For over all supervision of the canteens, unit are to detail an officer and also ensure that the accounts are audited quarterly by the Regimental Audit Boards.
  - e) All Canteen Stores are to be retailed strictly at prices laid down in the CSD Retail Price list issued from time to time except that the local excise and other taxes like octroi and sales tax where applicable may be added.
  - f) Under no circumstances, any goods other than those obtained from the CSD or through its direct suppliers authorised by CSD to deliver the goods direct are to be stocked in the Unit Run Canteens.
  - g) To ensure regular supply of canteen stores, newly raised Units/Formations are to be instructed to attach a copy of their application for sanction to operate their own canteen with their initial indent placed on the Dependent CSD Depot.
  - h) As and when the Unit is redesignated / recognised, amalgamated / disbanded or there is any change in address, it will inform CSD Mumbai and the Depot on which dependent, accordingly.
3. After according the necessary sanction, the Sub Area / Bde / Higher Formation Commanders will forward the application to CSD with a copy to the Unit certifying that the strength indicated comprises those eligible for CSD facilities under the rules. CSD Mumbai will register the Unit Run Canteen and forward a formal intimation of Sub Area / Bde / Higher Formation with a copy to the Unit.
  4. Canteen Stores are obtainable by the units at whole sale rates if drawn direct from the CSD Depots. An additional charge at one percent as handling charge is levied, if stores are drawn through a Station Canteen. However, Unit Run Canteens are authorised to draw stores direct from CSD Depots and will not be compelled to purchase the requirements of Canteen Stores through Station / Formation HQ Canteens.
  5. Units requiring financial assistance to run their own canteen or for expansion of their existing canteens can apply for grant of a loan to CSD Mumbai as per procedure laid down in AO 161/73.
  6. Other than from regular units of Army, Navy and Air Force, the following are also eligible for running their own canteens under the existing policy :
    - a) Para military forces under the operational / administrative control of the Army.
    - b) GREF units (excluding Liquor / beer)
    - c) NCC Units at Group HQ Level (for Regular Ar)
    - d) My Staff and entitled NCC personnel
    - e) TA Units (For regular Army personnel and TA personnel embodied for service / training)
    - f) CDA's staff/establishment (excluding Liquor / beer)
    - g) Sainik Schools (excluding Liquor / beer)
    - h) Ordnance Factories (excluding liquor / beer)
    - i) Embarkation HQs
    - j) Establishments under the control of DGI, Min of Defence
    - k) Rashtriya Indian Military College
  7. In case of fresh sanctions in respect of para military forces the applications form at Appendix 'B' to this Army Order will be used.

8. This Army Order supersedes AO 584/73 and AO 5/97.

Space for future Amendments

- (a)
- (b)
- (c)
- (d)

96001/Q/DDGCS  
A Natarajan  
Lt Gen  
Adjutant General

**Appendix A to AO 19/2003****FORMAL APPLICATION FOR RUNNING A UNIT CANTEEN**

1. Name of Unit
2. Strength
  - i) All ranks
  - ii) Attached personnel if any
3. Source of getting finance for the canteen
4. Monthly turnover and expected profits (Approx)
5. CSD (I) Depot from which the unit proposes to draw canteen stores.
6. Any other reason justifying the opening of a new canteen i.e. location of no other canteen nearby.
7. Certified that :
  - a) No sanction has been accorded in the past to operate the unit run canteen / sanction is not traceable.
  - b) No application has been forwarded through any other channel except the one under consideration.
  - c) There has been no change in the designation of the unit.
  - d) No canteen contract or will be engaged to operate the canteen in any circumstances.
  - e) The unit will not ask for any increase in its authorised establishment on this account.

Signature of the OC of the Unit

Station

Date

Recommended



## Annexure 'B' to AO No. 19/2003

**APPLICATION FORM FOR REGISTRATION OF UNIT  
RUN CANTEENS FOR PARA MILITARY FORCES UNDER OPERATIONAL /  
ADMINISTRATIVE CONTROL OF ARMY**

1. Name of Unit
2. Station
3. Authorised Strength
4. Date from which deployed under :  
the operational / administrative  
control of the Army
5. Nearest CSD Depot from which :  
the Unit proposes to draw the  
canteen stores
6. Date from which sanction to :  
run the canteen is required
7. Certified that :
  - a) No credit facilities will be asked for in any circumstances.
  - b) No loan will be asked for to operate the canteen.
  - c) The stores will be purchased against payment and once these are purchased, will not be returned back under any circumstances.
  - d) No quantitative discount will be claimed.
  - e) No canteen contractor will be engaged to operate the canteen in any circumstances.

Signature of the OC Bn

**Appendix 2B**

Tele 23092347

Integrated HQ Min of MOD  
(Army)  
Quartermaster General's Branch  
Dy Dte Gen Canteen Services  
Army Headquarters  
New Delhi-110001  
22 Aug. 2007

No. 96001/Q/DDGCS

Headquarters  
Southern Command (Q/Ops)  
Eastern Command (Q)  
Western Command (Q)  
Central Command (Q)  
Southern Western Command (Q)  
Northern Command (Q)  
ARTRAC (Q)  
Andman & Nicobar Command (Q)  
Naval HQ (PDPS)  
Air Headquarters (Dte Org)  
HQ DGNCC  
HQ Assam Rifles  
HQ Coast Guard (AD)  
HQ DGBR

**REGISTRATION OF ESM CANTEEN**

1. A large no. of request are being received at this HQ and the CSD HO for allotment of URC Numbers to newly opened Ex-Servicemen canteens.
2. As of necessity the ESM canteens have to be overall managed by some service Unit/HQ/Static Formation. Further, these canteens are also not covered under the Army Order 19/2003. Accordingly the CSD Head Office can not process the case for allotment of URC Numbers to such canteens. It is requested that where required, extension counters of the URCs already registered be opened to service the ex-servicemen in the affected area. For administrative reasons inter state movement of goods, especially liquor must be avoided while opening such extension counters.
3. Suitable instructions may please be issued accordingly.

Sd/-  
(BK-Pandey)  
Lt Col  
Joint Dir Canteen Services

**Appendix 2C**

Tele : 391 9563

Dy Dte General Canteen Services  
 Quartermaster General's Branch  
 Army Headquarters  
 DHQ PO, New Delhi - 110 001  
 10 Feb 95

96029 / Q / DDGCS

Headquarters,

Southern Command  
 Eastern Command  
 Western Command  
 Central Command  
 Northern Command

**SERVICE CONDITIONS OF CIVILIANS EMPLOYEES**  
**OF UNIT RUN CANTEENS – REPRESENTATIONS**

1. Numerous representations addressed to President / PM / RM / COAS / QMG and other VIPs and petitions filed in various courts by the civilian employees of URCs regarding their service conditions are being referred to this Dte for redressal of their grievances.
2. In this connection, it may be mentioned that all URCs are private undertakings of the units and their funds are non-government Funds. This Dte or CSD HQ has no Administrative control over the civilian employees of URCs as they are employed under certain terms and conditions mutually settled between the unit and the employees. The employees of these URCs are not Govt servants and therefore this office has no control / jurisdiction over the service conditions of such employees.
3. The above position has already been fully explained in Govt of India, Min of Defence letter  
 No BOCCS / 00181 / Q / CAN / D (MOV) dated 07 Nov 1977.
4. However, URCs are covered under the Shops and Estt Act of various States in which the URCs are located.
5. In view of the above, it is requested that the contents of this letter and enclosures be passed to all URCs under your command and the representations concerning the employees of URCs should not be referred to this Dte.

Sd/-  
 (A A Rizve)  
 Lt Col  
 Offg DDGCS  
 for Quartermaster General  
Copy to :-

Naval HQ (Dte of Pers)  
 Air HQ (Dte of Org)  
 President's Sectt  
 GM, CSD  
 AG Coord

**Appendix 2D**

No BOCCS /00181 / Q / CAN / 5469 / D (MOV)

Bharat Sarkar,  
Raksha Mantralaya,  
New Delhi, dt. 27th October 1977To,  
The Chief of the Army StaffSubject : **STATUS OF UNIT CANTEENS AND THEIR EMPLOYEES**

Sir,

1. Numerous representations from the employees of the Unit Canteens are forwarded to Army Headquarters, QMG's Branch Q / Canteens for action. This section deals only with the matters concerning the Canteen Stores Department, their depots and their employees and not the Unit Canteens or their employees. It appears that this position is not clear to the originators. CSD is a department under the Ministry of Defence. All its employees are Government employees. The Funds of this department form part of the Consolidated Fund of India and are thus Govt Funds. On the other hand, the Unit Canteens, like the Army Headquarters Canteen at South Block, are private undertakings of the units concerned. Their funds are Non-Govt Funds. The CSD has no Administrative control over the unit canteens or their personnel who are employed by the units under various terms and conditions mutually settled between the units and the employees. They are not Government servants and, therefore, this Ministry has no control over their service conditions and has no jurisdiction over the service condition of such employees.
2. In view of the above, it is requested that the representations concerning the unit employees should not be forwarded to this Section.

Your faithfully

Sd/-

(P. Ray)

Avar Sachiv, Bharat Sarkar

Copy to :-

List 'B' ( Less QMG's Branch)  
 Ministry of Defence / D (Est.2)  
 Ministry of Finance (Defence)  
 CGDA  
 R & D Organisation, Min of Defence  
 QMG's Branch, List 'E'  
 CAO's Branch, Ministry of Defence  
 Joint Cipher Bureau  
 Historical Section (India)  
 Ministry of Defence, Distribution Section  
 Services Sports Control Board  
 School of Foreign Languages  
 Armed Forces Information Office  
 OC, Army HQ Camp, National Stadium, New Delhi  
 All Deputy Secretary

**Appendix 2E****APPLICATION FORM FOR THE FINANCIAL ASSISTANCE  
FROM CANTEEN STORES DEPARTMENT, MUMBAI - 400 020**

From : The Officer Commanding

Ref : No:

Date :

To :

The Chairman

Board of Administration

Canteen Stores Department

Adelphi, 119 MK Road

Mumbai - 400 020

**Sub : GRANT OF LOAN TO UNIT-RUN-CANTEENS**

1. This Unit / formation canteen is registered with CSD under number URC
  2. The financial assistance amounting to Rs in the form of a loan, is needed for this unit-run-canteen due to the following reasons :-
    - \* In order to meet the requirements of the personnel dependent upon the canteen to the fullest possible extent, it is necessary to expand the trade for which additional finances are not available.
- OR**
- \* This unit is in a position to provide only a portion of the funds from our resources to start the canteen but still more funds are required particularly to meet the working capital.
  3. The loan will be repaid within years (for repayment maximum period of 5 years is allowed) in half-yearly / yearly instalments.
  4. A copy of the constitution / rules / regulations / byelaws governing this unit -run-canteen is enclosed.
  5. Copies of balance sheets showing the trading and profit and loss position during the last 2 years are also enclosed ( This is not applicable in case of new canteens).
  6. The terms and conditions governing grant of loan as detailed in Army order 161 / 73 have been understood and will be complied with. It is undertaken that the loan shall be utilised exclusively for this unit run canteen and only for making purchases from CSD and for no other purpose.
  7. Further details / informations are given in Appendix. We shall be pleased to furnish any more details, if so needed.

OFFICER COMMANDING

Encl : a/a

\*Strike out whichever is not applicable.

*(Refers to Para 7 of Appendix 2E)***APPENDIX TO LOAN APPLICATION**

1. Name and Address of the Unit previous name / designation  
(In case of redesignated units only)
2. Dependent on CSD Depot
3. Amount of Regimental / other Funds at the disposal of unit approximately Rs.
4. Since when the unit canteen has been in existence (Indicate month & year only)
5. Strength of personnel intended to be based on this canteen :
  - (a) Officers
  - (b) JCOs
  - (c) OR
  - (d) families and attached personnel, if any
  - (e) Ex -servicemen
  - Total
6. Estimated investment in the canteen on —
  - (a) Capital expenditure  
(furniture, fittings, equipments etc.) Rs.
  - (b) Canteen Stores Rs.
  - (c) Working Expenses Rs.
  - Total Rs.
7. Estimated monthly purchases from CSD :
  - (a) Liquor / Beer Rs.
  - (b) General stores Rs.
  - (c) Cigarettes Rs.
  - Total Rs.
8. Estimated monthly sales :
  - (a) Liquor / Beer Rs.
  - (b) General stores Rs.
  - (c) Cigarettes Rs.
  - Total Rs.
9. Estimated monthly trading expenses including overheads:
  - (a) Total staff salary Rs.
  - (b) Clearing and cartages etc Rs.
  - (c) Insurance of stocks, if any Rs.
  - (d) Postage / telegrams / conveyance / rent /  
water / lighting charges / printing and  
stationery, telephones etc Rs.
  - Total Rs.
10. Expected profit per mensum from the unit-run-canteen. Rs.

(This should be exclusive of income from other sources mentioned below)

11. Whether you propose to run Tea Bar, Halwai Shop and other trade shop ? If so, give total estimated monthly net income from these sources Rs.

OFFICER  
COMMANDING

**Annexure 1 to Appendix 2E**  
*(Refers to Para 3.8 (d))*

**PROMISSORY NOTE**

Rs. \_\_\_\_\_

Date: / /

On demand, I, No Rank

Name of  
(Name of the Unit)

promise to pay to the President of India on order, the sum of Rs with interest thereon at the rate of 4.5% per annum with half yearly rests until payment for value received.

Accepted

\_\_\_\_\_

Signature

(Should be signed on revenue stamps worth Rs 1/-)  
for and on behalf of the President of India



**Annexure 2 to Appendix 2E**  
(Refers to Para 3.8 (d))

**UNDERTAKING**

The President of India

WHEREAS ON the day of 20 , the President of India represented by Canteen Stores Department, a Department under the Ministry of Defence of the Government of India, (hereinafter referred to as “the said Department”) agreed to pay a cash advance in favour of of the sum of Rs (Rupees only) and on the further conditions agreed on between the (Name of Unit) and the said Department representing the President of India as are herein contained AND WHEREAS in consideration of the said advance on the day of I, (No.) Rank Name () (Name of the Unit) duly signed and delivered to the said Department (acting for and on behalf of the President of India) my own Demand Promissory Note dated the day of 20 , for the sum of Rs (Rupees only) in favour of the President of India, I hereby personally agree and undertake that the said promissory note for Rs. (Rupees only) is to stand and be regarded as a continuing security and shall be enforceable for all money which now are or which may at any time hereafter become due and owing to the said Department representing the President of India on the said account and on any account whatsoever and whether or not from time to time there be nothing owing on the cash advance account or any account or the same respectively be at credit;

AND I HEREBY FURTHER AGREE AND UNDERTAKE :

- (a) that the aforesaid loan will until payment bear interest at % per annum with half-yearly rests and will be recoverable in cash;
- (b) that the liability hereunder and under the said Promissory Note shall be my personal liability;
- (c) the entire amount of the said loan will be repaid if the President of India so desires within the maximum period of five years in fixed installments of Rs (Rupees only) each and at the interval of months commencing from provided, however, that nothing in this clause shall prejudice the right of the President of India to receive on demand the moneys payable hereunder and the said Promissory Note.
- (d) The stamp duty, if any, payable on this document shall be borne by the President of India.
- (e) The said promissory note dated the day of 20 for Rs and executed by me shall remain in full force and effect and my liability there under and under this letter shall not be revoked by me without the consent of the Government in writing.
- (f) That my liability shall not be impaired or discharged by reason of time being granted or by any forbearance shown to the said (state the name of the unit of the Canteen to which money is being advanced) or by any act or omission on the part of the Government or any person authorised by it whether with or without the knowledge or consent of the surety nor shall it be necessary for the Government to sue or take steps or proceeding against the said (State the name of the unit of the

Canteen to which money is being advanced) before taking steps or proceedings against me.

IN WITNESS WHEREOF the said

(Name of Unit) has signed these presents on the day of 20

(Name of the Unit)  
in the presence of

Signed by the said  
Signature

(Name and address of witnesses) (1)

(2)

Accepted

for and on behalf of the President of India

**Annexure 3 to Appendix 2E**  
*(Refers to Para 3.8 (e))*

**(THIS AGREEMENT FORM IS TO BE EXECUTED BY THE INCOMING AND  
OUT GOING OFFICERS COMMANDING)**

**PROMISSORY NOTE**

Rs

Date : 20

On demand, I, No Rank

Name

Unit

promise to pay to the President of India on order, the sum of Rs. with interest thereon at the rate of 4.5% per annum with half yearly rests until payment for value received.

Accepted

Signature

(should be signed on revenue  
stamp worth Re. 1/-)

for and on behalf of the President of India

**Annexure 4 to Appendix 2E**  
(Refers to Para 3.8 (e))

**AGREEMENT**

AN AGREEMENT made this day of 20 between the erstwhile Officer Commanding (name of the Unit) hereinafter called the Outgoing Officer (which expression shall unless repugnant to the context and meaning thereof mean and include his heirs, executors and administrators) of the First Part and the present Officer Commanding, (name of the unit) hereinafter called "the Substituted Officer" (which expression shall unless repugnant to the context and meaning thereof mean and include his heirs, executors and administrators) of the Second Part and the President of India, hereinafter called the Government (which expression shall unless repugnant to the context and meaning thereof mean and include his successors and assigns) of the Third Part :

WHEREAS on the day of 20 the Government represented by Canteen Stores Department a Department under the Ministry of Defence of the Government of India (hereinafter referred to as the "said Department") paid a cash advance to amounting to Rs. (also in words) upon the Outgoing Officer executing in favour of the President of India a demand promissory note dated the day of 20 for the sum of Rs. (also in words) and upon the further conditions agreed on between the Outgoing Officer and the Government as contained in the Letter of Guarantee executed by him dated the day of 20.

AND WHEREAS a sum of Rs (also in words) is due and owing to the Government on account of the said cash advance made by the Government to as aforesaid and on other accounts.

AND WHEREAS the said Outgoing Officer desires to be released and discharged from his liability under the said letter of guarantee and the said promissory note and at the request of the Outgoing Officer the Government has agreed to release and discharge the Outgoing Officer therefrom upon the Substituted Officer at the request of the Outgoing Officer agreeing to execute a promissory note for the sum of Rs and to fulfil, perform and observe all the conditions as are hereinafter contained :

AND WHEREAS a promissory note dated the day of 20 for the sum of Rs (also in words) was duly executed by the Substituted Officer in favour of the President of India and delivered to the Government.

**NOW IT IS HEREBY AGREED BY AND BETWEEN  
THE PARTIES HERETO as follows:-**

1. That the said promissory note dated the \* day of 20 for Rs (also in words) shall remain in full force and effect until the Government agrees to its revocation or cancellation by the substituted Officer and shall be regarded as a continuing security and be liable to be enforced for the recovery of all moneys which now are or which may at any time hereafter become due and owing to the said department representing the President of India on account of the said advance or any account whatsoever and whether or not from time to time there be nothing owing on account of the said cash advance account or on any account whatsoever or the same respectively be at credit :

2. That the aforesaid sum of Rs \* (also in words) shall until payment bear interest at 4.5 per cent per annum with half yearly rests and shall be recoverable in cash.

3. That the Government accepts the liability of the Substituted Officer to pay all moneys which now or which may at any time hereafter become due and owing to the said Department representing the President of India on account of the said advance to the said (state the name of the unit of the Canteen to which money has been advanced) or on any account whatsoever and the Government hereby releases and discharges the Outgoing Officer from all claims and demands whatsoever in respect of the said promissory note dated the day of 20 and in respect of the said letter of guarantee executed by him and the liability of the Outgoing Officer thereunder :

4. That the liability of the Substituted Officer hereunder shall not be impaired or discharged by reason of time being granted or by any forbearance shown to the said (state the name of the unit of the canteen to which money has been advanced) or by any act or omission on the part of the Government or any person authorised by it whether with or without knowledge or consent of the surety nor shall it be necessary for the Government to sue or take steps or proceedings against the said (unit of the canteen to which money has been advanced) before taking any steps or proceedings against the surety.

5. The said sum of Rs (in words also) will be repaid within a period of years in fixed installments of Rs (in words also) each and at the interval of months commencing from provided, however, that nothing in this clause shall prejudice the right of the President of India to receive on demand the moneys payable hereunder and clause shall prejudice the right of the President of India to receive on demand the moneys payable hereunder and under the said promissory note executed by the Substituted Officer.

6. The stamp duty, if any, payable on the document shall be borne by the President of India.

7. That the liability hereunder and under the said Promissory Note dated the day of executed by the Substituted Officer shall be his personal liability.

In witness whereof the said (outgoing officer) the said (Substituted Officer) and Shri for and on behalf of the President of India have hereunto respectively set their hands and seals the day and year first above written.

Signed and delivered by the

Signed and delivered by the

Said said  
in the presence of : (outgoing officer)

in the presence of : (incoming officer)

Witness : 1  
2

Witness : 1  
2

Accepted

---

Chairman Board of Administration  
CSD  
for and on behalf of President of India

**Appendix 2F**

Tele : 3019572

Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarters  
 DHQ PO New Delhi-110 001

96031/Q/DDGCS

26 Aug '93

The General Manager  
 Canteen Stores Deptt  
 "ADELPHI", 119, M K Road,  
 Mumbai - 400 020.

**STOCKING OF CSD AT LEH**

1. Reference your letter No 1/Secy dated 24 Jul 93.
2. Executive Committee has given their sanction on file vide our note 96031/Q/DDGCS dated 29 Jul 93 that credit facility has been enhanced from Rs 1 lakh to Rs 3 lakhs for a maximum period of 3 months for units located in Leh and Siachen Glacier. The units will liquidate their debit with CSD Depot Leh prior to their deinduction from Ladakh Region.
3. In view of the above, you are requested to take action accordingly.
4. Please acknowledge.

Sd/-  
 (AA Rizve)  
 Lt Col  
 Jt Dir Canteen Services  
 For Quartermaster

General

Copy to :-  
 HQ 3 Inf Div  
 C/O 56 APO for information and necessary  
 action please.

CSD Depot Leh C/O 3 Inf Div

**Appendix 2G**

Tele : 3011347

Quartermaster General's Branch  
 Dy Dte Gen Canteen Stores Services  
 Army Headquarters  
 DHQ PO New Delhi - 110001

96131/Q/DDGCS

31 March 1998

Headquarters

Southern Command  
 Eastern Command  
 Western Command  
 Central Command  
 Northern Command  
 ARTRAC

**HOLDING OF REGULAR MEETINGS OF COMMANDING OFFICERS/THEIR SECONDS-IN-COMMAND/OFFICERS INCHARGE UNIT-RUN-CANTEENS AND CSD AREA DEPOT MANAGERS UNDER THE SUPERVISION OF RESPECTIVE FMN/STATION COMMANDERS**

1. This directorate has been making all-out efforts to ensure that customers satisfaction level is maintained at the highest possible level and seeks regular feedback from Unit-Run-Canteens as well as Units and Formation Commanders. One important channel of getting regular feedback from Unit-Run-Canteens is Quarterly Meetings of representatives of Unit-Run-Canteens with CSD Area Depot Managers. However, it is noticed with concern that such meetings are not being attended regularly by officers. Most of the time only NCOs/JCOs are detailed to represent formation/unit commanders in such important meetings. This approach defeats the very purpose of holding such meeting and results in poor interaction between the Unit-Run-Canteens and CSD Depot Area Managers.
2. It has now been decided that, henceforth all Quarterly Meetings of Unit-Run-Canteens and respective CSD Area Depot managers will be held under the Chairmanship of co-located Station Commanders/Formation Commanders to ensure that the Commanding Officers/their Seconds-in-Command attend such meeting alongwith their Officers-In-Charge of Unit-Run-Canteens. However, in the case of big stations where the Depots are located far away from mil stations a rep per station may be nominated to attend the forum who shall collect the discussion points from CSD pertaining to URCs and disseminate these down. This will also ensure that the latest policies, guidelines and information available with the CSD Area Depot Managers are shared at appropriate level and problems being faced by the Unit/Formation Commanders are resolved on the spot.
3. Headquarters Command may kindly workout the modalities in respect of Area Depots located in their jurisdiction and issue the programme to URCs through respective Formation Headquarters. At station level the Station Commanders should also inform the Air Force and Navy formations/units of the programme.



4. This policy must be disseminated to each formation/unit having Unit-Run-Canteens to achieve the desired results.

Sd/-  
(A N Hamir)  
Brigadier  
Dy Dte Gen Canteen Services  
for Quartermaster General

Copy to:-

Naval Headquarters  
(Dte of Pers)

Air Headquarters  
Dte of Org

DG NCC

DG Coast Guard

CSD For issuing necessary instructions to Regional Managers  
"ADELPHI" 119, M K Road, and Area Depot Managers.  
Mumbai - 400 020

2618 2117

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
 Integrated HQ of MoD (Army)  
 क्वार्टरमास्टर जनरल शाखा  
 Quartermaster General's Branch  
 कैंटीन सेवाएँ निदेशालय  
 Canteen Services Dte  
 विंग-3, पश्चिमी ब्लॉक-3 आर के पुरम  
 Wing-III, West Block-3 R.K. Puram,  
 नई दिल्ली-110066 New Delhi-110066

No 96001/Q/DDGCS

30 Jun 2017

HQ Northern Command (OL)	HQ Southern Command (OL)
HQ Eastern Command (OL)	HQ Western Command (OL)
HQ Central Command (OL)	HQ South Western Command (OL)
HQ ARTRAC (Q)	Naval HQ (PDPS)
Air HQ (D/Accts)	HQ Coast Guard (AD)
HQ Andaman & Nicobar Command	HQ DG NCC (F&A)
DG Assam Rifles	HQ IDS, HQ SFC
DRDO, DGQA, OFB	HQ DG BR (Q)

### MONITORING OF URCs AND SALE OF CSD STORES

1. References:-
  - (a) AO 19/ 2003/ QMG.
  - (b) AO 02/ 2006/ QMG.
  - (c) QMG Branch, letter No 95286/Q/SG/DDGCS dated 26 Sep 2012 on Management of CSD and URCs.
  - (d) C&AG Audit Report No 38/2016 (available on the internet).
2. The management of CSD and URCs is enunciated in the above mentioned AOs and policy letters. In addition, various advisories have been issued periodically for streamlining the URCs. However, the C&AG Audit Report No 38/ 2016 and other inputs indicate that further checks and balances are necessary to improve the CSD facilities.



### Indenting Procedure

3. The demand and consumption pattern will be worked out by all URCs and stores demanded accordingly. Preference of troops will be the thumb rule for demanding stores. The following aspects will be strictly adhered to, while preparing indents: -

(a) **Indent by URCs.** URCs will place the monthly indents with the dependent depots based on their average feeding/ ration strength, alongwith their ESM dependency (applicable only in case the dependency has been assigned by the Station/ Sub Area HQ and cross checked with the number of primary cards personalized by the URC). **Demand will not be based on authorized strength of units. URCs run by Formation HQ will not include strength of units under their command to inflate dependency, where these units have their own URCs.** Indents will be signed by COs/ OsC only.

(b) **Countersigning of Indents.** All indents of URCs, both for grocery and liquor, will be countersigned by an officer holding the appointment of Brigade Commander/ Deputy GOsC/ Brig Adm/ Brig Q in the normal chain of command. **Indents of NCC and misc URCs will be signed by Deputy GOsC of Sub Areas.** The countersigning authority will ascertain that the feeding strength, number of dependents are correct and the demand is as per the guidelines.

(c) Based on the overall budget allotted to CSD every year, URCs have been classified into six categories from A to F based on dependency and annual turnover (policy letter at para 1(c) refers). URCs will strictly adhere to the approved dependency and their respective annual budget. Under no circumstances will the annual turnover of an URC exceed the allotted budget. **Annual budget applicable to each URC based on their dependency is at Appendix 'A'. CSD Depots have been instructed not to issue stores beyond the laid down limit.**

(d) **Monthly Correctness Report.** All URCs/ Units/ Establishments will forward a monthly correctness certificate signed by the Commanding Officer to the next higher formation (one up) i.e. unit to brigade/ Sub Area, Sub Area to Area & upwards. Format of the certificate is at **Appendix 'B'**. These will be scrutinized at command level. OL Branch of HQ Commands are requested to forward a consolidated certificate to CS Directorate/ QMG Branch, once a quarter.

---

4. **CSD Depots & CSD HO.** Wef 01 Aug 17, CSD Depots will not entertain demands which are not countersigned as per para 3(b). In addition, the following will be ensured: -

- (a) URCs adhere to the budgetary provisions. CSD Depots will also monitor the annual turnover of URCs as per policy. Stores will not be issued to URCs, which have exceeded the turnover limit, unless approved by CS Dte.
- (b) All CSD Depots every month, will forward a consolidated list of indents cum invoice as per **Appendix 'C'**, indicating the dependency & budgetary allocation. This will be forwarded to the OL Directorate of respective Command HQ with a copy to the CSD Head Office.
- (c) CSD HO will compile the reports received from the Depots and forward the same to this Dte after due analysis, highlighting cases where budgetary provisions have been violated.
- (d) CSD Depots will not issue stores to URCs, who have not been audited during the year.

#### **Audit of URCs**

5. Para 2 of AO of 2003, caters for quarterly audit of URCs. In addition, it is mandatory for QD and CTS accounts to be audited annually by a certified chartered accountant. Actions which will be initiated at formation level are given in succeeding paras.

6. **Annual Audit of URCs.** All URCs will undergo an annual audit by a BOO, which should be completed by 31 Dec every year. These audit reports will be reflected in the annual administrative inspection report of the unit. Following aspects will be checked by the inspecting team:-

- (a) Monthly indents.
- (b) Profit generated by the URC, vis a vis dependency.
- (c) Monthly/ Annual Stock Taking Bd.
- (d) Bronze card utilization details.
- (e) Utilization of QD/ CTS as per guidelines of 2014.
- (f) Implementation of policy letters/ advisory issued by CS Dte.

- (g) Feedback from URCs wrt quality of goods & problems pertaining to Depots & M/s SCPL.
- (h) Complaints against the URCs, if any.
- (j) Only in exceptional circumstances like op commitments, formation commanders may exempt the audit of an URC for a specific period. A certificate from the higher Formation HQ will be furnished in such cases.
- (k) Compiled feedback and aberrations in the audit report will be forwarded to the next higher HQ and further to CS Directorate by HQs Command on completion of audit of all URCs by 30 Jan every year. **URCs which have not undergone the audit during the year, will not be permitted to draw stores from the CSD Depots.**

#### Misc

7. **Non CSD Stores.** Non CSD Stores will not be sold from URC premises. Billing of CSD and non CSD stores will be separate.
  8. **Hoardings.** No hoardings will be put up by vendors/ suppliers at URC premises/ mil stns/ cantts.
  9. **Vendor Interaction.** No interaction will be carried by URCs with vendors/ suppliers.
  10. **Company Sales Representatives in URCs.** No sales representatives of the companies /vendors will be permitted in any URC. URCs having sales representatives working for companies, for sale of their goods, will be removed forthwith. CSD HO will blacklist vendors/ suppliers if their representatives interact with URCs.
  11. **Vigilance Officer.** Formation commanders will nominate a Vigilance officer at the station level, to supervise functioning of CSD Depots and URCs and report to the Station Commander. Military police and intelligence resources will be co opted.
  12. **Misuse of Bronze Cards.** Bronze cards are issued to URCs to cater for contingencies like loss of individual smart card, time delay in processing of new smart card and also for collective issue of liquor during regimental events. Bronze cards held by an URC will be as per authorization based on the type of URC. **Sale, utilizing bronze cards will be strictly restricted and record maintained in a register.** The register will be produced for scrutiny during audit and inspection of URC/ Unit by higher HQ.
-

13. **Sale of Stores/ Liquor by Serving Personnel/ ESM.** All serving personnel/ ESM be strictly warned against selling of stores/ liquor to unauthorized persons. Any case of misuse/ violation be dealt in an exemplary manner. All such personnel will be permanently debarred from availing canteen facility by blacklisting the smart cards.
14. **No Bulk Purchase by Individuals.** No bulk purchases by an individual will be permitted. Formation commanders are requested to lay down limits at local URC level to ensure that the aspirations of maximum beneficiaries are met within the authorized budget. However, all bulk purchases, if valid reasons necessitate, will be supported by one time use written permission from the Chairman of URC.
15. **Courteous Behaviour Towards Veterans.** Numerous complaints have been received from Veterans regarding misbehavior and ill treatment at URCs. All assistance will be provided to the Veterans by the URC Staff.
16. **Closure of URCs.** Formation commanders are requested to close down URCs which do not adhere to laid down criteria/ repeated violations by an URC.
17. **Biometric Access Control System.** All URCs, especially bigger ones, will install biometric system for entitled beneficiaries and their dependents, using readily available commercial systems, in order to prevent unauthorized entry by 01 Jan 18.
18. This letter may be disseminated to all formations/ units/ URCs under respective command.
19. This has the approval of the competent authority.



(MV Suchindra Kumar)  
Brig  
Dy Dir Gen  
Canteen Services

**Copy to:-**

**Q1(C)/QMG Br** - For info pl.

**CSD HO** - For dissemination to all Depcts and strict implementation pl.

⑨ check

Appendix A  
Refers to Para 3 (c) of OMG Branch/CS  
Letter No 96001/O/DDGCS dated 20 Jun 2017

URC DEPENDENCY AND BUDGET

Dependency		Annual Turnover (Rs. in Crores)
From	To	
501	500	1.10
551	500	1.20
601	500	1.30
651	500	1.40
701	500	1.50
751	500	1.60
801	500	1.70
851	500	1.80
901	500	1.90
951	1000	2.00
1001	1050	2.10
1051	1100	2.20
1101	1150	2.30
1151	1200	2.40
1201	1250	2.50
1251	1300	2.60
1301	1350	2.70
1351	1400	2.80
1401	1450	2.90
1451	1500	3.00
1501	1550	3.07
1551	1600	3.14
1601	1650	3.21
1651	1700	3.28
1701	1750	3.35
1751	1800	3.42
1801	1850	3.49
1851	1900	3.56
1901	1950	3.63
1951	2000	3.70
2001	2050	3.77
2051	2100	3.84
2101	2150	3.91
2151	2200	3.98
2201	2250	4.05

(16)

URC DEPENDENCY AND BUDGET

Dependency		To	Annual Turnover (Rs. in Crores)
From			
13951		14000	19.00
14001		14050	19.05
14051		14100	19.10
14101		14150	19.15
14151		14200	19.20
14201		14250	19.25
14251		14300	19.30
14301		14350	19.35
14351		14400	19.40
14401		14450	19.45
14451		14500	19.50
14501		14550	19.55
14551		14600	19.60
14601		14650	19.65
14651		14700	19.70
14701		14750	19.75
14751		14800	19.80
14801		14850	19.85
14851		14900	19.90
14901		14950	19.95
14951		15000	20.00



(15)

## URC DEPENDENCY AND BUDGET

Dependency		Annual Turnover (Rs. in Crores)
From	To	
12001	12001	17.05
12051	12051	17.10
12101	12150	17.15
12151	12300	17.20
12201	12351	17.25
12251	12400	17.30
12301	12450	17.35
12351	12500	17.40
12401	12550	17.45
12451	12600	17.50
12501	12650	17.55
12551	12700	17.60
12601	12750	17.65
12651	12800	17.70
12701	12850	17.75
12751	12900	17.80
12801	12950	17.85
12851	13000	17.90
12901	13050	17.95
12951	13100	18.00
13001	13150	18.05
13051	13200	18.10
13101	13250	18.15
13151	13300	18.20
13201	13350	18.25
13251	13400	18.30
13301	13450	18.35
13351	13500	18.40
13401	13550	18.45
13451	13600	18.50
13501	13650	18.55
13551	13700	18.60
13601	13750	18.65
13651	13800	18.70
13701	13850	18.75
13751	13900	18.80
13801	13950	18.85
13851	14000	18.90
13901	14050	18.95

(14)

## URC DEPENDENCY AND BUDGET

Dependency		Annual Turnover (Rs. in Crores)
From	To	
10051	10100	15.10
10101	10150	15.15
10151	10200	15.20
10201	10250	15.25
10251	10300	15.30
10301	10350	15.35
10351	10400	15.40
10401	10450	15.45
10451	10500	15.50
10501	10550	15.55
10551	10600	15.60
10601	10650	15.65
10651	10700	15.70
10701	10750	15.75
10751	10800	15.80
10801	10850	15.85
10851	10900	15.90
10901	10950	15.95
10951	11000	16.00
11001	11050	16.05
11051	11100	16.10
11101	11150	16.15
11151	11200	16.20
11201	11250	16.25
11251	11300	16.30
11301	11350	16.35
11351	11400	16.40
11401	11450	16.45
11451	11500	16.50
11501	11550	16.55
11551	11600	16.60
11601	11650	16.65
11651	11700	16.70
11701	11750	16.75
11751	11800	16.80
11801	11850	16.85
11851	11900	16.90
11901	11950	16.95
11951	12000	17.00

13

## URC DEPENDENCY AND BUDGET

From	Dependency	To	Annual Turnover (Rs. in Crores)
8101		8100	12.41
8151		8150	12.48
8201		8200	12.55
8251		8250	12.62
8301		8300	12.69
8351		8350	12.76
8401		8400	12.83
8451		8450	12.90
8501		8500	12.97
8551		8550	13.04
8601		8600	13.11
8651		8650	13.18
8701		8700	13.25
8751		8750	13.32
8801		8800	13.39
8851		8850	13.46
8901		8900	13.53
8951		8950	13.60
9001		9000	13.67
9051		9050	13.74
9101		9100	13.81
9151		9150	13.88
9201		9200	13.95
9251		9250	14.02
9301		9300	14.09
9351		9350	14.16
9401		9400	14.23
9451		9450	14.30
9501		9500	14.37
9551		9550	14.44
9601		9600	14.51
9651		9650	14.58
9701		9700	14.65
9751		9750	14.72
9801		9800	14.79
9851		9850	14.86
9901		9900	14.93
9951		9950	15.00
10001		10000	15.05

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## URC DEPENDENCY AND BUDGET

Dependency		Annual Turnover (Rs. in Crores)
From	To	
6151	6150	9.68
6201	6200	9.75
6251	6250	9.82
6301	6300	9.89
6351	6350	9.96
6401	6400	10.03
6451	6450	10.10
6501	6500	10.17
6551	6550	10.24
6601	6600	10.31
6651	6650	10.38
6701	6700	10.45
6751	6750	10.52
6801	6800	10.59
6851	6850	10.66
6901	6900	10.73
6951	6950	10.80
7001	7000	10.87
7051	7050	10.94
7101	7100	11.01
7151	7150	11.08
7201	7200	11.15
7251	7250	11.22
7301	7300	11.29
7351	7350	11.36
7401	7400	11.43
7451	7450	11.50
7501	7500	11.57
7551	7550	11.64
7601	7600	11.71
7651	7650	11.78
7701	7700	11.85
7751	7750	11.92
7801	7800	11.99
7851	7850	12.06
7901	7900	12.13
7951	7950	12.20
8001	8000	12.27
8051	8050	12.34

## URC DEPENDENCY AND BUDGET

Dependency		Annual Turnover (Rs. In Crores)
From	To	
4201	4200	6.85
4251	4200	6.92
4301	4300	6.99
4351	4300	7.06
4401	4400	7.13
4451	4400	7.20
4501	4500	7.27
4551	4500	7.34
4601	4600	7.41
4651	4600	7.48
4701	4700	7.55
4751	4700	7.62
4801	4800	7.69
4851	4800	7.76
4901	4900	7.83
4951	4900	7.90
5001	5000	8.07
5051	5000	8.14
5101	5100	8.21
5151	5100	8.28
5201	5200	8.35
5251	5200	8.42
5301	5300	8.49
5351	5300	8.56
5401	5400	8.63
5451	5400	8.70
5501	5500	8.77
5551	5500	8.84
5601	5600	8.91
5651	5600	8.98
5701	5700	9.05
5751	5700	9.12
5801	5800	9.19
5851	5800	9.26
5901	5900	9.33
5951	5900	9.40
6001	6000	9.47
6051	6000	9.54
6101	6100	9.61

10

## URC DEPENDENCY AND BUDGET

Dependency		Annual Turnover (Rs. in Crores)
From	To	
2251	2300	4.12
2301	2350	4.19
2351	2400	4.26
2401	2450	4.33
2451	2500	4.40
2501	2550	4.47
2551	2600	4.54
2601	2650	4.61
2651	2700	4.68
2701	2750	4.75
2751	2800	4.82
2801	2850	4.89
2851	2900	4.96
2901	2950	5.03
2951	3000	5.10
3001	3050	5.17
3051	3100	5.24
3101	3150	5.31
3151	3200	5.38
3201	3250	5.45
3251	3300	5.52
3301	3350	5.59
3351	3400	5.66
3401	3450	5.73
3451	3500	5.80
3501	3550	5.87
3551	3600	5.94
3601	3650	6.01
3651	3700	6.08
3701	3750	6.15
3751	3800	6.22
3801	3850	6.29
3851	3900	6.36
3901	3950	6.43
3951	4000	6.50
4001	4050	6.57
4051	4100	6.64
4101	4150	6.71
4151	4200	6.78

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Appx 'B'  
 Refers to Para 3(d) of  
 OMG Br/ CS Dir letter No  
 96001/Q/DDGCS dt 30 Jun 17

MONTHLY CORRECTNESS CERTIFICATE

1. This is to certify that the following orders are being adhered to :-

- (a) Grocery & Liquor stores are being collected based on the average ration feeding strength & not on authorized strength.
- (b) The dependency of the URC is not inflated by including strength of Units' sub units under command, who have their own URCs.
- (c) No QD has been transferred to higher HQ. QD has been expended as per MoD Guidelines of 2014. QD has been audited by registered CA.
- (d) Rent & allied charges have been paid to MES as applicable.
- (e) There is no misuse of bronze card. Bronze Cards are held as per authorization. Details of sale through bronze card is maintained in a separate register.
- (f) All stores are sold to authorized beneficiaries possessing individual smart cards only.
- (g) CIMS software has been updated.
- (h) URC is registered in the name of unit/ formation/ establishment & not at mess or society.
- (i) Indent/ demand is based on preference of troops. The same is scrutinized by the URC management/ higher HQ.
- (k) No edible/ liquor stores with residual shelf life below 50% are collected by the URC, from the CSD depot.
- (l) No CSD Vendor is visiting the URC/ management for pushing their product/ sponsoring of events. No sales representatives are present/ working in the URC.
- (m) No hoarding w/ any CSD product is displayed at the URC premises.
- (n) CCTV Cameras have been installed at URCs to prevent misuse/ pilferage at locations deemed appropriate by the unit/ formation.
- (o) There is no pilferage of stores/ liquor at URC.
- (p) MSTB/ ASTB are being carried out by BOO as per schedule.

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(q) All applications wrt Smart Card are processed immediately without any delay. All applications are scrutinized properly before being dispatched to M/S SCPL.

(r) Non CSD items are not being sold through URCs.

It is certified the above details are correct.

Signed by CO/ Fmn Cdr







- 2

(iii) DRDO, DGQA, DGBR, OFB & CDA URCs. Respective HsOD.

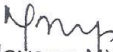
(iv) NCC & MES URCs. Dy GOC of Sub Area.

In case, the permanent incumbent is not present, it may be signed by the officiating incumbent.

3. Paragraphs 3(a) & 3(b) of CS Dte letter No 96001/Q/DDGCS dated 30 Jun 2017 are hereby suitably amended.

4. This letter may please be disseminated to all URCs under comd.

5. This has the approval of competent authority.

  
(Naveen M)  
Lt Col  
Joint Dir  
Canteen Services  
For DDGCS

Copy to:-

Q1 (E)/ QMG Br

- For info pl.

CSD HO

- For info & further dissemination to all depots.

M/s SCPL

- For info.

GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
CANTEEN STORES DEPARTMENT

Telephone: 022-22017674/66382900  
Fax : 022-22014713  
E-mail : [dgmms@csdindia.gov.in](mailto:dgmms@csdindia.gov.in)  
Website : [www.csdindia.gov.in](http://www.csdindia.gov.in)

"ADELPHI"  
119 MAHARSHI KARVE ROAD,  
MUMBAI - 400 020

Ref. No: 2/MS-13160/3553

Date: 18 Dec 2017

All Regional Managers  
All Depot Managers

Policy Circular No. 7 /2017


**STOPPAGE OF ISSUE OF NEWLY INTRODUCED ITEMS  
TO URCs ON CREDIT BASIS**

1. The existing system of issue of NI items to URCs on credit basis has been deliberated in detail during the RMs / Officers Conference held on 06 Nov 2017 at Lucknow. Thereafter the issue has been examined and it has been decided to discontinue the existing system of issue of NI items to URCs on credit basis as taking back the unsold stock and issuing credit note to URCs will create complications in GST Regime.
2. In order to have awareness about the NI items, the following action will be taken:-
  - (a) Special Bulletin indicating the details of NI items available at the Depot will be issued to all URCs by Depot Managers on 01<sup>st</sup> of every month. In case any firm submits publicity material / brochure of NI items, the same should be enclosed alongwith special Bulletin.
  - (b) NI items should be displayed at a prominent place in the Depots. URCs will also be advised by Area Managers to display the NI items appropriately for the awareness of customers.
  - (c) Whenever an item is introduced in the Department, CSD website will be suitably updated by EDP Branch.

Contd...

-2-

3. URCs can place demand for NI items either separately or can include in the main demand.
4. For Newly Introduced Liquor items, the existing system of issuing the initial stock in small quantity with the consent of URCs, will continue.
5. This supercedes all earlier circulars with regard to issue of NI items on credit basis and is effective from 01 Jan 2018. However, NI items issued to URCs on credit prior to 01 Jan 2018 can be returned by them within the stipulated time.
6. This has the approval of Competent Authority.

  
 (T V Pillai)  
 Manager (MS)  
 For General Manager

cc: All DGMs at HO/Base Depot  
 cc: All AGMs & Managers at HO  
 cc: RM (S) : For incorporation in Stores Manual.  
 cc: AGM (Secy)  
 cc: CDA (CSD)  
 cc: RAC (CSD)  
 cc: Canteen Service Dte : As on date, there is no provision in CIMS to  
 QMG Branch place demand for new items by URCs.  
 IHQ of MOD (Army) Hence, M/s Smart Chips may be advised to  
 Wing-III, West Block make a provision in the CIMS, so that URCs  
R K Puram, New Delhi-66 can include NI items also in their indent.



GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
CANTEEN STORES DEPARTMENT  
ADELPHI, 119, M.K. ROAD,  
MUMBAI - 400 020

Website: [www.csdindia.com](http://www.csdindia.com)  
E-Mail: [dgmfa@csdindia.com](mailto:dgmfa@csdindia.com)

Fax: 022-2208 3324  
Tel: 022-2208 3325

Ref. 6 / F&A / GL / 442

07 Aug 15

All Depot managers

**STATEMENT OF ACCOUNTS TO URCs FROM CSD DEPOTS**

1. Please refer Para 5.3 to 5.5 of Chapter 5, URC manual 2008. The same is reproduced as below:

**Statement of Accounts**

- 5.3 Quarterly statements of account on Form CSF 26 are prepared by CSD Depots and are forwarded to URCs by the Depots showing transactions done during the quarter in respect of supplies made to URCs and payments received from them. URCs will ensure that the entries recorded in the statement are checked and tallied with their books of accounts and the counterfoil of statements (perforated portion) are sent to the Depot to confirm the balance. Non-receipt of counterfoil by Area Depots will be interpreted as automatic confirmation of the correctness of the quarterly statement by the Depot. On computerization of Depots, this statement will be forwarded every month.
- 5.4 URCs are required to maintain proper record of Official Receipts issued by the Depots for the payments made by them. This will enable URCs to reconcile their accounts on receipt of quarterly statement of accounts.
- 5.5 Goods in receipt of some of the invoices shown on the left hand side of the statement may still be lying with the Depot awaiting payment. The statement of account will thus prompt the URC to make payment to take delivery of the goods. The importance of reconciliation of quarterly statements by URCs needs no emphasis as it is the only check to ensure that all stores issued by Area Depots are received by URCs and are correctly accounted for in the books of accounts.
2. As per *ibid* instructions, statement of accounts are to be given to URCs by CSD Depots quarterly in order to reconcile the sales made by CSD Depot with the purchases made by URCs.

3. Since the data being readily available with Depots, it has been decided by the Competent Authority, that the statement of accounts are to be sent to URCs through email/speed post on a monthly basis for the said reconciliation. A confirmation from URCs of the statement received and reconciled with differences, if any, is to be maintained at respective depots. This will be audited by LAO.

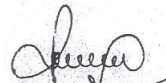
4. The time lines for the same are as follows:

Report	Timeline	Remarks
Statement of accounts on monthly basis	10 <sup>th</sup> of the following month	To be sent by email/speed post
Confirmation of reconciliation from URCs	End of following month.	URCs may send the same through email/post
Confirmation of reconciliation to F & A branch(Cash books)	15 <sup>th</sup> of the second following month	Depots may send through email/speed post.

Eg: Statement for the month of August 15 to be sent to URCs by 10<sup>th</sup> of Sept 15 and the confirmations to be received from URCs by 30 Sept 15. Confirmation to F & A to be sent by 15<sup>th</sup> of Oct 15

5. The above policy is to be implemented with immediate effect, and confirmation on reconciliation as stated above must be forwarded to F & A branch (cash book) every month.

6. This has got the approval of GM.

  
(R Purandhar)  
Wg Cdr  
DGM(F&A)

Copy to :

Integrated HQ of MoD (Army)  
QMG's Branch  
Dy Dte Gen Canteen Services  
L-1 Block, Room No 16,  
New Delhi - 110 001

} With a request to ensure the actions from URCs w.r.t above policy.

CDA(CSD)

} With a request to instruct your LAOs to check the same during their course of audit.

RM's

} Please ensure the policy implementation under your jurisdiction.

No.8(19)/2013-D(Mov)  
Government of India  
Ministry of Defence

Sena Bhavan, New Delhi  
Dated 5<sup>th</sup> March, 2014.

To

The Chief of Army Staff  
The Chief of Air Staff  
The Chief of Naval Staff

Subject: Guidelines for disbursement and utilisation of Quantitative Discount (QD)

Sir

I am directed to forward herewith the revised guidelines for distribution and utilisation of Quantitative Discount (QD) approved by the Competent Authority. The existing guidelines issued by letter No.8(3)2010-D(Mov) dated 20-3-2012 has been revised to incorporate the provision for sports activity in the utilisation of QD amount and also to modify the existing guidelines to suit the provisions stipulated under GFR as henceforth QD has to be sanctioned under the head "Grants-in-aid".

2. The amended copy of the guidelines is forwarded herewith, with the request that all beneficiaries of QD may ensure that the provisions of GFR are strictly adhered to in distribution and utilisation of QD amount as QD will be sanctioned as Grant-in-aid.

3. This issues with the concurrence of MoD (Fin/QB) vide their Dy. No.117/Fin(Q)/13 dated 03.03.14.

Yours faithfully,

(Deepak Narang)  
Under Secretary to the Govt. of India  
Telefax: 2301 2962

Copy along with copy of guidelines to DDGCS, for circulating the guidelines to the concerned for implementation.

Copy along with copy of guidelines for information to:

1. PS to RRM
2. QMG, IHQ of MoD (Army)
3. COP, IHQ of MoD (Navy)
4. AOA, Air HQ
5. IDS HQ
6. GM Coast Guard Sectt.
7. DFA(Q), MoD (Fin) (with two signed copies)
8. DGADS



(120) (118) (102)

**GUIDELINES FOR DISBURSEMENT OF QUANTITATIVE DISCOUNT (Revised)**

**Aim**

1. The aim of these Guidelines is to prescribe the procedure and methodology for utilization of funds arising out of transfer of Quantitative Discount (QD) benefits by the URCs in a fair and transparent manner.

**Admissibility**

2. QD is admissible to all the URCs including those of Para Military Units, under operational control of Defence Services, in the form of credit note, based on the value of specified stores purchased by the URCs from the CSD Depot in the previous year.

**Accounting and Audit**

3. The QD amount would be worked out based on approved policy. QD statement would be prepared by the CSD Depot and 100% audited by the CDA (CSD).

4. Based on the audited figures of CDA (CSD) the admissible QD will be issued to the URCs in the form of stores and not through any other agency. QD amount will be treated as Grant-in-aid and will be governed by the provisions of GFR.

5. A separate account termed 'CSD-QD Account' will be maintained by URC. The equivalent value of QD released to the URC will be deposited by the URC in this account and the amount will be utilized for provision of additional amenities and welfare activities as outlined in these guidelines.

The separate CSD QD Account opened by each URC as mentioned under para 5 above shall be subject to audit by the C&AG. In addition, to the audit by C&AG the following will be implemented as hither-to for:-

- (a) **Quarterly Audit**: Fund to be audited by Board of Officers every quarter.

- (b) **Annual Audit by Chartered Accountant**: Annual audit by a registered Chartered Accountant firm appointed by the Management Committee to be ensured and put up to the CFA for perusal.

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Utilization of QD

6. The amount deposited in CSD-QD Account is to be utilized for any of the welfare activity(ies) indicated below and also to meet requirement of development of URC's infrastructure, working capital, mitigating overhead expenses, payment of employees leakages and other trading losses as per the priority laid down by the Chairman of the URC.
- (a) Scholarship to deserving children or beneficiaries up to higher secondary level.
  - (b) Grant to World War II veterans/their widows who are beneficiaries of URCs.
  - (c) Grants to affiliated schools and hospitals operated by the Services.
  - (d) Re-imbusement for medical emergency case/treatment in civil hospitals till the time regular Services facilities provided for the beneficiaries and their dependents.
  - (e) Grants to daughters of widows of Service personnel, who died in harness, for their studies and marriage.
  - (f) One time grant to NOK in case of death while in service.
  - (g) Scholarships to all specially abled children of deserving beneficiaries.
  - (h) Expenditure for conducting tuition classes for welfare of children of units/formation/establishment.
  - (i) Support to Senior Citizen Homes run by the Services.
  - (j) Welfare schemes/ activities for service/dependent personnel and their families at unit/ formation levels. Some of such welfare activities are purchase of labour saving devices, hiring of instructors for vocational training of families of beneficiaries, purchase of entertainment equipment for welfare of troops and their families, Barakhana for commemorating raising day/battle honours/golden jubilee, hiring of medical personnel for unit MI Room when required, incentives to troops for good performance in sports, training and unit activities, activities for welfare of troops and families of serving troops, purchase of ceremonial dresses etc.
  - (k) Sports/Sports related activities/facilities in the unit/formation/establishments.
  - (l) Assistance to beneficiaries and their dependents affected by natural calamities.
  - (m) Any other welfare activity as deemed necessary by BOCCS which has not been covered above.

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(7) The Pattern of Assistance to be provided under each welfare scheme of QD shall be as per the percentage laid down as under. Any variation in the percentage as indicated shall be approved by respective HO of the Service/ Establishment. The schemes are not exhaustive as such any welfare scheme not covered below may be included after sanction of the Head of the Services/ Commands/ Establishments.

Sl. No.	Purpose of Assistance	% of distribution
1	Scholarship to deserving children of beneficiaries up to higher secondary level. Grant to World War II veterans, their widows who are beneficiaries of URCs. Grants to daughters of widows of Service personnel, who died in harness, for their studies and marriage. One time grant to NOK, in case of death while in service.	12%
2	Grants to affiliated schools and hospitals operated by the Services. Re-imbusement for medical emergency case/treatment in civil hospitals till the time regular Services facilities provided for the beneficiaries and their dependents. Scholarships to all specially abled children of deserving beneficiaries. Expenditure for conducting tuition classes for welfare of children of units/formation/ establishment.	10%
3	Support to Senior Citizen Homes run by the Services	3%
4	Welfare schemes/ activities for service/dependent personnel and their families at unit/ formation levels. Some of such welfare activities are purchase of labour saving devices, hiring of Instructors for vocational training of families of beneficiaries, purchase of entertainment equipment for welfare of troops and their families, Barakhana for commemorating raising day/battle honours/golden jubilee, hiring of medical personnel for unit M Room when required, incentives to troops for good performance in sports, training and unit activities, activities for welfare of families of serving troops, purchase of ceremonial dress etc.	55%
5	Sports/Sports related activities/facilities in the unit/ formation/ establishments.	15%
6	Assistance to beneficiaries and their dependents affected by natural calamities.	5%

8. **Utilization Certificate** Utilization Certificate duly certified by a registered Chartered Accountant, as given at appendix 'A' is to be submitted by URCs in respect of QD drawn during the previous year prior to the release of QD of next year by their dependent Area Depots. Area Depots will submit consolidated Utilisation Certificate to BOCCS through canteen Services Deptt HQ.

RECEIVED 09/05/2015 08:34 22083324

21:43 From:

To:22083324

ANEXURE<sup>N</sup> 13

FORM GFR 12A

**GFR 12 - A**  
 [(See Rule 238 (1))]

**FORM OF UTILIZATION CERTIFICATE  
 FOR AUTONOMOUS BODIES OF THE GRANTEE ORGANIZATION**

UTILIZATION CERTIFICATE FOR THE YEAR..... in respect  
 of recurring/non-recurring  
 GRANTS-IN-AID/SALARIES/CREATION OF CAPITAL ASSETS

1. Name of the Scheme.....
2. Whether recurring or non-recurring grants.....
3. Grants position at the beginning of the Financial year
  - (i) Cash in Hand/Bank
  - (ii) Unadjusted advances
  - (iii) Total
4. Details of grants received, expenditure incurred and closing balances: (Actuals)

Unspent Balances of Grants received years [figure as at Sl. No. 3 (iii)]	Interest Earned thereon	Interest deposited back to the Government	Grant received during the year			Total Available funds (1+2-3+4)	Expenditure incurred	Closing Balances (5-6)
			Sanction No. (i)	Date (ii)	Amount (iii)			
1	2	3	4			5	6	7

Component wise utilization of grants:

Grant-in-aid-General	Grant-in-aid-Salary	Grant-in-aid-creation of capital assets	Total

- Details of grants position at the end of the year
- (i) Cash in Hand/Bank
  - (ii) Unadjusted Advances
  - (iii) Total

RECEIVED 09/05/2015 00:34 22083324

To: 22083324

P.6/6

21:43 From:

**FORM GFR 12A**

**GENERAL FINANCIAL RULES 2017**  
 Ministry of Finance  
 Department of Expenditure

Certified that I have satisfied myself that the conditions on which grants were sanctioned have been duly fulfilled/are being fulfilled and that I have exercised following checks to see that the money has been actually utilized for the purpose for which it was sanctioned:

- (i) The main accounts and other subsidiary accounts and registers (including assets registers) are maintained as prescribed in the relevant Act/Rules/Standing instructions (mention the Act/Rules) and have been duly audited by designated auditors. The figures depicted above tally with the audited figures mentioned in financial statements/accounts.
- (ii) There exist internal controls for safeguarding public funds/assets, watching outcomes and achievements of physical targets against the financial inputs, ensuring quality in asset creation etc. & the periodic evaluation of internal controls is exercised to ensure their effectiveness.
- (iii) To the best of our knowledge and belief, no transactions have been entered that are in violation of relevant Act/Rules/standing instructions and scheme guidelines.
- (iv) The responsibilities among the key functionaries for execution of the scheme have been assigned in clear terms and are not general in nature.
- (v) The benefits were extended to the intended beneficiaries and only such areas/districts were covered where the scheme was intended to operate.
- (vi) The expenditure on various components of the scheme was in the proportions authorized as per the scheme guidelines and terms and conditions of the grants-in-aid.
- (vii) It has been ensured that the physical and financial performance under..... (name of the scheme has been according to the requirements, as prescribed in the guidelines issued by Govt. of India and the performance/targets achieved statement for the year to which the utilization of the fund resulted in outcomes given at Annexure - I duly enclosed.
- (viii) The utilization of the fund resulted in outcomes given at Annexure - II duly enclosed (to be formulated by the Ministry/Department concerned as per their requirements/specifications.)
- (ix) Details of various schemes executed by the agency through grants-in-aid received from the same Ministry or from other Ministries is enclosed at Annexure - I (to be formulated by the Ministry/Department concerned as per their requirements/specifications).

Date:

Place:

Signature

Name.....  
 Chief Finance Officer  
 (Head of the Finance)

(Strike out inapplicable terms)

Signature

Name.....  
 Head of the Organisation

GOVERNMENT OF INDIA  
 भारतसरकार  
 MINISTRY OF DEFENCE  
 रक्षामंत्रालय  
 कैटीनभंडारविभाग  
**CANTEEN STORES DEPARTMENT**

Telephones : 022-22017674/66382900  
 Fax : 022-22014713  
 E-mail : [dgmms@csdindia.gov.in](mailto:dgmms@csdindia.gov.in)  
 Website: [www.csdindia.gov.in](http://www.csdindia.gov.in)

"ADELPHI"  
 119 MAHARSHI KARVE ROAD,  
 MUMBAI - 400 020


Ref No. 2/MS/Monitoring of URC/2462

29 Sept 2017

All Depot Managers/  
All Regional Managers

**MONITORING OF URCs AND SALES OF CSD STORES**

1. Reference Para 2(e) of Circular No. 2/Ms/Monitoring of URC/1717 dt. 4 Aug 2017.
2. Vide above cited circular, it has been stated that all URCs will submit indents at least by 10<sup>th</sup> of month and collection of stores by 20<sup>th</sup> of the month by all big URCs.
3. The issue has been examined and the competent authority has decided to change the stipulation given in URC Manual of 2008 on the issue as demands of URCs are now extended through Soft copy (CD/email) and collection dates are also being allotted to each URC by Depots.
4. Hence, Para 2 (e) of the said circular may be treated as cancelled.

  
 (Vinod Kumar N)  
 Lt. Col.  
 DGM (MS)

cc: All DGMs

cc: All AGMs

} For information.

**Appendix 8A**AO311/71 : PURCHASE OF LIQUOR/BEER EX CSD-MISUSE THEREOF

1. Numerous complaints are being received from various sources that liquor issued to units/formations from Canteen Stores Department with labels marked “For Defence Services only – Canteen Services”, sometimes finds its way to civil market, instead of being consumed by the personnel for whom it is meant.
2. The action of the units/formation in passing on liquor, in however a small quantity, is detrimental to their own interest and largely it would affect the Defence Forces as a whole, since the various State Governments allow concessional rate of excise duty for the liquor to be consumed by Defence Services personnel through CSD. By such abuse of concessions granted by State Government, there is every likelihood of their withdrawing the concessions.
3. Formations should issue suitable instructions on the subject to units to avoid misuse of concession on excise duty granted for Defence Service personnel and see that liquor purchased by them through CSD does not find way to civilians.

ARMY HEADQUARTERS  
NO. 41390/Q/CAN/Q1(A)  
To,

1 SEP 62

HQ Commands

PREVENTION OF LEAKAGE OF CANTEEN STORES

1. Instructions have been issued from time to time regarding preparation of indents, accounting and sale of Canteen Stores by Contractors/Units Run Canteens. The existing instructions have been consolidated, brought up to date and are contained in the succeeding paragraphs for strict compliance by all concerned.

Indenting of Canteen Stores

2. Indents for Canteen Stores and Liquor will be prepared separately and strictly in accordance with the strength of the units and the sale for issue wherever laid down. They will be placed on the Canteen Stores Department and Depot concerned monthly, as far as possible.

3. Indents so prepared will be thoroughly scrutinised by the unit commanders and signed after exaggerated demands, if any, have been duly adjusted.

4. A copy of the indents placed on the Canteen Stores Department will be kept by the units for record.

5. The Canteen Stores Department Depot responsible for making supplies will invariably forward a copy of the packing note to the OC Unit/Indenting authority in addition to a copy supplied to the Contractor in the case of a Contractor-run-Canteen. In respect of Unit-run-Canteens, the copy of the packing note meant for the Officer-in-charge Canteen will be sent to the OC unit alongwith the relevant invoices.

Sale of Canteen Stores

6. Cash memos will be issued for all sales effected to entitled personnel and their signature obtained at the counter on the relevant cash memos issued. Individual cash memos for sales involving small quantities of stores like cigarettes, soaps, bidies, matches, hair oil and the like, unless demanded by the customers may not be issued, but all such sales for the day may be recorded progressively in one or more cash memos depending on the number of such transactions for purposes of accounting sales tax and check by the inspecting officers.

7. Duplicate copies of cash memos issued will be retained for atleast one year for inspection by the OC Unit/Station or for a longer period as required by the local authorities for sales tax purposes.

8. All Services' canteens will arrange for the stamping of the words "Canteen Services" on the labels of all goods before they are put on sale or sold in canteens.

9. Canteen Stores Department official Retail Price Lists will be displayed in a conspicuous place in all the canteens.



10. Sales to unauthorised persons will NOT be permitted

Supply of Liquor/Beer

11. The officer countersigning the liquor/beer indents will forward the demands to Sub Area/Brigade Headquarters/Administrative Commandant concerned based on the number of entitled personnel actually serving with the unit and also of those dependent on the indenting canteen. The details of strength of personnel will not, however, be revealed on the indents.

12. Sub Area/Brigade Headquarters/Administrative Commandants will scrutinize the above reports with the strength figures in their possession and forward a certificate to the Canteen Stores Department Depot concerned to the effect that the demands placed by the Unit/Contractors in question have been verified and are correctly based on the strength of entitled personnel.

13. Any discrepancy noticed will be reported immediately by Sub-Area/Brigade Headquarters/Administrative Commandant to the Canteen Stores Department Depot concerned for readjustment in the following month and necessary action taken against indentors indulging in over-demanding.

Stock Control

14. Stock-taking of canteen stores will be carried out at least once a month by OC units or officers detailed by them and the physical balances reconciled with the stock ledger position having regard to the opening stocks, the packing note received from the Canteen Stores Department Depots and the cash memos held by the canteen showing actual sales made to bonafide personnel during the month. At the end of each month, the stocks held will be taken into account for assessing the requirements for the following month and fresh indents will be placed accordingly.

15. Stock ledgers will be properly maintained which will be kept upto date.

16. Several State Governments have allowed concessional rates of excise duty on Indian Made Foreign Liquor and exemption from sales tax which obviously involve loss of revenue to them. It is, therefore, of paramount importance that strict control over sales is maintained to avoid abuse/misuse of concessions.

17. The following letters addressed to Headquarters Commands on the subject are hereby cancelled :-

- (a) Letter No 18503/Q/CAN dated 22 Feb. 49.
- (b) Letter No 41390/Q/CAN/Q1 (C) dated 8 Jul 52.
- (c) Letter No 18535/Q/CAN/Q1 (A) dated 12 Oct. 53.
- (d) Letter No 41390/Q/CAN/Q1 (A) dated 10 Oct. 55

18. This may please be promulgated down to units.

Sd/-  
QUARTERMASTER GENERAL

Copy to :-  
Naval Headquarters,  
Air Headquarters

Officer Commanding  
Army Headquarters Camp  
National Stadium, NEW DELHI

**Appendix 8B**  
**(Refers to Para 8.2)**

Tele : 3016208

Dy Dte Gen Canteen Services  
Quartermaster General's Branch  
Army Headquarters  
DHQ PO New Delhi-110 001

96425/Q/DDGCS

26 Jul '95

Southern Command  
Eastern Command  
Western Command  
Central Command  
Northern Command

**LEAKAGE OF CSD ITEMS INTO CIVIL MARKET**

1. There have been a spate of complaints recently regarding leakage of CSD stores into the civil market. This practice is not only detrimental to our interests, but also brings a bad name to the Services.
2. What is of greater concern is the fact that these leakages seem to be in the knowledge of the unit commanders. As per reports, CSD stores are being sold to unauthorised persons with a view to increase regimental finances. There have been reports of stores being moved in DD vehicles in the guise of mobile canteens for disposal to agents in small towns/villages. On other occasions, CSD stores have been sold openly to the public at Fauji Melas.
3. The Price Negotiation Committee of CSD makes determined efforts to get items at the cheapest rates possible through hard bargaining with the firms/suppliers. This benefit, combined with partial/full exemption of Sales Tax/Excise Duty by State Govts, results in major advantage to the troops. All these efforts get diluted if the benefits are passed on to unauthorised persons. We may eventually lose our hard earned privileges due to such undesirable and unethical practices.
4. In view of the above, you are requested to issue suitable instructions to all concerned for instituting effective measures to ensure that CSD stores are not sold to unauthorised personnel in the civil market.

(Sd/-)  
(SS Chohan)  
Brig  
DDG CS  
For QMG

**Appendix 8C**

दूरभाष: 35222  
Tele: 35222

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
Integrated HQ of MOD (Army)  
क्वार्टर मास्टर जनरल शाखा  
Quartermaster General's Branch  
कैंटीन सेवा निदेशालय सेना मुख्यालय  
Dy Dte Gen Canteen Services  
विंग-III, पश्चिम ब्लॉक-III, आर. के. पुरम,  
नई दिल्ली -66  
Wing-III, West Block- III, RK Puram  
New Delhi-66

संदर्भ/No. 95350/Q/DDGCS/Advisory/08/2016 ८५ Feb 2016

HQ Southern Command (OL)	HQ Eastern Command (OL)
HQ Western Command (OL)	HQ Central Command (Q)
HQ Northern Command (OL)	HQ South Western Command (OL)
HQ IDS, HQ SFS, HQ ARTRAC (OL)	HQ A & N Comind
HQ DG Assam Rifles, Naval HQ (PDPS)	HQ Coast Guard (AD) DAD, DRDO
Air HQ (D/ Accts), HQ DGQA	HQ Ordnance Factory Board, KSB
HQ DG NCC (Lgs), HQ DGBR (Q)	HQ DG Assam Rifles, HQ Territorial Army

**ADVISORY 08/2016: CANTEEN FACILITIES**

1. Further to CS Dte letter No 95286/SG/Q/DDGCS dated 26 Sep 2012.
2. CS Dte is receiving large number of queries regarding permission to enter URC for purchase of items by a dependent in case the valid card holder is unable to visit URC. In this connection para 10 of the letter under reference is reproduced below:-

**"Control of Purchase of URCs.** Entry into any URC will be purely Smart Card based by personal appearance. In case a particular Officer/JCO/OR/ Eqvl is unable to present himself personally due to valid reasons, a permission, signed by the Chairman/CO/GC of that Establishment running the URC must accompany the Smart Card, with photo of the authorised person carrying it. Validity period and genuineness of requirement of such permission will be decided by the Chairman of the URC on case to case basis."

3. All HQs are requested to disseminate contents of this letter to all units/fmns/URCs under their jurisdiction.

(एम. पी. वर्गीस /MP Varghese)

कर्मल/Col

ओ.आई.सी. स्मार्ट कार्ड सेल/OIC Smart Card Cell

कैंटीन सेवाएँ निदेशालय/Canteen Services

कृते. उपमहानिदेशक /For DDGCS.

GOVERNMENT OF INDIA  
भारत सरकार  
MINISTRY OF DEFENCE  
रक्षा मंत्रालय  
कैंटीन भंडार विभाग

**CANTEEN STORES DEPARTMENT**

Telegram : CANSIND "ADELPHI"  
Telex : 011-82761/011-855C3 CASE IN 119 MAHARSHI KARVE ROAD,  
Telephones : 22017674/22037120/4 MUMBAI - 400 020

Ref. No. 2/MS/13125/KKD/117

Dt 04 July 2016

To,  
All Depots

**Shortages in Sealed Case Pack and Write Off of Petty Loss**

Of late it has been noticed that the unit run canteens are approaching CSD Area depots to compensate for loss occurring on account of leakage/breakage of items during transportation of goods from depot to URCs & also seeking compensation for the shortages in sealed case pack for amounts even less than Rs. 300 per item.

2. Issue of Credit note for petty loss on account of shortage in original case pack for an amount less than Rs. 300 per item leads to increased work load and other related paper transactions.


3. In view of the above, the following have been approved by Competent Authority and are to be implemented with immediate effect.

a) URCs to write off loss on account of leakages/ breakages occurred during transportation of goods from depot to URCs irrespective of the value of such loss

b) URCs may take up the case with the depot with regard to the shortages found in original sealed cases value exceeding Rs. 300 per item along with BPs & other relevant documents within 30 days of collection.

c) Shortages found in original sealed pack and value less than Rs. 300 per item should be treated as petty loss and to be written off by URCs from URC Profit / QD as per guidelines issued by MOD vide letter dtd. 05/03/2014.

4. You are therefore advised to disseminate the information to all URCs.

  
(Vinod Kumar N)  
Lt. Col.  
CSD Depot

CC: All RMs : For information please

→ CC: The Area Manager : For information w.r to your letter  
CSD Depot No. KKD/CSK/URC/236  
Khadki dtd. 07/05/2016.

CC

दूरभाष: 35222  
Tele: 35222

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
Integrated HQ of MOD (Army)  
क्वार्टर मास्टर जनरल शाखा  
Quartermaster General's Branch  
कैंटीन सेवा निदेशालय सेना मुख्यालय  
Dy Dte Gen Canteen Services  
विंग-III, पश्चिम ब्लॉक- III. आर. के. पूरम,  
नई दिल्ली -66  
Wing-III, West Block- III, RK Puram  
New Delhi-66

संदर्भ/No. 96350/Q/DDGCS/CAR/Policy

12 Jan 2016

HQ Southern Command(OL), HQ Eastern Command (OL)  
HQ Western Command (OL), HQ Central Command (OL)  
HQ Northern Command (OL), HQ South Western Command (OL)  
HQ IDS, HQ SFS, HQ ARTRAC (OL), HQ A & N Command  
HQ DG Assam Rifles, Naval HQ (PDPS) HQ Coast Guard(AD)  
Air HQ (D/ Accts), HQ DGQA, HQ Ordnance Factory Board, KSB  
HQ DG NCC (Lgs), HQ DGBR (Q), HQ DG Assam Rifles, HQ Territorial Army

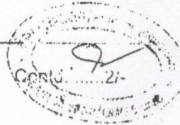
**REVIEW OF ENTITLEMENT OF FOUR WHEELERS**

1. With immediate effect, the entitlement of Four Wheelers will be as under:-

S No	Category	CC	Eligibility	Periodicity
(a)	Oftrs(Incl Retd/Widows)	3000		Once in Four Years.
(b)	JCOs granted Honorary Commission & Equivalent (Incl Retd & Widows)	2500		Once in Seven Years.
(c)	JCOs & equivalent (Incl Retd & Widows)	2000	Once in Service & Once after Retirement First Car after ten years of Service. Gap between purchase of Two Cars to be Ten years. If the late husband had purchased a car each while in service/ after retirement then the widow will not be eligible to buy a car. In case late husband had purchased only one car then widow can buy one car through CSD after gap of 10 years from the date of last purchase.	
(d)	OR & equivalent (Incl Retd & Widows)	1800	Once in Service & Once after Retirement. First Car after ten years of Service. Gap between purchase of Two Cars to be Ten years. If the late husband had purchased a car each while in service/ after retirement then the widow will not be eligible to buy a car. In case late husband had purchased only one car then widow can buy one car through CSD after gap of 10 years from the date of last purchase.	
(e)	Civilian Officers of MoD paid out of Defence Estimates and Officers of CSD (Grade Pay Rs 6600/- and above.	3000		Once in Four years.

01 FEB 2016

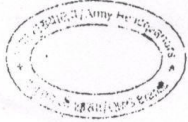
APD Branch



-2-

42

2. The categories of personnel who are entitled to purchase four wheelers will be as laid down in AO 2/2006/QMG.
3. This letter supersedes our letter No. 95286/SG/Q/DDGCS dated 29 Apr 2015. Para 8(g) (i) of this HQ letter No 95286/SG/Q/DDGCS dated 26 Sep 2012 be amended accordingly.
4. This letter be given wide publicity including display at prominent places and in all URCS.



(एम. पी. वर्गसे /MP Varghese)

कर्नल/Col

ओ.आई.सी. स्मार्ट कार्ड सेल/OIC Smart Card Cell

कैंटीन सेवाएँ निदेशालय/Canteen Services

कृते. उपमहानिदेशक /For DDGCS

Copy to-

QMGs Branch(Dir Coord)-

For information please.

Gm. CSD HO

1. For information please.

2. The letter be forwarded to all CSD Depots and uploaded on CSD Website.

ADG PI-

For uploading on Indian Army Website.

Veteran Cell-

For uploading on website.

Amritha

23/04/15  
35





44

(Refer to para 1 of DDGCS letter No.  
96410/Q/DDGCS dtd 12 Jan 2016)

**GUIDELINES FOR PURCHASE OF FOUR WHEELERS FROM CSD**

1. **Entitlement for Four Wheelers :-**

Category	Eligibility	
	CC	Periodicity
Offrs (Serving/Retd/Widows)	3000	Once in Four Years
Hony Commissioned JCOs (Serving/Retd/Widows)	2500	Once in Seven Years
JCOs (Serving/Retd/ Widows)	2000	Once in Service and Once after retirement. First car after 10 years and gap between Two cars 10 years.
OR (Serving/Retd/Widows)	1800	Once in Service and Once after retirement. First car after 10 years and gap between Two cars 10 years.
Defence Civilian Officers of MoD (Serving) Paid out of Defence Estimates and Officers of CSD (GP of Rs.6600 and above)	3000	Once in Four years.

2. **Procedure for Purchase of Four Wheelers :-**

(a) Obtain availability certificate from the dealer.

(b) Submit prescribed application (CSD Depot Indent form) at the concerned depot alongwith availability certificate and payment in the form of ECS/RTGS/NEFT. The amount deposited with CSD has been credited from my account only. ECS/RTGS/NEFT has been made/done by me only.

3. **Other Documents required at the Depot for verification :-**

(a) CSD depot Indent Form duly countersigned by Commanding Officer of the unit for serving personnel or by Station Commander or Dy Director of Zila Sainik Board for ESM.

(b) Copy of PAN Card.

(c) Copy of driving license (relaxable for retired JCO/OR & Senior Citizens.)

(d) Certified copy of pay book bearing entry with regard to purchase of car (applicable only for serving JCOs/OR and equivalents).

(e) Certificate from the CO/OC of Unit confirming that financial position of the applicant allows to purchase a car (applicable only for serving JCOs/OR and equivalents).

(f) PPO/Discharge book/Release Order (For ESM).

(g) Any other document as prescribed under the respective State Govt notification. This is essential since State Govts while extending GST/VAT relaxation prescribe specific documents to be submitted.

(h) Address proof.

(j) Defence Civilian Officers of MoD to enclose duly attested latest salary slip for Verification of Grade Pay as per entitlement.

Contd...2

(45)

-2-

4. **Miscellaneous Points :-**

- (a) ECS/RTGS/NEFT to be done in favour of "Canteen Stores Department, Public Fund Account (Main) payable at the station of CSD Depot. Prior to making the bank payment ECS/RTGS/NEFT latest rates should be confirmed from the concerned depot/dealer as these are subject to change. For approximate rates please go to product search on the Home page of CSD India website.
- (b) On submission of application and payment, concerned depot will release documents such as OR, Sale letter, Supply Order, Authority letter etc
- (c) These documents have to be submitted to the concerned dealer for effecting delivery of the item.
- (d) Payment for registration and insurance will be made to the dealer and not to CSD Depots.
- (e) For additional accessories, customer has to bear the expenses.
- (f) In case a vehicle has a waiting list in the civil market, the same should be booked with a dealer who is affiliated with CSD, with minimum booking amount as decided by the manufacturer. Full payment can be made with CSD depot once the vehicle is available and the dealer issues an availability certificate. Advance booking of the vehicle with the civil dealer will be governed by the rules as promulgated by the manufacturer/dealer. This will save unnecessary blockage of funds.
- (g) No payment is to be made on account of CSD handling charges/logistic charges etc. to the dealer.
- (h) Price will be charged as applicable at the time of delivery of vehicle.
- (j) No interest will be paid by CSD or by the dealer for late delivery of the vehicle.
- (k) Business hours of CSD depots vary so please contact CSD depot concerned to ascertain transaction timings.
- (l) No transactions are entertained on Saturday, Sundays and Holidays.
- (m) In case of accident/theft cases/EC officers released with less than five years of service, application will be forwarded to CS Directorate for sanction by the QMG.
- (n) In case of TA officers certificate as following will be attached :-

**CERTIFICATE FROM THE COMMANDING OFFICER AT BN/TA DTE**

1. It is certified that No. \_\_\_\_\_ Rank \_\_\_\_\_ Name \_\_\_\_\_  
is a Departmental/Non Departmental Officer of Territorial Army. His date of commission is  
\_\_\_\_\_ and has got total embodied service of \_\_\_\_\_ Years \_\_\_\_\_ Month  
as on this date.

Date :

(Signature of Commanding Officer)

Officer Stamp:

**Appendix 9A-1**  
**(refer to Para 9.1 (b))**

Telex 26182117

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

28 Mar 2017

96003/Q/GREF/DDGCS

HQ Northern Command(OL)  
HQ Western Command(OL)  
HQ Central Command(Q)  
HQ A & N Command  
Naval HQ (PDPS)  
HQ IDS  
HQ Coast Guard(AD)  
Kendriya Sainik Board

HQ Southern Command(OL)  
HQ Eastern Command(OL)  
HQ South Western Command(OL)  
HQ ARTRAC(OL)  
Air HQ(D/Accts)  
HQ SFC  
HQ DG Assam Rifles  
HQ DGBR

DGM-I	
DGM-II	
DGM (F&A)	
DGM (P&A)	
DGM (GS)	
DGM (LIF)	
DGM (EDP)	
DGM (MS)	
AGM (SECY)	
AGM (VIG)	
AGM (AI-1)	

**CANTEEN FACILITIES TO DGBR/GREF PERSONNEL**

- Ref the following:-
  - CSD HO letter No 2/MR-13258/DDGCS/4218 dated 10 Jan 2017.
  - DGBR letter No 18408/Canteen facility/DGBR/T&C dated 11 Jan 2017.
  - DGBR letter No 181408/Canteen facility/DGBR/T&C 1 dated 03 Mar 2017.
- It is clarified that all serving and retired DGBR/GREF Personnel (Combatants and Non-Combatants) are authorised to avail canteen facilities. Attention is drawn to Army Order 02/2006/QMG.
- Entitlement for purchase of four wheelers is governed by this office letter No 96350/Q/DDGCS/CAR/Policy dated 12 Jan 2016. Eligibility of DGBR/GREF personnel for purchase of four wheelers will be decided as per equivalency table attached as Appendix. The equivalency table will be used only for the specific purpose of working out approx entitlement of canteen facilities.
- This letter may be disseminated to all concerned under your command.

*Onkar Chahal*  
(ऑंकार चहल /Onkar Chahal)  
उप निदेशक/Dy Dir  
कैंटीन सेवाएँ/Canteen Services  
कृते उपमहानिदेशक/For DDGCS

Copy to-

CSD HO Mumbai-

You are requested to instruct all CSD Depots to facilitate purchase of all items to GREF personnel.

*Supdt (P)  
Supdt (S)  
F  
314*

*DGM (MS)*

DGM (MS) Branch
आवक सं. एवं तारीख In No. & Date
उ.म.प्र. (व्य.से.) DGM (MS)
स.म.प्र. (व्य.से.) AGM (MS)
एडव. (व्य.से.) AGM (MR)
...

Appendix-II Letter No 96003/Q/DDGCS dated 28 Mar 2017

**RANK AND CADRE  
PERSONNEL OF GI****LENGTH AND PAY SCALES OF OFFICERS AND  
EIR EQUIVALENCY WITH REGULAR ARMY**

S/No	Category of	Strength	Functional Grade Pay in 6 <sup>th</sup> CPC	Equivalency with Army Rank for applicability of Army Act
01.	Addl Director General	03	HAG Scale	Maj Gen
02.	Chief Engineer (Civ) Chief Engineer (Mech)	16	Rs 10000	Brig
03.	SE (Civ) SE (Mech) DCMO (SG) Dir (Admn)	85	Rs 8700	Col
04.	DCMO JT DIR	24	Rs 7600	Lt Col
05.	EE (Civ) EE (Mech) MO-1 Sr Adm Offr	349	Rs 6600	Major
06.	AEE (Civ) AEE (Mech) MO-2 Adm Officer Hindi Officer	458	Rs 5400	Capt
07.	AE (Civ) AE (Mech) CDM Asst Adm Officer Sr Secy..... Pvt Pvt Secy	935	Rs 4600	Lt
08.	JE (Civ) JE (Mech) Sr Supvr Store Sr Supvr Adm Sr Draftsman Stenographer-A Assistant Sr Hindi Translator Jr Hindi Translator	5661	Rs 4200	JCO

.....2



S/N	Category of post	Strength	Functional Grade Pay	Equivalency with Army Rank
09.	Supdt Nursing Fire Supdt Asst Chargeman Comn Chargeman Communication Supvr Store Supvr Adm UDC Supvr Cipher Steno-B Supvr Fire Supdt.BR-I Supdt.E&M-II Supvr Nursing Pharmacist Draughtsman	2467	Rs 2800 Rs 2800 Rs 2400 Rs 2800 Rs 2400 Rs 2400 Rs 2400 Rs 2400 Rs 2400 Rs 2400 Rs 2800 Rs 2800 Rs 2400 Rs 2800 Rs 2400	JCO
10.	DVRMT RRDVR OEM Eqpt Mechanic (Mech) Eqpt Mechanic (Elect) Overseer LDC SKT Hindi Typist Leading Hand (Adm) Operator Comn Leading Hand (Fire) Veh Mechanic Electrician Machinist Welder Turner Lab Assistant	17013	Rs 1900 to 4200 Rs 1900 to 4200 Rs 1900 to 4200 Rs 2400 Rs 2400 Rs 2000 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 1900 Rs 2000	NCO
11.	Fireman Pioneer (PNR) Telephone Mechanic Tailor Nursing Assistant Blacksmith DES Driller Carpenter Mason Painter Washerman Cook Barber Pipe Fitter Mess Waitor Safai Wala	14133	Rs 1800/-	SEPOY

**Appendix 9A-2**  
**(refer to Para 9.1 (c))**

Tele : 23092347

Quartermaster General's Branch  
Dy Dte Gen Centeen Services  
Army Headquraters  
DHQ PO New Delhi - 110001  
Dated 13 Aug. 2004

96410/Q/DDGCS

Headquarters

Southern Command (Q)  
Eastern Command (Q)  
Western Command (Q)  
Central Command (Q)  
Northern Command (Q)  
Andaman & Nicobar Command (Q)  
Air Headquarters (Dte of Pers)  
Naval Headquarters (Dte of Org)  
Coast Guard Headquarters  
CSD Head Office, Mumbai

ELIGIBILITY FOR PURCHASE OF CAR THROUGH CSD

1. Letter No. 96410/Q/DDGCS dated 22 Oct 2003 is hereby cancelled.
2. SSC and EC Officers who have put in five years of reckonable service before being released, are authorised to purchase car through CSD.
3. This has the approval of competent authority.
4. CSD Head Office only : All CSD depots be intimated accordingly.

Sd/-  
(RS Khatri)  
Lt Col  
Jt Dir CS

Copv to :

COAS Sectt                      For Information please  
QMG Br/Q1 (E)  
DGBR  
DGNCC

Tele 26182117

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

96410/Q/Veernaris/(car)/DDGCS

23 Feb 2017

HQ Northern Comd (OL)  
 HQ Southern Comd (OL)  
 HQ Western Comd (OL)  
 HQ Eastern Comd (OL)  
 HQ Central Comd (Q)  
 HQ South Western Comd (OL)  
 HQ Coast Guard (AD)  
 Kendriya Sainik Board

HQ ARTRAC (OL)  
 Naval HQ (PDPS)  
 Air HQ (Accts)  
 HQ IDS  
 HQ SFC  
 HQ A&N Comd  
 HQ Assam Rifles

**SPL SANCTION TO VEERNARIS FOR PURCHASING  
 FOUR WHEELERS THROUGH CSD**

1. Policy wrt purchase of four wheeler through CSD is given vide CS Dte letter No 96350/Q/DDGCS/CAR/Policy dated 12 Jan 2016, which authorises, all Rks (Serving/Retd) and their widows for the said facility.
2. Representations were recd from the envt to auth Veernaris (Widows of Martyr declared "Battle Casualty", who were not qualifying for the facility, due to lack of requisite service by the Martyr) to purchase four wheeler from CSD through spl sanction.
3. Based on the feedback recd from the Service HQ/ Comd HQ, sanction of competent auth has been obtained to authorise Veernaris (Widows of Martyr declared "Battle Casualty", who were not qualifying for the facility, due to lack of requisite service by the Martyr) for purchasing four wheelers from CSD through spl sanction.
4. The guidelines for the Spl sanction are as given below:-
  - (a) Veernaris (Widows of Martyr declared "Battle Casualty", who as per existing policy were not eligible for purchase of four wheeler, due to lack of physical service by the Martyr) will be auth for the said facility, post spl sanction, once in a lifetime. This facility is applicable to Veernaris only & not to any other dependents.
  - (b) This spl sanction is to be read in conjunction with CS Dte policy letter No 96350/Q/DDGCS/CAR/Policy dated 12 Jan 2016.

Contd....



Handwritten signatures and initials: "मौलि", "का 5 ल", "अ 2", and "अ 2" with a signature.

Tel. No. 35222 (As con)

एकीकृत मुख्यालय रक्षा-संप्रदाय (सेना)  
Integrated HQ Min. of Def. (Army)  
क्वार्टर मास्टर जनरल शाखा  
Quartermaster General's Branch  
कैंटीन सेवाएँ निदेशालय  
Canteen Services Directorate  
विंग-3, परियोजना ब्लॉक-3, आर.के.पुरम  
Wing-III, West Block-III, R. K. Puram,  
नई दिल्ली-110 066/New Delhi-110 066

19/6/16

43

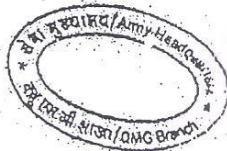
96410/Q/DDGCS

FEFMO  
H No RZ - 12 Block 'B'  
Gali No. 6, Raghunagar  
New Delhi - 110 045

4 Jun 2016

**CSD CANTEEN FACILITIES TO RETIRED DEFENCE CIVILIANS**

1. Refer the following:-
  - (a) Your letter No: FEFMO/CSD/03/16 dated 02 Mar 2016.
  - (b) This Dte letter No: 96410/Q/DDGCS dated 06 Apr 2016. ✓
2. This Dte letter No 96410/Q/DDGCS dated 06 Apr 2016 may be treated as cancelled.
3. It is informed that as per existing policy letter No: 96350/Q/DDGCS/CAR/Policy dated 12 Jan 2016, retired defence civilians are not entitled to purchase car from CSD.



(नवीन एन/Naveen N)  
मेजर/Maj  
Jt. Dir. Canteen Services  
संयुक्त निदेशक कैंटीन सेवाएँ  
कृते उपमहानिदेशक/For DDGCS

Copy to :-

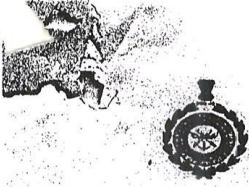
SO (Pers)  
E-in-Cs Branch  
Kashmir House

Head Office  
Canteen Stores Department (LIF)  
"Adelphi", 119 M.K. Road  
Mumbai-400 020

For necessary action please.

For info and issuing instruction to all CSD Depot.





भारत सरकार  
GOVERNMENT OF INDIA  
रक्षा मंत्रालय  
MINISTRY OF DEFENCE

(174)

**कैंटीन भंडार विभाग**  
**CANTEEN STORES DEPARTMENT**

Telegram : CANSIND  
Telephones : 2203 71 20/40/42/80/66382966  
Fax No: 022-22092253  
Website: [www.csdindia.gov.in](http://www.csdindia.gov.in)

"ADELPHI"  
119, MAHARSHI KARVE ROAD,  
MUMBAI - 400 020

Ref.No: AFD/GP-VII/7311/1189

Date: 16 Oct.2012.

**All Depot Managers**

**SUB : SALE OF AFD-I ITEMS**

1. Due to restrictions on purchase budget of the Department, QMG's Branch had carried out a review of the existing entitlement of AFD-I items of customers and decided to modify the eligibility as follows :-

- (i) **Four Wheelers (Car)** : An entitled person based on his purchasing power will be entitled to purchase another car only after years and up to power as mentioned below :-
- (aa) **Officers (Incl Retd)** - Four years and upto 2500 cc capacity.
- (bb) **Hony Commissioned JCOs/Eqv(Incl Retd)** - Seven years and upto 1500 cc capacity
- (cc) **JCOs/OR & Eqv (Incl Retd)** - Once while in service and once after retirement upto 1400cc capacity
- (ii) **Two Wheelers** : All categories (Incl Retd) - Every three years.
- (iii) **AFD Items (Refrigerator, TV, Washing Machine etc)** : These will be limited to after every three years for all categories.

2. Action is in hand to purchase Smart Card reader to be used by depots while processing indent for AFD items. Till such time, depots are advised to continue with the existing procedure for processing demand for AFD items.

( डॉ ए के वर्मा )

सहायक महाप्रबंधक ( ए.एफ.डी )

कृते महाप्रबंधक

CC : DDGCS, New Delhi : for information. This has reference to your letter No.95286/SG/Q/DDGCS dated 26 Sep 2012.

CC : All Regional Managers : for information.

INDENT FOR PURCHASE OF AFD CATEGORY-I ITEMS  
BY ENTITLED SERVING PERSONNEL

1. Name of the Indentor  
(In Block Letters)
2. Personal Number
3. Rank  
(If Civilian give full designation)
4. Station of Delivery
5. Unit/Formation and Address
6. Item demanded
7. Payment Details :  
RTGS/NEFT No. \_\_\_\_\_, Bank Name  
\_\_\_\_\_  
A/ No. \_\_\_\_\_, Branch Address  
\_\_\_\_\_

CERTIFICATE FROM THE INDENTOR

1. Certified that the above machine is required for my/my family's bonafide use and I undertake not to sell it within a period of two years from the date of purchase.
  2. Certified that I am married/bachelor.
  3. Certified that I had not purchased the item being indented now from the Canteen Stores Department during the last two years.
- Signature of the Indenter.

CERTIFICATE FROM THE UNIT/FORMATION

Certified that

(Give Name and Rank of the Indentor)

is entitled to buy the above item through CSD in terms of Army Order No dated as amended from time to time.

Signature of OC Unit/Formation  
with Rank & Name and Seal of Unit/Formation

Notes :

1. Payment will be accepted only through RTGS/NEFT in favor of "Canteen Stores Department, Public Fund Account (Main)".
2. Please ensure to produce your identity card at the time of registration/collection.

## Appendix 9D

**INDENT FOR PURCHASE OF AFD CATEGORY-I ITEMS**  
**BY ENTITLED RETIRED PERSONNEL**

## Part – I

1. Name of the Indentor  
(In Block Letters)
2. Personal Number
3. Rank (Last held)  
(If Civilian give full designation)
4. Station of Delivery
5. Unit/Formation and Address  
(Last Employed)
6. Whether the applicant is in receipt of pension or retention fee, if so
  - a) Amount of Pension sanctioned
  - b) Details of Pension Book
  - c) Period for which Retention Fee sanctioned
  - d) Amount Retention Fee sanctioned
  - e) Authority under which Retention Fee sanctioned
7. Present Address
8. Permanent Address
9. Details items applied for
10. Payment Details :

RTGS/NEFT No. \_\_\_\_\_, Bank Name

\_\_\_\_\_ A/ No. \_\_\_\_\_, Branch Address

## Part – II

Certified that :

1. I am entitled to avail canteen facilities from the service canteen in terms of AO.
2. The item applied for is required for me and my family use.
3. I have not purchased the item from the CSD during the past two years.
4. I undertake not to sell it within a period of two years from the date of purchase.

Date

Signature of Indentor

Name

Rank

## Part – III

The particulars given of No.  
Name are correct.

Rank

Signature of the Certifying Authority  
with Name, Rank and Seal of the Unit/Station HQ

Notes :

1. The certificate in Part-III should be got countersigned from the Officer Commanding of the unit where the applicant last served or the local Station Headquarters (Secretary / Dy Dir of Zila Sainik Board in case of retired personnel).
2. Payment will be accepted only through RTGS/NEFT in favor of “Canteen Stores Department Public Fund Account (Main)”. Payable at the place of the depot concerned.
3. Please ensure to produce your Identity Card/Pension Book, Payment Order Discharge Certificate at the time of booking/collection.

Tele: 26182117

Integrated HQ Min of Def (Army), BGM (M.I)  
 Quartermaster Generals' Branch  
 Canteen Services Directorate  
 Wing-III, West Block-3, R.K.Puram,  
 New Delhi-110066

95350/Q/DDGCS/Advisory/17/2017

20 Oct 2017

HQ Northern Command (OL)  
 HQ Southern Command (OL)  
 HQ Central Command (OL)  
 HQ ARTRAC (Q)  
 HQ IDS, HQ SFC  
 Air HQ (D/Accts)  
 HQ DG Assam Rifles  
 DGQA, OFB, DRDO

HQ Eastern Command (OL)  
 HQ Western Command (OL)  
 HQ South Western Command (OL)  
 HQ A & N Command  
 Naval HQ (PDPS)  
 HQ Coast Guard (AD)  
 HQ DG NCC (Lgs), HQ DGBR (Q)

**ADVISORY 17/ 2017: PURCHASE OF FOUR WHEELER THROUGH CSD**

1. Refer the following:-
  - (a) CS Dte letter No. 96350/Q/DDGCS/CAR/Policy dated 12 Jan 2016.
  - (b) CS Dte letter No. 96410/Q/DDGCS dated 29 Jan 2016.
2. Complaints/ representations have been received from the environment wrt misuse of four wheeler facility including being duped by touts/ agents. Following are reiterated:-
  - (a) Post GST, four wheeler rates have been nearly uniform throughout the nation and sales have resumed including Delhi. Fresh list of car dealers alongwith rate list have been uploaded on CSD website www.csdindia.gov.in. No refund claim needs to be processed by the individual.
  - (b) All ranks be sensitized, not to approach any tout/ broker/ agency for purchase of four wheelers, as CSD HO does not deal with any agencies. Documentation procedure through dependent depot will be strictly adhered to, by all beneficiaries. Beneficiaries will collect 'Release Order' from depots, in person only, to avoid misuse.
  - (d) Cases have been reported wrt beneficiaries forging documents and purchasing four wheeler before the stipulated period. All ranks may be advised to desist from such practices. Legal action will be initiated against these erring individuals, apart from being debarred from using the canteen facility.
  - (e) Countersigning authorities will strictly adhere to extant car policy as given in para1(a) above.

3. This letter may please be disseminated to all URCs under command.
4. This has the approval of competent authority.



Branch  
 Lt Col  
 Joint Director  
 Canteen Services  
 For DDGCS

(Naveen N)  
 Lt Col  
 Joint Director  
 Canteen Services  
 For DDGCS

GM	
JGM-I	
JGM-II	
DGM (F&A)	
DGM (P&A)	
DGM (GS)	
DGM (M)	
DGM (DP)	
DGM (MS)	
AGM (SCY)	
AGM (VIG)	
AGM (AFD)	

Copy to:-  
 Q1(E)/QMG Br  
 CSD HO

For info pl;

**MONETARY LIMITS FOR ALL RANKS FOR PURCHASE OF  
CSD STORES (GROCERY ITEMS)**  
**(Authority: QMG Branch letter no 96027/Q/DDGCS/SOP dtd 16 Apr 2015, Appendix  
3H)**

1. With effect from 01 Jun 2015, the purchase limits for grocery stores from URC are as under:-

<b><u>S No</u></b>	<b><u>Rank /Cat</u></b>	<b><u>Monthly Limit (Value items below Rs. 750/- per item)</u></b> <b><u>(A)</u></b>	<b><u>Liquor Card</u></b> <b><u>(B)</u></b>	<b><u>Total</u></b> <b><u>(A+B)</u></b>	<b><u>Annual Limit (AFD Items value of items above Rs. 750/- per items)</u></b>
(a)	Officers & eqvl	Rs. 11000/-	Rs. 2500/-	Rs. 13500/-	Rs. 100000/-
(b)	JCO granted Hony Commission & eqvl	Rs. 11000/-	Rs. 2500/-	Rs. 13500/-	Rs. 100000/-
(c)	JCOs & eqvl	Rs. 8000/-	Rs. 2500/-	Rs. 10500/-	Rs. 75000/-
(d)	OR & eqvl	Rs. 5500/-	Rs. 2500/-	Rs. 8000/-	Rs. 55000/-
(e)	Def Civ PB 3&4	Rs. 11000/-	NA	Rs. 11000/-	Rs. 100000/-
(f)	Def Civ PB2	Rs. 8000/-	NA	Rs. 8000/-	Rs. 75000/-
(g)	Def Civ PB1	Rs. 5500/-	NA	Rs. 5500/-	Rs. 55000/-

2. AFD items valued more than Rs. 750/- per item are automatically counted in the annual limit. Local restrictions on lower monetary limits on grocery may be laid down by the canteen management purely for inventory management / administrative reasons.
3. Unit Run Canteens management will ensure attractive items are sold strictly as on required basis and not in excess quantity. Strict watch be maintained on sale of items where there is a large difference in CSD and market rates such as suitcases, watches, pressure cookers, fans and other attractive toiletry and cosmetic items. Profile of customers be strictly watched for spending beyond means.
4. Formation HQs will institute surveillance measure to ensure no misuse take place. Strict disciplinary action be initiated against personnel indulging in any mal practice or illegal activity including sale of CSD items to unauthorized persons.
5. Contents of this letter be disseminated to all concerned under your command.
6. Liquor entitlement will be continue to be as per scale issued vide this office letter No. 96219/Q/DDGCS dated 07 Oct 20008.
7. Letter No. 96027/Q/DDGCS dated 27 Oct 2008 is hereby superseded.

Sd/-  
(Vivek Siwach)  
Lt Col  
Joint Director  
Canteen Services  
For DDGCS

Copy to:-

**QMG Branch (Dir Coord)** - For information please.

**GM. CSD HO**

- For information please.

**M/s. Smart Chip Ltd**

D-216

Sec-63

Noida

- Please take necessary action to make change in CIMs package and confirm by 01 Jun 2015.

[TO BE PUBLISHED IN PART II, SECTION 3, SUB-SECTION (i) OF THE GAZETTE OF INDIA, EXTRAORDINARY]

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
(Department of Revenue)

Notification No.6/2017-Central Tax (Rate)

New Delhi, the 28th June, 2017

G.S.R. (E).- In exercise of the powers conferred by section 55 of the Central Goods and Services Tax Act, 2017 (12 of 2017), the Central Government, on the recommendations of the Council, hereby specifies the Canteen Stores Department (hereinafter referred to as the CSD), under the Ministry of Defence, as a person who shall be entitled to claim a refund of fifty per cent. of the applicable central tax paid by it on all inward supplies of goods received by it for the purposes of subsequent supply of such goods to the Unit Run Canteens of the CSD or to the authorized customers of the CSD.

2. This notification shall come into force with effect from the 1<sup>st</sup> day of July, 2017.

[F.No.354/117/2007-TRU]

(Mohit Tewari)  
Under Secretary to the Government of India



[TO BE PUBLISHED IN PART II, SECTION 3, SUB-SECTION (i) OF THE GAZETTE OF INDIA, EXTRAORDINARY]

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
(Department of Revenue)

Notification No.7/2017-Central Tax (Rate)

New Delhi, the 28th June, 2017

G.S.R. (E).- In exercise of the powers conferred by sub-section (1) of section 11 of the Central Goods and Services Tax Act, 2017 (12 of 2017), the Central Government, on being satisfied that it is necessary in the public interest so to do, on the recommendations of the Council, hereby exempts, supplies of goods, the description of which is specified in column (3) of the Table below, falling under the tariff item, sub-heading, heading or Chapter, as the case may be, as specified in the corresponding entry in column (2), from the whole of the central tax leviable thereon under section 9 of the Central Good and Services Tax Act, 2017 (12 of 2017), namely:-

TABLE

S. No.	Tariff item, sub-heading, heading or Chapter	Description of supply of Goods
(1)	(2)	(3)
1.	Any chapter	The supply of goods by the CSD to the Unit Run Canteens
2.	Any chapter	The supply of goods by the CSD to the authorized customers
3.	Any chapter	The supply of goods by the Unit Run Canteens to the authorized customers

*Explanation.* -

(1) In this notification, "tariff item", "sub-heading", "heading" and "Chapter" shall mean respectively a tariff item, heading, sub-heading and Chapter as specified in the First Schedule to the Customs Tariff Act, 1975 (51 of 1975).

(2) The rules for the interpretation of the First Schedule to the said Customs Tariff Act, 1975, including the Section and Chapter Notes and the General Explanatory Notes of the First Schedule shall, so far as may be, apply to the interpretation of this notification.

2. This notification shall come into force with effect from the 1<sup>st</sup> day of July, 2017.

[F.No.354/117/2017-TRU]

(Mohit Tewari)  
Under Secretary to the Government of India

Tele: 26182117

Integrated HQ Min of Def (Army)  
Quartermaster Generals' Branch  
Canteen Services Directorate  
Wing-III, West Block-3, R.K.Puram,  
New Delhi-110066

95350/Q/DDGCS/Advisory/14-2017

28 Jun 2017

HQ Southern Command (OL)  
HQ Western Command (OL)  
HQ Northern Command (OL)  
HQ IDS, HQ SFC, HQ ARTRAC (Q)  
Naval HQ (PDPS)  
Air HQ (D/Accts)  
HQ DG Assam Rifles

HQ Eastern Command (OL)  
HQ Central Command (OL)  
HQ South Western Command (OL)  
HQ A & N Command  
HQ Coast Guard (AD)  
HQ DG NCC (Lgs), HQ DGBR (Q)  
DGQA, DRDO, OFB

**ADVISORY 14/ 2017: SOFTWARE FOR IMPLEMENTATION OF GST AT UNIT RUN  
CANTEENS (URC)**

1. Further to CS Dte letter No. 95350/Q/DDGCS/Advisory/10-2017 dt 16 Jun 17.
2. CIMS Upgrade Version 5.10/ CIMS Plus Version 6.02 (for implementation of GST) has been prepared and launched. CIMS/ CIMS Plus at all URCs will be updated with this upgrade before 30 June 2017 and URCs will not sell any grocery items wef 01 July 2017 before updating their CIMS/ CIMS Plus with these upgrades.
3. To facilitate speedy upgrading of CIMS/ CIMS Plus, the upgrade patch has been uploaded, on M/S SCPL secure FTP, along with the latest hotlist patch (encrypted hotlist patch with details only of Card serial No and no personal details to conform to security requirements).
4. URCs may download the relevant files - CIMS Upgrade Version 5.10 for URCs running older version of CIMS and CIMS Plus Version 6.02 for URCs migrated/ automated with CIMS Plus, for timely conformation to GST regime norms, before starting sales wef 01 July 2017. URCs downloading these CIMS updates can also download and run the latest hotlist patch. A How to – Manual for running these is attached as Appx.
5. GST button will be provided to implement the required functionality of GST. It will work wef 01 July 2017. On clicking this button, software will update as follows: -
  - (a) Revised retail rates will include the existing retail rate and taxes already paid by URCs.



2

(b) Taxes to be charged by URC (VAT & Entry Tax) will become 'nil' for all the items balance in inventory.

(c) No VAT can be charged wef 01 July 2017 and the word VAT will not be printed/ shown on any bill.


6. URCs to run the CIMS/ CIMS+ upgrades only with telephonic support/ guidance of SCPL Tech support personnel/ CCTSC/ RPMC. Technical teams shall also be physically installing and upgrading all URCs with CIMS Upgrade Version 5.10/ CIMS Plus Version 6.02 (for implementation of GST) & latest hotlist patch.

7. **Misc Issues.** The stocks already supplied to the CSD Depots, based on the demand by URCs, will be collected by the URCs. This will facilitate early supply of fresh GST stocks.

8. **GST in the State of J & K.** It is still not clear if and when the state of J & K will implement GST. To meet this peculiar requirement, a flag has been added in the upgrade for implementation of GST for URCs in J&K. As and when GST is implemented, SCPL Tech team will enable the flag. This option is also required for URCs moving in and out of J & K. URCs, moving out of J & K will have to comply with GST regime at new location & vice versa, when URCs move into J & K. For both conditions, SCPL Tech support will enable /disable this flag option. Hence, existing VAT will continue in J&K till further instructions.

9. This letter may pl be disseminated to all URCs under respective comd.

10. This has the approval of competent authority.

  
(Naveen N)  
Lt Col  
Joint Dir  
Canteen Services  
For DDG CS

Copy to:

Q 1(E)/QMG Br

CSD HO

} For info pl.

M/S SCPL

- For implementation pl.



Tele: 23092347

Integrated HQ of MOD (Army)  
 Army HQs/QMG's Branch  
 Dy Dte Gen. Canteen Services  
 L-1 Block, Room No. 15  
 New Delhi-1100 01

No. 96219/Q/DDGCS

07 Sep 2008

Oct

Headquarters

Southern Command (Q)  
 Western Command (Q)  
 Eastern Command (Q)  
 Central Command (Q)  
 Northern Command (Q)  
 South Western Command (Q)  
 HQ ARTRAC (Q)  
 HQ Andman & Nicobar Command (Q)  
 Naval HQ (PDPS)  
 Air HQ (Dte of Accounts)  
 Coast Guard HQs  
 CSD HO Mumbai ✓

GM	
JGM-I	
JGM-II	
DGM (F & A)	
DGM (P & A)	
DGM (GS)	
DGM (LIF)	
DGM (EDP)	
DGM (MS)	✓
AGM (SECY)	
MGR (AFD)	

SCALES OF IMFL EX-CSD

- Reference this HQ letter No. 96219/Q/DDGCS dated 31 May 2005. ✓
- Due to various representations received from the environment, existing liquor quota of all entitled categories has been reviewed by the competent authority.
- Revised scales of liquor per month will be as under:-

S. No.	Category of personnel	Authorization
1.	Field Marshal & equivalent, retd/serving Chiefs of all three Services	No limit
2.	All other Lt Generals (serving/retd)	14
3.	All other General Officers & Brig & equivalent (serving /retd)	12
4.	All Officers upto Col & equivalent (serving/retd)	10
5.	JCOs and equivalent (serving)	07
6.	JCOs & equivalent (retd)	06
7.	OR (serving)	05
8.	OR (retd)	04
9.	NOK of the deceased soldier	03

-2-

4. Individuals/ESM may collect their liquor quota entitlement for two months (i.e. one month quota in advance only) provided proper checks and balances can be maintained by the URC management. The customer and the management of respective URCs shall ensure proper packing in such a manner that liquor bottles are not visible from outside at all. Adequate disciplinary action may be taken against the defaulters violating these instructions.

5. The IMFL requirements of Service messes and Institutes/Clubs having exclusive service membership should be met by HQ commands of the Army/Navy/Air Force, who may authorise addl scales to formations/Units under respective Commands as deemed fit by them. But such special addl authorization should not exceed 10% of the normal entitlement of Unit/formation in accordance with scales stipulated above, based on the strength of serving personnel there-on.

6. Monthly quota as per scales above, shall lapse and can not be accumulated/carried forward.

7. M/S Smart Chip Ltd have been asked to suitably modify the QMS software as per the revised scales. This process could take upto three months. Hence, this review shall be applicable wef 01 Jan 2009.

8. All service canteens under command may be promulgated this review in scales accordingly. This letter supersedes our letter under reference.

(BK Pandey)  
Lt/Col  
Joint Director  
Canteen Services

Copy to:-

M/S Smart Chip Ltd

Kindly modify the software as per revised scales and confirm by 01 Dec 2008.

Tele 26182117

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

13 Apr 2017

96029/Q/ DDGCS/C.Case

HQ Northern Command(OL)  
 HQ Western Command(OL)  
 HQ Central Command(Q)  
 HQ A & N Command  
 Naval HQ (PDPS)  
 HQ IDS  
 HQ Coast Guard(AD)  
 Kendriya Sainik Board

HQ Southern Command(OL)  
 HQ Eastern Command(OL)  
 HQ South Western Command(OL)  
 HQ ARTRAC(OL)  
 Air HQ(D/Accts)  
 HQ SFC  
 HQ DG Assam Rifles  
 HQ DGBR

ISSUE OF APPLICABILITY OF RTI ACT 2005 TO UNIT RUN CANTEENS

1. Ref the following:-
  - (a) CIC order No CIC/SM/C/2009/000399 dated 29 Jan 2010.
  - (b) CIC Order No CIC/LS/A/2009/001168 dated 12 Mar 2010.
  - (c) CIC Order No CIC/LS/A/2012/000665 dated 16 Mar 2017.
2. Chief Information Commission vide orders mentioned at Para 1(a) &(b) held that in view of Supreme Court Judgment dated 28 Apr 2009 in RR Pillai Case, Unit Run Canteens are not covered by RTI Act 2005.
3. CIC has reviewed these two orders in case titled CIC/LS/A/2012/000665 and has reiterated that URCs being private ventures are not covered by Right to Information Act, 2005.
4. Copies of CIC order No CIC/LS/A/2012/000665, dated 16 Mar 2017 and previous orders mentioned at para 1(a) and (b) above are enclosed herewith. It is requested that the same may be disseminated to all concerned under your command.

(अंकार चहल /Onkar Chahal)  
 उप निदेशक/Dy Dir  
 कैंटीन सेवाएँ/Canteen Services  
 कृते उपमहानिदेशक/For DDGCS

Copy to-

QMG Br(Q 1(C &amp; E)

CSD HO Mumbai-

JAG Department

For info please.

Tele 26131892

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
Integrated HQ of MoD (Army)  
क्वार्टरमास्टर जनरल शाखा  
Quartermaster General's Branch  
कैंटीन सेवाएँ निदेशालय  
Canteen Services Dte  
विंग-3, पश्चिमी ब्लॉक-3 आर के पुरम  
West Block-3 Wing-III, R.K. Puram,  
नई दिल्ली-110066  
New Delhi-110066

No 96102/Q/DDGCS

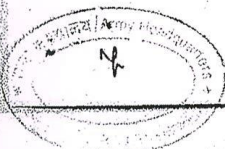
27 Jan 2016

HQ Southern Command (O/L)	HQ IDS, HQ SEC, HQ ARTRAC
HQ Western Command (O/L)	HQ DG Assam Rifles
HQ Northern Command (O/L)	Naval HQ (PDPS)
HQ Eastern Command (O/L)	Air HQ (D/Accts)
HQ Central Command (O/L)	HQ DG NCC (F&A)
HQ South Western Command (O/L)	HQ Coast Guard (AD)
HQ DGBR (Q),	HQ Territorial Army
Ordnance Factory Board	Kendriya Sainik Board, KSB
HQ Andaman & Nicobar Command	

**EXEMPTION OF URCs FROM FSSAI LICENCE**

- Food Safety and Standards Authority of India has granted exemption to URCs from the purview of the FSSAI licensing vide their office order No File No 1 (68)/2012/Defence/FSSAI dated 15 Jan 2016. A copy of FSSAI order is forwarded herewith for info and necessary action please.
- As desired by FSSAI, All URCs are requested to display FSSAI licence number issued by FSSAI to the dependent CSD Depot. Once a URC moves out of the jurisdiction of one CSD Depot to another CSD Depot, FSSAI Licence number shall also be changed accordingly.
- CSD HO will forward a depot wise list of all URCs under their respective jurisdiction. The list should contain name of URC and URC Code. Since the exemption granted by FSSAI to URCs is subject to submission of list of URCs to FSSAI on quarterly basis, CSD HO is requested to adhere to the following schedule:-

S. No	Quarter	Date by which depot wise details of URCs to be provided
(a)	Jan -Mar	20 Mar every year
(b)	Apr- Jun	20 Jun every year
(c)	July - Sep	20 Sep every year
(d)	Oct - Dec	20 Dec every year



-2-

4. All CSD Depots are also requested to provide all URCs under their respective jurisdiction with FSSAI licence number issued by Food Safety and Standards Authority of India.

5. The may be disseminated to all URCs.

ऑकार चहल  
(ऑकार चहल)/(Onkar Chahal)  
उप निदेशक /Dy Dir  
कैंटीन सेवाएँ/Canteen Services  
कृते उपमहानिदेशक/For DDG CS

Copy to:-

QMG Branch/Q1(E)

: for info pi

ADG (PI)

AHCC

CSD HO:

} Request to upload this letter with FSSAI letter under ref on the website and army intranet.

For info, issue of suitable instructions to all CSD Depots and uploading on CSD website please.

Army Headquarters  
R



(158)

File No. 1(68)/2012/Defence/FSSAI  
Food Safety and Standards Authority of India  
(Enforcement Division)  
(A Statutory Authority established under Food Safety and Standards Act, 2006)  
FDA Bhawan, Kotla Road, New Delhi - 110002

The 17<sup>th</sup> January, 2015

**Office order**

In terms of Schedule 1 of the Food Safety and Standards (Licensing and Registration of Food Businesses), Regulation 2011 Food Business Operators in Establishments and units under Central Agencies have to obtain FSSAI licenses from Central Licensing Authorities.

2. Representations have been received from the Ministry of Defence for exempting Unit Run Canteens (URCs) from the purview of Food Safety and Standards Authority of India (FSSAI) licensing. It was informed that these Unit Run Canteens are attached to CSD depots which are licensed by FSSAI and follow all the requirements stipulated under FSS, Act. URCs are attached to the CSD depots and function as a welfare measure for defence personnel, etc. The minuscule profits earned by URCs are also ploughed back for the welfare of the forces.

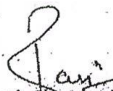
3. The CSD depots were willing to take responsibility of food safety in respect of the URCs attached to each of them. These CSD depots have already taken FSSAI licences (34 Area depots and one base depot) and all the URCs buy food articles only from these depots. And, stringent protocols are enforced to ensure safety of food articles in all canteen depots run by the Defence services.

4. In view of the above, I am directed to state that the Authority has decided to exempt the URCs from the purview of the FSSAI licensing, subject to following conditions:

- (i) DDG (CS) shall forward the list of URCs under respective CSD depots with the name and specific number allotted to URCs on quarterly basis;



- (ii) CSD depots shall be responsible to ensure that all URCs under their respective control adhere to all the provisions of FSS, Act and Rules and Regulations made thereunder;
- (iii) All URCs will display FSSAI license number on their premises.
5. This issues with the approval of the Competent Authority.

  
 (Rakesh Chandra Sharma)  
 Director (Enforcement)  
 Tel. No. 011-23237436

To,

1. All Commissioner of Food Safety of all States/UTs
2. All Central Licensing Authority - Along with the copy of letter No. 96012/Q/DBGCS dated 06<sup>th</sup> Jan 2016 received from Integrated HQ of MoD (Army), QMG, Canteen Services Dte. regarding details of all the URCs under the respective CSD depots
3. DDG (CS), Integrated HQs of MoD (Army), QMG Branch, Canteen Services Dte., West Block-3, Wing-III, Delhi - 110066
4. PPS to Chairperson
5. PS to CEO
6. IEC Division - For uploading on FSSAI website



Letter

② ④

भारत सरकार  
GOVT. OF INDIA  
केंद्रीय भंडार विभाग  
CANTEEN STORES DEPARTMENT  
MUMBAI (मुंबई)  
मध्य एवं खाद्य (अनुभाग)  
LIF BRANCH

Telegrams: CANSIND  
Telephone: 22037120/40/42/80  
Fax: No. 22069562  
Email: dgmlif@csdindia.gov.in

"ADELPHI  
119, M.KARVE RI  
MUMBAI - 400 02

Ref. No. 5/LIF/FSSAI/1516


10 Aug'2016

ALL CSD DEPOTS

SUB : FSSAI LICENSING

1. As per the FSSAI Guideline issued vide their Office Order No.1(68)/2012/Defence/FSSAI dated 15 January 2016, all Depots are required to give copy of FSSAI License No. of the CSD Depots to be displayed by all URCS. It is required that whenever the CSD Depots issue a copy of their FSSAI License to URCS, it must with the stipulation that FSSAI license No. of CSD Depot (Name of the depot) is specific and ONLY for items/ articles issued by CSD Depots. This will not be applicable to Non-CSD items, if sold at that URC.

2. Moreover, respective CSD depots should take a certificate to this effect from dependant URCS that copy of the FSSAI License No. of CSD depot is being displayed for items issued by CSD depot ONLY and no other products are being sold by the said URC.

  
(राकेश मेहता)  
उपमहाप्रबंधक (मध्य एवं खाद्य.)  
(RAKESH MEHTA)  
DGM (LIF)  
FOR GENERAL MANAGER

cc : DDGCS OFFICE

GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
CANTEEN STORES DEPARTMENT  
ADELPHI, 119, M K ROAD,  
MUMBAI 400 020

Website: [www.csdindia.gov.in](http://www.csdindia.gov.in)  
Email ID: [dgmfa@csdindia.gov.in](mailto:dgmfa@csdindia.gov.in)

Tel: 022-22083325  
Fax: 022-22083324

Ref: 6/F&A/GL/QD-2015-16/50A/ 86

11 Jan 2018

All Area Depot Managers  
All Regional Managers

**RELEASE OF QD FOR THE F.Y. 2015-16 &  
CLARIFICATION REGARDING AMENDMENTS  
MADE IN THE CIRCULAR 01/2018**

1. Reference is made to Accounts Branch circular no. 01/2018 and letter no. 6/F&A/GL/QD/2015-16/50A/23 dated 04 Jan 2018.
2. The amendments to be carried out in the <sup>are</sup> ibid circular ~~is~~ given below:-
  - a) **Para-4:** Disbanded / merged URCs are not entitled for QD and Para Military Forces who are under Army Control are also not entitled for QD.
  - b) **Utilization Certificate** as per the format (GFR-12A) annexed with the letter.
  - c) **Para No.10:** The necessary JEs have already been passed by the depots during March 2017 & reflected in the Sales Ledger Trial Balance of March 2017, hence date may please be amended to read as March 2017.
  - f) Refer MoD letter no.95281/Q/BOCCS (2015-16) dated 02 Jan 2018 Para-(f): QD released should be utilized before 31 March 2018.
  - g) QD may please be released to **URC INS Shivaji, Mumbai refer Para-5(e)** of ibid circular. Approval for releasing QD for the F.Y 2015-16 has been received from MoD vide their letter no. 95281/Q/BOCCS (2015-16) dated 04 Jan 2018.

*Sumit*  
Sumit Chaudhary)  
Sqn Ldr  
OIC DGM (F&A)  
For General Manager

Cc: RAC, Mumbai  
Cc: CDA (CSD)

Tele 26182117

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
 Integrated HQ of MoD(Army)  
 क्वार्टरमास्टर जनरल शाखा/ कैंटीन सेवाएँ  
 Quartermaster General's Branch  
 Canteen Services Dte  
 Wing-III, West Block-III  
 आर के पुरम, नई दिल्ली-110066/  
 RK Puram, New Delhi-110066

139A

No 96345/Q/DDGCS

08 अगस्त 2016

HQ Southern Command (OL)	HQ IDS, HQ SFC, HQ ARTRAC
HQ Western Command (OL)	HQ DG Assam Rifles
HQ Northern Command (OL)	Naval HQ (PDPS)
HQ Eastern Command (OL)	Air HQ (D/Accts)
HQ Central Command (Q)	HQ DG NCC (Lgs)
HQ South Western Command (OL)	HQ Coast Guard (AD)
HQ DGBR (Q)	HQ Territorial Army
Ordnance Factory Board	Kendriya Sainik Board, KSB
HQ Andman & Nicobar Command	

**BANK A/C FOR DEPOSIT OF UNUTILIZED GRANTS-IN-AID: PNB A/C NO**  
**0062002100154517**

1. It is intimated that the unutilized Grants-in-aid towards QD be deposited by all URCs in the under mentioned Bank A/C operated by CSD HO, who will intum transfer the consolidated deposit to the exchequer:-

- |                      |                      |
|----------------------|----------------------|
| (a) Name of the Bank | : PNB, Fort, Mumbai. |
| (b) Type of Account  | : Current Account    |
| (c) Current A/c No   | : 0062002100154517   |
| (d) IFSC Code        | : PUNB 0006200       |

2. The above information may be disseminated to the URCs under your jurisdiction.

*Naveen N*  
 (Naveen N)  
 Maj  
 Jt Director  
 Canteen Services  
 For Secy BOCCS

Copy to:-

- QMG Branch/ Dir(Coord) - for info pl.  
 CSD HO (F&A) - for info wrt your letter No 6/F&A/GL/3267 dated 14 Jul 2016.



GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
CANTEEN STORES DEPARTMENT  
ADELPHI, 119, M.K. ROAD,  
MUMBAI - 400 020

Website: [www.csdindia.com](http://www.csdindia.com)  
E-Mail: [agmaccts3@csdindia.com](mailto:agmaccts3@csdindia.com)

Fax: 022-2208 3324  
Tel: 022-2208 3325

Ref: 6 / F&A / GL/127/1059

27 March 2017.

Dy Dte General Canteen Services,  
Quartermaster General's Branch,  
Room No.16, L-1 Block, Church Road,  
NEW DELHI - 110011.

UNUTILISED QD AT URC

1. Reference is made to Circular on model guidelines for distribution and utilization of QD issued vide letter No.8 (19)/2013/D(Mov) dated 05<sup>th</sup> March 2014.

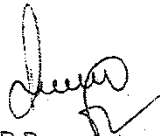
2. As per the above circular, all Unit Run Canteens (URCs) were advised to account the Quantitative Discount amount received by them. Further, the unutilized QD amount has to be transferred to CSD Account No.0062002100154517 IFSC Code PUNB0006200 in Punjab National Bank, Mumbai. As of now we are not received the details of URC and unutilized QD amount which is credited to our bank account No. as mentioned above. It is intimated that as soon as any URC deposits the unutilized QD into the bank account as mentioned, it is required to also forward the following details to CSD, Adelphi (F&A Branch):

- (a) URC No., Name & Controlling depot.
- (b) QD Amount & Financial Year
- (c) Date of Deposit & UTR No.

3. Hence, it is requested to sensitize the above issue to all the URCs so as to follow the above procedure and immediately forward letter to that effect along with all details of the transaction and Unit name to:

General Ledger Section (GL),  
F&A Branch, CSD HO,  
Adelphi, 110, MK Road,  
Mumbai - 400020.

4. This will ensure proper accounting of the same.
5. Forwarded for dissemination to all URCs please.

  
(R Purandar)  
Wg Cdr  
DGM (F&A)

CC : All Depot Managers: For sensitizing the respective URCs regarding the above mentioned issue.

CC : All RMs

Tele: 26181892

Integrated HQ of MoD (Army)  
Quartermaster Generals' Branch  
Dy Dte Gen Canteen Service  
Wing-III, West Block-3, R.K.Puram,  
New Delhi-110066

96118/Q/DDGCS

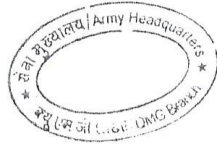
03 Oct 2016

HQ Southern Command (OL)  
HQ Western Command (OL)  
HQ Northern Command (OL)  
HQ IDS, HQ SFC, HQ ARTRAC (OL)  
Naval HQ (PDPS)  
Air HQ (D/Accts), HQ DGQA  
HQ DG Assam Rifles

HQ Eastern Command (OL)  
HQ Central Command (Q)  
HQ South Western Command (OL)  
HQ A & N Command  
HQ Coast Guard (AD)  
HQ DG NCC (Lgs), HQ DGBR (Q)  
HQ Territorial Army, DRDO, OFB

PROFIT LOADING BY URCs

1. Reference this office letter No 96118/Q/DDGCS dated 28 Jan 2008.
2. Profit percentage to be loaded at CSD and URC level on items of CSD is attached as Appx. It is requested that suitable instructions be passed to all concerned to strictly adhere to the profit margins to be loaded by URCs.
3. This supersedes this office letter referred to at para 1 above.



Copy to :-

Head Office,  
Canteen Store Department  
"Adelphi" 119 MK Road  
Mumbai - 400 020

ऑनकार चहल  
(ऑनकार चहल) / (Onkar Chahal)  
उप निदेशक / Dy Dir  
कैंटीन सेवार्स / Canteen Services  
कृते उपमहानिदेशक / For DDG CS

- For info wrt our letter No 96118/Q/DDGCS  
dated 28 Jan 2008.

152

APPX  
(Refer to Para 2 of letter No  
96118/Q/DDGCS dt 03 Oct 2016)

**PROFIT MARGIN ON GS & LIQUOR ITEMS**

Sr.	Category	CSD PROFIT MARGIN (%)	URC PROFIT MARGIN (%)
1.	All GS items	6%	5%
2.	Soap & Soap Detergent etc.	5%	3%
3.	Bicycle	3%	3%
4.	Dalda/Refined Oil/Ghee	2%	1%
5.	Wrist Watches	6%	2%
6.	Cigarettes	4%	3%
7.	AFD Category -I	1%	-
8.	AFD Category-II	0.5%(only for four wheelers)	-
9.	Cadbury Chocolates	3.5%	1%
10.	Safety Matches	3.5%	-
11.	Scotch whisky, wine, vodka (BIO, BII) Whisky, Brandy, Gin	12%	10%
12.	Rum (matured rum, white rum)	12%	10%
13.	Beer/ Breezer (low alcoholic beverages)	6%	5%
14.	Tea/Coffee	3%	1%



*(Signature)*  
(R Purandar)  
Wg Cdr.  
DGM (F&A)  
27 Jul 16

TOTAL P. 01



Tel: 26102117

Integrated HQ of Min of Def (Army)  
Quartermaster General's Branch  
Canteen Services Directorate  
Wing-III, West Block-3, R.K Puram  
New Delhi-110066

13 Sep 2017

95350/Q/DDGCS/ Advisory/ 15-2017

HQ Southern Command (OL)  
HQ Western Command (OL)  
HQ Northern Command (OL)  
HQ IDS, HQ SFC, HQ ARTRAC (Q)  
HQ DG Assam Rifles, Naval HQ (PDPS)  
HQ DG NCC (F &A)  
HQ DGBR (Q), DRDO

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

**ADVISORY 15/ 2017 : TERMINATION OF URCs**

1. Queries have been received from the environment wrt actions to be taken while terminating URCs. The checklist for the same is as given below :-
  - (a) An application by the Chairman of the URC for termination of the same will be forwarded to CS Dte through respective command channel.
  - (b) Loans if any, received through CSD HO will be cleared prior to closure.
  - (c) Stores will be liquidated through sale to authorised beneficiaries or handed over to any other URC, through local formation/ station HQ. Payment for the stores received, will be made by the URC taking over the stores.
  - (d) Excise Dept will be approached to terminate the existing liquor licence.
  - (e) The dependents will be attached to other URCs by local formation/ station HQ.
  - (f) The capital of the URC will be merged with suitable non public account of the unit/ formation running the URC.
  - (g) QD will be not transferred to any other URC/ formation. QD will be utilized by the unit to which QD was allotted, before completion of the FY.
  - (h) Bronze cards will be destroyed by a unit level BOO and record maintained.
  - (i) M/s SCPL will be approached for termination of AMC.
2. This letter may please be disseminated to all URCs under comd.
3. This has the approval of competent authority.

Copy to-

Q 1(E)/ QMG Br

CSD HO

M/s SCPL



For info pl.

(Naveen N)  
Lt Col  
Joint Dir  
Canteen Services  
For DDGCS

Tele : 2309 2347

Integrated HQ Min of Def (Army)  
Quartermaster Generals Branch  
Dy Dte Gen Canteen Services  
Room No. 16, L-1 Block  
Church Road, New Delhi -01

96131/Q/Govt Tpt/DDGCS

06 Sep 2013

Headquarters

Southern Command (Q)  
Eastern Command (Q)  
Western Command (Q)  
South Western Command (Q)  
Central Command (Q)  
Northern Command (Q)  
ARTRAC (Q)  
IDS  
Andaman & Nicobar Q (Ops)  
Naval HQ (PDPS)  
Air HQ (D/Accts)  
SFC  
DGNC (F&A)  
Coast Guard (AD)  
DGBR (Q)  
Territorial Army  
DG Assam Rifles  
Ordnance Factory Board

POLICY ON USE OF GOVT RESOURCES AND COMBATANTS IN URCs

1. Please refer the following letters:-
  - (a) AO 19/2003/QMG and CS Dte Letter No. 96131/Govt Tpt/Q/DDGCS dated 21 Mar 2012 regarding use of Service transport for canteen purposes.
  - (b) Para 3.47 of Scales of Accommodation for Defence Services-2009 regarding rent and allied charges to be paid by the URCs (Private Ventures of Units/Formations/Establishments).
  - (c) AO 5/97/QMG and AO 19/2003/QMG regarding use of combatants in URCs.
2. It is reiterated that URCs of Units/Fmns/Ests are private ventures of the same and are operated with non-public funds. As such, any use of Govt resources for operating the same is contrary to the orders on the subject. The existing orders are once again reiterated in the subsequent paras for strict implementation by URCs at all levels in letter and spirit.

Contd...2.

150

2

3. Rent and Allied Charges to be Paid by URCs (Private Ventures). URCs are private undertakings of the Units/Fmns/Ests which are operated from non-public funds. The primary objective of running URCs within Government premises or other places is to provide essential items of daily needs to the troops/other beneficiaries and their families including separated families, who are co-located within cantonments/establishments. It also needs to be noted that the URCs pay rent and allied charges at the laid down rates from their profits like any other vendor (Auth:- Para 3.47 of Scales of Accommodation for Defence Services 2009).
4. No Use of Govt Transport by URCs. Service Transport is not to be used by the URCs except in some parts of J&K and other areas affected by Insurgency/Terrorism, where it is permitted due to the peculiar security environment. The URCs should resort to hiring of civil transport only, which is paid from the profits of the URCs. (Auth:- AO/19/QMG)
5. No Use of Combatants in URCs. No Combatants/Service personnel are to be used to run the URCs except in certain cases where URCs are being run in places affected by Insurgency/Terrorism and also on board Naval Ships or areas where either civilians are not available or employing them could tantamount to being a major security hazard (Auth:- AO 5/97/QMG and AO 19/2003/QMG)
6. In the recent past, these issues have been coming up repeatedly in Public Accounts Committee (PAC) report, C&AG report, Public Interest Litigation (PIL) in Hon'ble Supreme Court and also through various Parliament Questions and the media. As such all Formation / Establishment / URCs Commanders are requested to implement the above mentioned instructions strictly in letter and spirit and ensure that no URCs are violating the same. A written confirmation may please be obtained from all URCs under your respective jurisdiction. Commands/Services wise confirmation may please be sent to this Dte by 10 Oct 2013.
7. This has the approval of the QMG.

*Jadhav*  
 (SS-Jakhār)  
 Brig  
 Dy Dir Gen  
 Canteen Services

Copy to:-

QMG(Dir Coord) – For info of QMG please.

CSD HO Mumbai.

Q/C

संख्या : 2309 2563

एकीकृत मुख्यालय रक्षा मंत्रालय (सेना)  
 Integrated HC of MoD (Army)  
 क्वार्टर मास्टर जनरल शाखा  
 QMG's Branch  
 अर्दीय सेवा निदेशालय सेवा मुख्यालय  
 Dy Dte Gen Canteen Services  
 प्लॉ - 1 ब्लाक, चंद रोड, नई दिल्ली-11  
 L-1 Block, Room No. 16, New Delhi-01

संख्या 06003/क्यूडी डी पी सी एन

13 मई 2011

Headquarters  
 Southern Command (Q/Ops)  
 Eastern Command (Q)  
 Western Command (Q/Ops)  
 South Western Command (Q/Ops)  
 Central Command (Q)  
 Northern Command (Q)  
 AR & RAC (Q)  
 Andaman & Nicobar Command (Q)  
 Air HQ (Dte of Accts, RK Puram)  
 Naval HQ (PDPS)  
 HQ DGNCC  
 HQ Coast Guard (AD)  
 HQ DGBR (Q)  
 DG Assam Rifles

FACILITIES FOR HANDICAPPED/DISABLED PERSONNEL

1. On receiving a feedback from the environment, it has come to light that Handicapped/Disabled personnel entitled to CSD facilities face numerous problems during purchase of stores through URC's.
2. Keeping the above in view, it is recommended that all Handicapped/Disabled persons should be given due priority in issue of CSD goods and also be permitted to bring an attendant along with them for assistance.
3. This has the approval of Competent Authority.

*[Signature]*  
 (MS Brar)  
 Brig  
 Dy Dir Gen  
 Canteen Services  
 Tele 23092563

Copy to

Dir Coord(QMG)

ADG OL, GS Branch, IHC of  
 MoD(Army) New Delhi-11

'AK'  
48

Tele: 23092563

Integrated HQ of MOD (Army)  
Quartermaster General's Branch  
Dy Dte Gen Canteen Services  
Room No. 14A, L-1 Block,  
Church Road, New Delhi-110001

06301/Q/DDGCS.

18 May 2011.

HQ Southern Command (Q)  
HQ Eastern Command (Q)  
HQ Western Command (Q)  
HQ Central Command (Q)  
HQ Northern Command (Q)  
HQ South Western Command (Q)  
HQ ARTRAC (Q)  
HQ Andaman & Nicobar Command  
HQ DG Assam Rifles  
Naval HQ (PDPS)  
Air HQ (Dte of Accts)  
HQ DGNCC(F&A)  
HQ COAST GUARD (AD)  
HQ DGBR (Q)  
HQ Territorial Army  
Ordnance Factory Board

MISUSE OF CANTEEN SMART CARDS

1. It has been observed with concern and reported at various levels that there has been a common practice followed by Canteen Smart Card users, leading to the misuse of this facility. A few most commonly reported misuses are listed below :-

- (a) Renting out of Smart Card.
- (b) Altering the authorization of Liquor/Grocery Cards.
- (c) Usage of serving cat cards by ret'd personnel.
- (d) Unauthorised use of Smart Cards by non-entitled personnel Card, which is not checked by URCs.
- (e) Making of more than authorised cards by individuals, by altering details.
- (f) Applications not thoroughly checked by countersigning authorities.

2



(47)

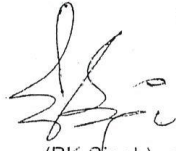
2

2. In addition, following mistakes made during filling up application form can lead to making of a duplicate card -

- (a) Not ticking correct cat (i.e. Offr/JCO/OR).
- (b) Verification of date of birth, commissioning joining and retirement not done correctly.
- (c) Verification of details of dependents not done correctly.
- (d) Detailed scrutiny of ESM application form needs to be done.
- (e) Photograph not attested.
- (f) Personal Nos and names not checked properly and hence duplicate cards can be easily made by altering these details.

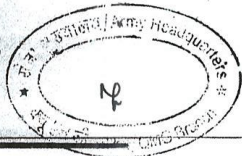
3. It is felt that until and unless a proper check and methodology is worked out and strictly implemented at URC level and all ranks/persons of the HQ/units/establishments are educated, the very purpose of providing this facility is defeated. Fmn HQ are therefore required to organize surprise checks at various level by using various resources to curb this unethical practice. A severe disciplinary action is recommended to be initiated against the defaulters. Countersigning authorities will be made accountable for any lapse on their part.

4. You are requested to disseminate contents of this letter to all concerned.

  
(PK Singh)  
Co:  
Addl Officer,  
Canteen Services

Copy to:-

Q1(D) - For info please w.r.t your letter No. 24762/Mgt/AHQ/GEN dated 26 Apr 2011.



Tele 26182117

Integrated HQ of MoD (Army)  
 Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Wing -III, West Block-III  
 R.K Puram, New Delhi- 110066

95350/Q/ /DDGCS/Policy/ 2017

15 Jun 2017

HQ Northern Comd(OL)  
 HQ Western Comd(OL)  
 HQ Central Comd(Q)  
 HQ A & N Comd  
 Naval HQ (PDPS)  
 HQ IDS, HQ SFC, HQ DG NCC (F&A)  
 HQ DG Assam Rifles

HQ Southern Comd(OL)  
 HQ Eastern Comd(OL)  
 HQ South Western Comd(OL)  
 HQ ARTRAC(OL)  
 Air HQ(D/Accts), HQ DGBR (Q)  
 HQ Coast Guard (AD)  
 Ordnance Factory Board

**REVIEW OF BRONZE CARD POLICY**

1. Refer CS Dte letter No. 95286/SG/Q/DE GCS dated 26 Sep 2012.
2. Canteen facilities have been auth to Del pers (Serving & ret'd), their dependents & def civ (Grocery only). The entitlement is governed through an indl Smart card (separate for Grocery & Liquor) in order to streamline the facility.
3. Apart from indl Smart cards, all URCs have been issued with Bronze cards based on dependency as auth vide CS Dte letter quoted above. The aim of issuing Bronze card to URCs is to cater for contingencies like loss of indl smart card, time delay in processing of new indl cards & also to facilitate units during regular barakhana/ collective issue of liquor.
4. As on date, there are approx 3800 URCs across the nation, holding Bronze cards as per their dependency. A need has been felt to review the Bronze card entitlement due to various issues such as implementation of GST, C&AG obsn wrt CSD/ URC and restrictions on sale of CSD stores for institutional purposes.
5. Considering the above mentioned issues, the revised Bronze card entitlement is as given below :-

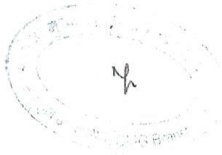
Sr No	Dependency (Personnel)	Authorization of Bronze cards	Remarks
(a)	Upto 500	01 Grocery* 01 Liquor*	*Bronze cards of 500 str (grocery limit of Rs 50,000/- & liquor limit of 300 Bottles).
(b)	Upto 1,500	01 Grocery 01 Liquor	Bronze cards of 1000 str (grocery limit of Rs 1,00,000 & liquor limit of 600 Bottles).
(c)	Upto 5,000	02 Grocery 02 Liquor	
(d)	Upto 10,000	03 Grocery 03 Liquor	
(e)	Upto 15,000	04 Grocery 04 Liquor	
(f)	Above 15,000	04 Grocery 04 Liquor	
(g)	ESM/ NCC URCs	01 Grocery* 01 Liquor*	*Bronze cards of 500 str (grocery limit of Rs 50,000/- & liquor limit of 300 Bottles).
(h)	Misc URCs	01 Grocery*	*Bronze cards of 500 str (grocery limit of Rs 50,000/-)

Continued...

**Remarks.** Bronze card will not be used for sale of CSD stores for institutional purposes i.e. for purchase of stores from public funds (as per CGDA guidelines).

6. This letter supersedes para 8(d) & 8(e) only, of CS Dte letter No. 95286/SG/Q/DDGC-3 dated 26 Sep 2012.

7. This letter may be disseminated to all URCs under respective comd. This has the approval of competent auth.



*Naveen N*  
(Naveen N)  
Lt Col  
Joint Dir  
Canteen Services  
For DDGCS

Copy to:-

Q 1(E) / QMG Br

CSD HO

M/s SCPL

} For info pl.

- For implementation & confirmation by 30 Jun 17.



**Appendix 19**

No. 2618 1892

Integrated HQ of MOD (Army)  
 Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Wing-III, West Block- III, RK Puram  
 New Delhi-66

9  
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No. 95350/Q/DDGCS/POLICY/15/2016

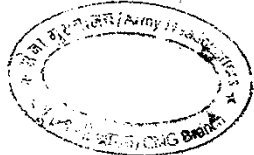
10 Mar 2016

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)  
 Air HQ (D/ Accts), HQ DGQA  
 HQ DG NCC (Lgs), HQ DGBR (Q)  
 CAO, DAD, DRDO,

HQ Eastern Command (OL)  
 HQ Central Command (Q)  
 HQ South Western Command (OL)  
 HQ A & N Command  
 HQ Coast Guard(AD),  
 HQ Ordnance Factory Board  
 HQ Territorial Army

**GRANT OF CANTEEN FACILITIES TO THE FAMILY PENSIONERS OF RETIRED DEFENCE CIVILIANS**

1. Further to this HQ letter No 96301/Q/DDGCS/Policy dated 12 Aug 2015.
2. Govt of India, MoD vide letter No 8(14)/2015 dated 04 Mar 2016 has extended Canteen facilities to family pensioners of retired Defence Civilian employees. The procedure for processing of applications will be as per this Dte letter No 96301/Q/DDGCS/Policy dated 12 Aug 2015. The applicant must write Family Pensioner of retired defence civilian on the application form.
3. All HQ are requested to disseminate this letter to all Fmns/Units/URCs in their jurisdiction.

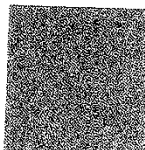


(M) Varghese  
 Col  
 OIC Smart Card Cell  
 Canteen Services  
 For DDGCS

PA  
 19/12

**Copy to-**

- MoD/D(Mov)-** For info please.
- QMG Branch/Q 1(C&E)-** For info please.
- JS(CAO & Trg)-** For info please.
- GM, CSD HO -** For information please.
- M/s SCPL** For info and necessary action please.



DGM (M) [unclear]	
NR. 2	19/12
8782	19/12
[unclear]	[unclear]

19/12

Put in policy file

Quartermaster General's Branch  
Dy Dte Gen Canteen Services  
Army Headquarters 2280 25/8  
Room No. 14A, L-1 Block,  
Church Road, New Delhi- 110001

No. 96301/Q/DDGCS/Policy

12 Aug 2015

HQ Southern Command(OL),  
HQ Western Command (OL),  
HQ Northern Command (OL),  
HQ IDS, HQ SFS, HQ ARTRAC  
HQ DG Assam Rifles, Naval HQ (PDPS)  
Air HQ (D/ Accts), HQ DG NCC (F &A),  
JS (Trg) & CAO, HQ DGBR (Q), HQ Territorial Army, Ordnance Factory Board

HQ Eastern Command (OL)  
HQ Central Command (OL)  
HQ South Western Command (OL)  
HQ A & N Command, E-in-C Br  
HQ DRDO, HQ DGQA, HQ IDAS  
HQ Coast Guard (AD), HQ DAD

**CSD CANTEEN FACILITIES TO RETIRED DEFENCE CIVILIANS**

1. Refer Army Order 02/2006/QMG.
2. Government of India has decided to extend the CSD Canteen facilities to the Retired Defence Civilian Employees vide MoD letter No F.No. 8(14)/2015-D(Mov) dated 31 Jul 2015.
3. **Eligibility** Retired Defence Civilian Employees of following departments who were not entitled to avail CSD facilities will now be entitled for CSD facilities:-
  - (a) Ministry of Defence including those working in their respective attached offices and those working in lower military formations.
  - (b) Defence Audit Department.
  - (c) Executive Officer Cantonment Board.
  - (d) Hindustan Aeronautics Ltd personnel retired from Air Force Station Hyderabad, Jorhat, Air Force Academy, Dundigal(Hyderabad) and Air Force Station Yelahanka(Bangalore)
  - (e) Indian Defence Accounts Services.
  - (f) Secretariat Border Roads Development Board and HQ Director General Border Roads.
  - (g) Retired employees of Canteen Stores Department who are getting pension from CSD Fund.
  - (h) MES Employees.
4. **Entitlement** They will be entitled for only Grocery Stores. No Liquor will be authorised.

Contd....2/-

New card will be sent by M/s. Smart Chip Ltd to the URC for issue to applicant. URC will check details with individuals Departmental retired identity Card prior to issue of new Canteen Smart Card. (62)

(f) Since large number of applications are likely to be received initially at the URCs, the URC Manager must exercise due diligence while scrutinising and verifying the applications.

11. **Guidelines for SCL** The following will be ensured:-

(a) All applications are sent by CCTS to M/s. Smart Chip Ltd at the earliest.

(b) On receipt of application check for correctness with existing records through old Grocery Card number.

(c) Verify applicants personal details through PAN No on [www.verifypan.in](http://www.verifypan.in).

(d) Ensure previous card of applicant is hotlisted prior to handing over of new card for Retired Defence Civilian Employees.

12. The application form (Blue Colour) for Retired Defence Civilian Employees attached as Appendix will be made available in the URCs at the earliest by M/s. Smart Chip Ltd.

13. This letter be given wide publicity by displaying at prominent places like URCs, Station HQs, CAO and other controlling HQs.



(MP Varghese)  
Col  
OIC Smart Card Cell  
Canteen Services  
For DDG CS

Copy to:-

QMG(Dir Coord)- For info please.

MoD/D(Mov)- W.r.t your letter No 8(14)/2015-D(Mov) dated 31 Jul 2015.

CSD HO- For information please.

**ARMY ORDER**  
**QUARTERMASTER GENERAL'S BRANCH**

**AO 2/2006/QMG – CANTEEN FACILITIES**

**Reference :**

- a) AO 109/72
- b) AO 42/73
- c) AO 32/84

**Appendices :**

- a) Application Format for Purchasing AFD Category I and II Items by Entitled Serving Personnel from CSD.
- b) Application Format for Purchasing AFD Category I and II Items by Entitled Retired Personnel from CSD.
- c) Application Format for Purchasing Four Wheelers (Car) from CSD by Entitled Serving Personnel.
- d) Application Format for Purchasing Four Wheelers (Car) from CSD by Entitled Retired Personnel.

**General :**

1. Canteen Stores Department (CSD) was initially set-up as a Central Government Department by nationalising the Canteen by disbanding Contractor Syndicate on 01 Jul 1942 with the charter to provide consumer stores to the Indian troops and their families. On 01 Apr 1977, CSD was redesigned as a regular Government Department under the Ministry of Defence. CSD is a major welfare organisation working for the personnel of the Armed Forces, ex-servicemen and their families. With the passage of time, the other categories like serving Defence Civilians, CSD employees, General Reserve Engineers Force (GREF), Personnel of Coast Guard, Army Postal Service, Territorial Army, Defence Security Corps and Para Military forces (while under the operational and administrative control of Army) have also been entitled for the canteen facilities.

**Aim :**

2. The aim of CSD is –
  - a) To provide consumer goods of high quality to troops wherever they are at a price cheaper than the prevailing market rate, as far as possible.
  - b) To ensure that the level of consumer satisfaction is maintained at the maximum.
  - c) To generate reasonable profit to sustain the organisation, permit growth and provide additional facilities for troops and their families.
  - d) To formulate and execute development programmes to improve and maintain organisational effectiveness.

- e) To periodically analyse and assess the diverse long-term needs and aspiration of Defence Services and undertake timely measures to meet them.

**Entitled Categories :**

3. The categories of personnel as given in succeeding paragraphs are entitled to draw stores from the CSD registered Unit Run Canteens (URCs).
4. Serving / Retired / Widows of Service Personnel
  - a) All serving personnel of Armed Forces i.e. Army, Navy and Air Force and their families.
  - b) All Ex-servicemen pensioners paid from Defence Services Estimates.
  - c) All Ex-service personnel who have been released from service honourably after five years of coloured service but before completion of qualifying pensionable service and, therefore, are not in receipt of pension from the Defence Services Estimates.
  - d) All Ex-service personnel released from Service on compassionate grounds at their own request having put in minimum five years of service.
  - e) All Ex-service personnel released from service honourably after completion of minimum five years of service as a result of reduction in establishment / completion of specific period of engagement.
  - f) All Ex-servicemen released on medical grounds attributable to military service without any stipulation of service rendered.
  - g) Widows of Service officers including Honorary Commissioned / EC / SSC whether the officer expired while in service or after retirement. (Liquor authorised at the scale of 50% of the authorisation of the deceased).
  - h) Widows of Service personnel other than officers who are in receipt of pension from Defence Services Estimates (whether the PBOR expired in service or after retirement), (Liquor authorised at the scale of 50% of the authorisation of the deceased).
  - i) Widows of Service officers including Honorary / SSC / EC who get remarried and continue to draw pension from Defence Services Estimates. (Liquor authorised at the Scale of 50% of the authorisation of the deceased)
  - j) Widows of Service personnel other than officers who get remarried and continue to draw pension from Defence Services Estimates. (Liquor authorised at the scale of 50% of the authorisation of the deceased)
  - k) Dependent parents of serving / retired Service personnel (CSD facilities excluding liquor).
5. EC/SSC Officers
  - a) Serving SSC officers
  - b) ECO / SSC officers who have put in five years of reckonable service before release.
6. Personnel of Territorial Army (TA)
  - a) TA personnel during embodiment (while physically serving in unit).

- b) TA personnel in receipt of pension (after completion of 15 years of embodied service or disability attributable to Military service)
  - c) TA personnel in receipt of Gallantry Awards (CSD facilities including liquor as per authorisation)
  - d) All departmental and non-departmental personnel of TA when they remain on the strength of TA unit are authorised CSD facilities excluding liquor and AFD items.
7. Personnel of Coast Guard
- a) All serving personnel of Coast Guard (CSD facilities including liquor as per authorisation)
  - b) All retired personnel of Coast Guard drawing pension from Defence Service Estimate are authorised CSD facilities (liquor is authorised as per scales applicable to retired naval personnel of equivalent ranks)
8. National Cadet Corps (NCC) Personnel
- a) Whole time NCC officers (CSD facilities including liquor as per authorisation)
  - b) Part time NCC Officers
  - c) Under Officers / Sgt Major Instructors employed on whole time or part time basis. CSD facilities
  - d) NCC Cadets during period of training either in annual camps or by attachment to regular Army Units. excluding liquor and AFD Items
  - e) Students, teachers and staff of Rashtrya Indian Military College, Military School and Sainik School.
9. Personnel of General Reserve Engineer Force (GREF)
- a) All serving personnel of GREF.
  - b) All retired GREF personnel who are in receipt of pension from Defence Service Estimate and those who have left after completing minimum five years of service.
  - c) Widows of GREF personnels (all ranks) who are in receipt of family pension from GREF. (Liquor authorised at the scale of 50% authorisation of deceased)
10. Personnel of Defence Security Corps (DSC)
- a) All serving DSC personnel.
  - b) Ex-DSC personnel who are on receipt of pension from Defence Service Estimates.
11. Personnel of Army Postal Service (APS)
- a) All serving personnel of APS.
  - b) All APS personnel who have served for minimum five years in APS (Excluding liquor and AFD items)
12. Defence Civilians : Following categories of civilian employees paid from Defence Services Estimates and also those employed in the under mentioned Ministries Departments are permitted to make purchase from Service Canteens (excluding liquor) :

- a) Ministry of Defence including those working in their respective attached offices and those working in lower military formations.
  - b) Defence Audit Department.
  - c) Executive Officer Cantonment Board
  - d) Hindustan Aeronautics Ltd. while working at Air Force Station, Hyderabad, Jorhat, Air Force Academy.  
Dunigal (Hyderabad) and Air Force Station Yelahanka (Bangalore)
  - e) Indian Defence Accounts Services who are serving on deputation to posts other than those in the Ministry of Defence (Fin).
  - f) "Secretariat Border Roads Development Board and HQ Director General Border Roads.
  - g) Civilian employees of Unit Formation run Canteens.
  - h) Serving and retired employees of Canteen Stores Department, who are getting pension from CSD Funds (facilities excluding liquor).
13. Personnel of Para Military Forces
- a) All serving personnel of Assam Rifles during services period.
  - b) All Para Military Forces (BSF, CRPF, ITBP, SSB ect) officers and personnel as long as they remain under the operational administrative control of the Armed Forces.
14. Ex-Gentlemen Cadets and Ex-Recruits : Those who are in receipt of disability pension are entitled to CSD facilities including liquor as per authorisation.
15. Ex-personnel of Burma Army : Those who joined Burma Army prior to 1939 and are in receipt of pension from Government of India are entitled for CSD facilities including liquor.
16. Foreign Military Personnel Attending Courses in India : Foreign Military personnel attending courses of instructions in our training establishments are entitled to CSD facilities including liquor (the scale of liquor will be as laid down for equivalent rank in our Services.)
17. Canteen Facilities to Separated Families :
- a) Separated families of Service personnel are entitled to purchase canteen stores from Service canteen with the exception of liquor beet.
  - b) A "Separated Family" for purposes of Canteen facilities is defined as a family the head of which is:
    - i) A prisoner of war.
    - ii) Separated from his family for short duration on account of his being away on temporary duty, courses of instruction, any other exigencies of service or the family visiting another station.
    - iii) Posted to a station to which he is not precluded by order from taking his family but where married accommodation is not available.
    - iv) Posted to a station to which he is not precluded by order from taking his family.

- c) In case where the wives of officers, JCOs and OR cannot purchase Canteen Stores themselves for any of the following reasons :
- i) The wife being a purdah lady.
  - ii) The wife is unable to proceed regularly to obtain canteen stores due to her village being distant from the nearest Service Canteen. A representative may be nominated to purchase canteen stores on behalf of the separated family. In such cases the nominated representative will draw the canteen stores on production of Smart Card authority letter issued from Station HQ / Secretary, Zila Sainik Board / Deputy Director, Zila Sainik Board Secretary of District Sailors / Soldiers and Airmen's Boards.
- d) For the purpose of this concession, the family of an individual will comprise his wife and dependent children only.

**Eligibility for purchase :**

18. Eligibility Regarding Purchase of Items Against Firm Demand (AFD). All Ranks (serving retired) of Armed Forces are entitled to purchase AFD items like Refrigerator, Television, Washing Machine, Music System and other household durable goods.
19. Eligibility and other conditions for Purchase of Two Wheelers (like Motor Cycle, Scooter and Moped) / Truck / Bus / Tractors. The following are eligible :
- a) All ranks (serving retired)
  - b) Widows of service personnel (including remarried)
  - c) Eldest child of the deceased service personnel, if he is not served by his wife, provided the under mentioned conditions are fulfilled :
    - i) If a son, he should be between 18 to 25 years of age and should not be in Service or commercially employed.
    - ii) If a daughter, she should be unmarried.
20. Restriction Entitled category of persons should not have drawn brought any of the above items within last two years. Further, an undertaking is to be given by the entitled purchaser that he / she shall not sell the vehicle for two years from the date of purchase.

**Entitlement to four wheelers :**

21. The following categories of personnel who are authorised CSD facilities are also entitled to purchase four wheelers.
- a) All Commissioned / Honorary Commissioned Officers (serving / retired).
  - b) Widows of Service Officers.
  - c) Equivalent status of Civilian Officers / Officers of CSD. However, they will have to pay sales tax as applicable in the respective State.
  - d) All GREF Officers (serving / retired)
  - e) All SSC and EC Officers who have put in five years of reckonable service before release.
  - f) One of the parents i.e. either the father or the mother of unmarried deceased officers.



- g) Either of the officers child, if both the parents have died and the child is drawing pension from Defence Estimates.

**Procedure for booking and collection for AFD items :**

22. Filling of Application Form

- a) Entitled customers will fill the application form available with CSD Area Depots / CSD web-site and submit the same to the CSD Area Depot alongwith a bank draft for the value (after obtaining the same from the concerned Area Depot Manager). Formats of application forms for purchase of AFD items by serving and retired persons are given at Appendices A and B respectively. Indent for purchase of car is given at Appendices C and D.
- b) The application form for Service personnel must be countersigned by the Commanding Officer of the Unit / Formation. In case of retired officers, the application must be countersigned by an officer in Station HQ or
- c) Documents to be obtained from the Depot : The customer should obtain the following documents from the depot :
- i) Local supply order in original on the concerned dealer.
  - ii) Authority letter / release order with the specimen signatures of the customer or his authorised representative for obtaining delivery from the dealer.
  - iii) The necessary invoice is issued by the CSD Depot for the item purchased by the customer, in due course of time, once the transaction is completed and the bills are received from the supplier.
  - iv) Sale letter addressed to RTO for registration of vehicle wherever applicable.
- d) The customer should personally collect all the relevant documents from the depot. He/she should begin his/her identity card, discharge certificate, pension book/pension payment order (if retired) driving licence and necessary affidavit with regard to marital status in case of widow.
- e) Collection of AFD Items through Authorised Representatives : Where the bonafide customer is unable to collect in person due to valid reasons proper authority letter with the signature of the nominee duly attested by the bonafide customer and countersigned by the Unit Commander in case of Serving personnel and Station HQ/Secretary, Zila Sainik Board/Deputy Director, Zila Sainik Board in case of retired Service personnel can be accepted for effecting deliveries at the discretion of the Depot. All the necessary documents in respect of the bonafide customer required to be perused at the Depot will be brought by the authorised representative to book the AFD item. The delivery of an item will be given to the same person only, who signs at the Depot and in whose favour the authority for collection has been given by the Depot.

23. DGOF Cartridges : DGOF cartridges will be issued by the Service Canteens against a valid Arms Licence in accordance with the quantities authorised therein but upto the maximum scales approved from time to time. The issuing authority will make an entry in the licence for the cartridges issued.

**Miscellaneous :**

24. Definition of Family for the Purpose of Availing Canteen Facilities. The family will comprise of the following :
- a) His/her spouse
  - b) Dependent parents
  - c) Dependent children :
    - i) Sons upto the age of 25 years or getting employment whichever is earlier.
    - ii) Unmarried daughters
25. All stores can be purchased by bonafide CSD consumers at any canteen across the country on production of Smart Card. In case of disabled personnel, liquor/general store can be collected by their authorised representative. However, all such persons should get a certificate from Armed Forces medical authorities certifying the disability of the individual.
26. Any changes in the policy will be intimated to all concerned from time to time.
27. This Army Order supersedes AO 109/72, AO42/7, AO32/84, 36/85, 16/90 and the following policy letters:-
- a) 96410/Q/DDGCS dated 29 Jun 98 laying down criteria for purchase of car by Service/Civilian Officers.
  - b) 98410/Q/DDGCS dated 22 Oct 01 laying down criteria for purchase of car by PBOR.
  - c) 96410/Q/DDGCS dated 05 Dec 01 laying down criteria for purchase of car by PBOR.
  - d) 96410/Q/DDGCS dated 22 Oct 03 laying down criteria for purchase of car by parents of deceased unmarried Officers/SSC Officers.

**Space for Future Amendments:**

- a)
- b)
- c)
- d)

**Appendix 22**

Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarters,  
 New Delhi-110001  
 2 Feb 2006

No. 96011/Q/DDGCS

Headquarters  
 Southern Command (Q)  
 Eastern Command (Q)  
 Western Command(Q)  
 Central Command (Q)  
 Southern Western Command (Q)  
 Northern Command (Q)  
 Army Training Command (Q)  
 Andaman & Nicobar Command (Q)  
 Naval Headquarters (Principle Die Pers Services)  
 Air Headquarters (Dte Org)  
 DG NCC  
 Coast Guard  
 DGBR (Q)  
 TA (GS BR/AHQ)

**EXTENSION OF CANTEEN FACILITIES TO  
 TO PERSONNEL OF TERRITORIAL ARMY (TA)**

1. As per the existing policy the following categories of TA personnel are authorised canteen facilities.
  - a) During Embodiment – All facilities including liquor (while physically) serving in unit.
  - b) Personnel in receipt of pension – All facilities including liquor (After completion of 15 years of embodied service or disability. Attributable to Military Service).
  - c) Gallantry Award Winners – All facilities including liquor.
  - d) All non departmental and departmental personnel of TA as long as they remain on the strength of TA unit.
2. With immediate effect TA personnel who have completed minimum five years of physical service honorable with regular TA Bn are authorised all canteen facilities on discharge / retirement.
3. The above instruction may be promulgated to all concerned.

Sd/-

(R. S. Khatri)

Lt Col.  
 Jt. Dr. CS

Tele 23092347

Army Headquarters  
 Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 New Delhi-110001

No. 96301/Q/DDGCS

31 Mar 2006

Headquarters

HQ Southern Command/Q (Ops)

HQ Eastern Command/Q (Ops)

HQ Western Command/Q (Ops)

HQ Central Command/Q (Ops)

HQ Northern Command/Q (Ops)

HQ South Western Command/Q (Ops)

Army Training Command/Q (Ops)

HQ Andaman &amp; Nicobar Command/Q

Air Headquarters (Dte of Org)

Naval Headquarters (DPS)

Coast Guard Headquarters

**SUB : ISSUE OF FULL LIQUOR QUOTA ON PRODUCING  
 SMART CARD FROM ANY CANTEEN ACROSS THE COUNTRY**

1. This HQ is receiving complaints from various quarters stating that some of the URCs are not giving full quota of liquor as authorized to an individual on smart card. Also it has been intimated by troops that URCs are not giving liquor on the smart card when they go on leave/temporary duty. It is reiterated that all personnel of armed forces are authorized to draw their full liquor quota from any URC in the country on producing the smart Card.
2. This is a facility extended to all ranks of Armed Forces. No URC will deny this facility to any authorized customer. Necessary action may be initiated against the defaulting URCs in future.
3. Naval HQs have intimated that dependent members of their family are not being given canteen stores without smart card, as already informed, Naval HQs is in the process of implementation of CIMS, till such time canteen facilities may not be denied to them.
4. HQ commands are requested to issue necessary instructions to call concerned on the above issues.
5. Naval HQs only. This disposes off your query on the subject.

Sd/-  
**(R S Khatri)**  
 Lt Col.  
 Jt Dir CS

Copy to :

- DGNCC ]
- DGBR ]
- DG Assam Rifles ] For information please
- CSD HO, Mumbai ]
- Army HQ Canteen 'Q' Block ]

**Appendix 24**

Tele 23092563

Integrated HQ of MOD (Army)  
 Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarter  
 New Delhi-110001

No. 96003/Q/DDGCS

8th May, 2007

Headquarters  
 Southern Command (Q)  
 Eastern Command (Q)  
 Western Command (Q)  
 Central Command (Q)  
 South Western Command (Q)  
 Northern Command (Q)  
 Army Training Command (Q)  
 Andaman & Nicobar Command (Q)  
 Naval Headquarters (Principle Dir Pers Services)  
 Air Headquarters (Dte Org)  
 HQ DG NCC (F&A)  
 HQ Assam Rifles  
 Coast Guard (AD)  
 HQDGBR (Q)

**CANTEEN FACILITIES TO EX-SERVICEMEN**

1. A large number of cases are being received by this Directorate pertaining to Ex-Servicemen, who have not completed minimum five years of service honorably before being discharged. As per the policy in vogue, Ex-Servicemen should have served for minimum five years to be eligible for canteen facilities. Policy also states that canteen facilities are authorized to individuals discharged on medical grounds attributable to military service with no stipulation of length of service rendered.
2. Most of these representations are veterans who were being given these facilities so far. However, since the introduction of Smart Card, they have been denied these facilities. This includes EC officers who were released prior to completion of five years service and some Jawans who were released on Govt orders.
3. The matter has been examined and it has been decided to extend CSD facilities including liquor to the following:
  - a) Officers / PBOR who have been released under Govt. orders (e.g. EC Offr, Soldiers of W W II).
  - b) EC Officers who had been absorbed into other Govt. Departments as part of re-habilitation package.
4. The categories mentioned at Para 3(a) and (b) should forward their application alongwith their discharge papers duly recommended by the Station HQ of canteen on which they wish to be dependent, directly to the office of the DDGCS.

5. Any other deserving case not covered at Para 3 above can also be similarly forwarded after recommendation of Station HQ for sanction.
6. This has the approval of QMG. Our letter No. 96003/Q/DDGCS dated 07 Feb. 2007 may please be cancelled.

Sd/-  
(I Arumy Raj)  
Brig  
Dy Dir Gen  
Canteen Services

**Appendix 25**

Tele 23092347

Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarter  
 New Delhi-110001

No. 96007/Q/DDGCS

29 March 2005

Headquarters  
 Southern Command (Q)  
 Eastern Command (Q)  
 Western Command (Q)  
 Central Command (Q)  
 Northern Command (Q)  
 Army Training Command (Q)  
 Andaman & Nicobar Command (Q)  
 Naval Headquarters (Principle Dir Pers Services)  
 Air Headquarters (Dte Org)  
 HQ DG NCC (F&A)  
 Coast Guard (AD)  
 HQDGBR (Q)

**CANTEEN FACILITIES : ARMY POSTAL SERVICE (APS) PERSONNEL**

1. Reference AO 32/84 and our letter of even number dated 01 July 97.
2. Army Postal Service Personnel, who have served for minimum 5 years APS are entitled for Canteen Facilities on reversion to their parents' cadre (i.e.) department of posts.
3. This has the approval of QMG.
4. Our letter No. 96007/Q/DDGCS dated 09 May 2001 may please be cancelled.

Sd/-  
 (R. S. Khatri)  
 Lt.Col.  
 Jt Dir.  
 Canteen Services

**Copy to :**

- i) COAS Sectt – for info
- ii) Q1 (E) – for info
- iii) ARMY HQ Canteen – for info
- iv) Addl DG APS – for necessary action

**Appendix 26**

Tele 23092347  
 Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarters  
 New Delhi-110001

No. 96003/Q/DDGCS

14 Oct, 2004

HQ Southern Command/Q  
 HQ Eastern Command/Q  
 HQ Western Command/Q  
 HQ Central Command/Q  
 Northern Command/Q  
 Army Training Command/Q  
 Andaman & Nicobar Command/Q  
 Naval Headquarters (Principle Dte Pers)  
 Air Headquarters (Dte. Org)  
 HQ DG NCC  
 HQ DGBR  
 Coast Guard (AD)

**SUB : CANTEEN FACILITIES FOR WIDOWS OF  
 BATTLE CASUALTIES**

1. Reference Army Order 32/84 and our letter No. 96003/Q/DDGCS dated 1/10/99.
2. With immediate the following two categories of widows are authorised canteen facilities.
  - a) Widows of service officers (Incl Hony/SSC/EC/Commissioned officers) who get remarried and continue to draw pension from defence service Estimates, be authorised canteen facilities (including liquor)
  - b) Widows of service personnel, who get remarried and continue to draw pension from Defence Service Estimates, be authorised canteen facilities (excluding liquor)
3. This has approval of competent authority.
4. The above instructions may be promulgated to all concerned.

**Sd/-**  
**(R S Khatri)**  
 Lt Col.  
 Jt Dir  
 Canteen Services

**Copy to :**

AG's Branch - This has the reference of your  
 letter No. B/45322/112-2004/VIP REF/AG/R&W-1  
 dated 09 Sept 2004.



**Appendix 27**

Tele 23092347

Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarter  
 L-1, Block, Room No. 16  
 Church Road  
 New Delhi-110001

No. 96010/Q/DDGCS

17 Sep 2003

Headquarters  
 Southern Command  
 Eastern Command  
 Western Command  
 Central Command  
 Northern Command  
 Army Training Command  
 Andaman & Nicobar Command  
 Naval Headquarters  
 Air Headquarters  
 DG NCC  
 DGBR  
 Coast Guard

**CSD FACILITIES TO THE  
 DEPENDANTS OF SERVING PERSONNEL**

1. Complaints have been received regarding availing of CSD facilities by the dependent of Serving / retired service personnel and family of deceased personnel, who do not fall within the laid down definition of dependents.
2. In this regard the definition of the dependants of Serving / retired personnel is clearly given in AO 32/84. However, certain important issues are clarified as under :
  - a) As per the existing policy the dependants of serving / retired personnel comprises of his wife and dependant children.
  - b) In case of deceased un-married personnel either of parents are considered as dependant for the purpose of availing canteen facilities.
  - c) CSD facilities can be availed by the dependants of serving / retired personnel if they are issued dependant cards by the Fmn / Units.
3. In order to facilitate these facilities to genuine serving / retired personnel and their families, there is a need of proper procedures to be formulated at Unit level while issuing the dependant cards only to entitled personnel. The dependant cards issued by each Fmn/Units must be renewed annually. Fmn HQs may carry out surprise checks to ensure the above.
4. There is a need to carry out detail scrutiny on the following before issue of a dependant card:
  - a) Is the dependant financially below laid down limits?
  - b) Is the dependant parents, serving, retired personnel from the three services  
 Dependants of retired civilian are not entitled canteen facilities?
  - c) Does the name of the dependant published in Unit Part II Orders?

- d) Is the parent of the dependant dead or alive?
- e) Does the dependant also has a Medical Card?

5. The above may please be disseminated to all concerned.

Sd/-  
(RS Khatri)  
Lt Col  
Jt Dir CS

**Appendix 28**

Tele 23092347

Quartermaster General's Branch  
Dy Dte Gen Canteen Services  
Army Headquarter  
New Delhi-110001

No. 96003/Q/DDGCS

24 Oct. 2005

NCC Gp HQ Canteen  
Valencia, Kankanady  
Mangalore-575002

**CLARIFICATION REGARDING CSD  
FACILITIES TO RETIRED OFFICERS**

1. Reference your letter No. 23/1-3596/cant/05 dated 21 Jul 2005.
2. As per policy all ranks, who have served for minimum 5 years in Armed Forces are authorised canteen facilities or personnel who are in receipt of Medical disability pension attributable to military service are also authorised canteen facility without any service limit / restriction.

Sd/-  
(RS Khatri)  
Lt Col  
Jt Dir  
Canteen Services

**Copy to :**  
Canteen Stores Department  
Adelphi 119, M.K. Road,  
Mumbai.

**Appendix 29**

Tele 23092347

Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarter  
 New Delhi-110001

No. 96003/Q/DDGCS

12 March 2003

Headquarters  
 Southern Command  
 Eastern Command  
 Western Command  
 Central Command  
 Northern Command  
 Army Training Command  
 Andaman & Nicobar Command  
 Naval Headquarters (Dte of Pers)  
 Air Headquarters (Dte of Org)  
 DG NCC  
 DGBR  
 Coast Guard

**EXTENSION OF CANTEEN FACILITIES**  
**TO EX-GENTLEMAN CADET**

1. Reference this Dte policy letter No. A/66622/III/Q/CS dated 24 Jun 1986.
2. With immediate effect all ex Gentlemen Cadet, who are in receipt of disability pension are also entitled to canteen facilities including Liquor at par with retired officers of three Defence Services.
3. This has the approval of competent authority.
4. The above instructions may be promulgated to all concerned.

Sd/-  
 (T Sambaiah)  
 LT Col  
 Joint Director  
 Canteen Services

**Copy to :**  
 CSD HO  
 Mumbai

ID No. 27(68)/C/2000 dated 04 Oct 2006

**MINISTRY OF DEFENCE (FINANCE)**

**DAD (COORD)**

Subject : **Local purchase of stationary and other articles through Canteen Stores Department of Ministry of Defence.**

1. The question of local purchase of stationary and other articles by units/formations of the Services, through Canteen Stores Department was under examination in the context of DMR&F's Order No. 20 (1)/88/D (S & E), dated 12/10/1992, stipulating inter alia that Central Government Offices were not authorized to make local purchase of stationary and other articles through CSD.
2. The Department of Personnel & Training have now clarified that with the promulgation of new General Financial Rules, 2005 the earlier instructions of the DOP&T on the subject are no longer applicable. The purchase of stationary and other articles for office use is now regulated under GFRs, 2005. A clarification issued in this regard by the Ministry of Finance vide their O.M. No. 1/12/E.II (A)/94, dated 29.7.2005 is enclosed.
3. In view of the above clarifications, the items pertaining to ACG and other items available in CSD can be purchased by units/formations on a competitive basis by including CSD. This would ensure that cost effectiveness of CSD is availed of by units/formations instead of procuring such items from sources which may not be cost effective, apart from concomitant inconvenience in far flung areas. To this extent, the instructions in the aforementioned letter of 12/10/1992 would stand modified.
4. Defence Secretary & Secretary (Defence Finance) have approved.

Sd/-

(S. N. Misra)  
Jt. Secy. & Addl FA  
(2301-2204)

VCOAS    VCAS    VCNS    CISC    CGDA  
MoD(Fin) I.D. No.27(68)/C/2000, dated 4/10/2006.

Copy for information to:

1. Director (Q)
2. GM, CSD, Mumbai
3. Director (Fin/Q)

**Appendix 31**

Tele 23092347

Quartermaster General's Branch  
 Dy Dte Gen Canteen Services  
 Army Headquarter  
 New Delhi-110001

No. 96003/Q/DDGCS

10 Mar 2005

**ARMY HQ / QUARTERMASTER GENERAL'S BRANCH**  
**(CANTEEN SERVICES DIRECTORATE)**

**CSD FACILITY : LIST OF ENTITLED PERSONNEL**

1. Reference your OM No. 5(1) / QB-03 dated 08 Feb 2005.
2. As desired, a consolidated list of entitled categories of personnel for canteen facilities is forwarded herewith.

Sd/-

(RS Khatri)

Lt Col

Jt Dir

Canteen Services

**Min of Def / Fin**

Copy to :

CSD HO      Alongwith a copy of list as above.  
 Mumbai

Coms Sectt

QMG Br/QI (E)      For Information Mean

OGBR

ORNCC

<b>S. No.</b>	<b>Category</b>	<b>Authorised when</b>
1.	Ex-Servicemen	i) Retires at own request (should have minimum 5 year of Services). ii) Released from service honourably as a result of reduction in establishment or after completion of specific period of engagement or on medical ground attributable to Military service.
2.	Ex-GREF Personnel	Same condition applicable to on ex-servicemen
3.	Ex-DSC Personnel	Getting pension from Defence Service Estimate
4.	Ex Coast Guard personnel	Getting pension from Defence Service Estimate
5.	Ex-Personnel of P & T Deptt Personnel (APS)	Having minimum 10 years Service in APS or who retired directly from APS itself without reverting back to their parent Deptt.
6.	Retired CSD employees	Getting pension from CSD funds (Excluding liquor)
7.	Ex TA Personnel	i) Having a minimum of embodied service of 15 years. ii) Personnel with disability attributable to Military service. iii) Gallantry award winners
8.	Ex Recruits	Who are in receipt of disability pension are entitled to avail canteen facilities including liquor.
9.	Ex-Gentlemen Cadet	Who are in receipt of disability pension are entitled to canteen facilities including liquor at par with retired officers of three Defence Services.
10.	Ex ECO's/SSRC officer on the reserve list	Who are in receipt of retention free from Defence Service Estimate
11.	Reservists	During Non Training Period
12.	Personnel of Ex-States Forces	Who are in receipt of retention fee from Defence Service Estimates
13.	Family of Deceased Service Officer	Unmarried personnel who are killed in Military operation/aid to civil authorities / counter insurgency / internal security duties or due to

- accident while on duty are entitled all canteen facilities including liquor.
14. Widows of Officers  
Honorary Commissioned Who are in receipt of pension from Defence Services Estimates including liquor.
  15. Widows of JCO's/OR's Who are in receipt of Pension from Defence Service Estimate are entitled for all facilities excluding liquor.
  16. Dependent Parents  
Serving or retired  
Personnel Canteen Facilities (Excluding liquor) also either of the parents of deceased Unmarried Defence Service personnel is entitled to purchase of four wheeler.
  17. All Serving personnel  
of the Army, Navy and  
Air Force All canteen facilities including liquor / AFD items during service period
  18. Serving Coast Guard  
Personnel At par with three Defence Services during service period
  19. All serving GREF  
Personnel All canteen facilities including liquor / AFD item
  20. Foreign Military  
Personnel Attending Courses of instructions in our training Establishment
  21. Personnel of  
Territorial Army Having minimum of embodied service of 5 years
  22. Assam Rifles All canteen facilities including liquor during service period
  23. Police Battalions All Canteen facilities including liquor authorized  
  
/ BSF / CR PF so long as they remain under the operational / administrative control of the Army
  24. Canteen Facilities  
NCC Personnel  
a) Whole time NCC  
Officers All canteen facilities including liquor / AFD  
b) Associated NCC  
Officers All canteen facilities except liquor / AFD  
c) Under Officers /  
Sgt Major – do –  
Instructors  
employed on part  
time or whole



	time basis	
	d) NCC Cadets	– do –
	during period of training either in annual camp or by attachment to regular Army Units	
	e) Ex-Gentlemen Cadet	
25.	Serving Defence Civilians	During Service all facilities less liquor – local taxes as applicable will be levied.
26.	Serving Civillians employees of URCs	– do –
27.	All Ranks / Serving / Retired	All entitled to purchase AFD items (Refrigerator, TV, Music System etc) through CSD
28.	All Ranks / Serving/Retired	All are entitled to purchase two wheelers through / CSD

**Appendix 32**

Tele 23062347

Integrated HQ Min of Def (Army)  
 Quartermaster Generals' Branch  
 Dy Dte Gen Canteen Services  
 Room No. 16, L-I Block  
 New Delhi-110001

No. 96209/Q/DDGCS

21 Aug. 2007

Dte of Accts,  
 Air Headquarters  
 West Block VI  
 RK Puram

**DRAWAL OF LIQUOR BY URC PROCEDURE THEREOF**

1. There are certain Military Station where A. F. Units are independent and function under the aegis of local Stn HQ. The indents of liquor should carry the office seal of Stn HQ.
2. You are requested to issue necessary instructions to the URCs.

Sd/-  
 (BK-Pandey)  
 Lt Col  
 Joint Dir Canteen Services

**Copy to**

DGM (MS  
 CSD HO  
 Mumbai

W.r.t. your letter No. 2 / Man Singh – 13120 / URC  
 Manual / 1929 dated 14 Jun 2007

e: 26181892

*Syath LP*

**JGM (MS) BRANCH**

RE. R. No. & Date

5237 24/8..

DGM

AR/RR - YFR/NO

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

05 Aug 2016

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

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**

- Refer to this Directorate following letters:-
  - No 96301/Q/DDGCS/Policy dated 12 Aug 2015.
  - No 95350/Q/DDGCS/Advisory/06/2016 dated 22 Jan 2016.
  - No 95350/Q/DDGCS/POLICY/15/2016 dated 10 Mar 2016.
- 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:-
  - Application is not filled completely or filled with wrong details.
  - Application forms are not verified and countersigned by the designated officer of the Controlling HQs of the Department.
  - Application forms after countersignature are not processed through the dependent URC.
  - Same officer is signing as different appointments (authentication/ Approving/countersigning) in the application.
  - Cuttings in the application and the same is not verified by the countersigning authority.
  - Use of whitener and overwriting on the application.
  - Individuals are sending applications directly to M/s Smart Chip Ltd without countersignature (Such applications will not be accepted).
  - Applications being filled in officer category without any supporting documents.
  - Applications are being sent without attaching supporting documents like PPOs & PAN Card etc for verification.
  - Photographs of very poor quality /photographs with headgear and not attested.

GM	
JGM-I	
JGM-II	
DGM (F&A)	
DGM (P&A)	
DGM (GS)	
DGM (LIF)	
DGM (EDP)	
DGM (MS)	
AGM (SECY)	
AGM (VIG)	
AGM (AFD)	

*24/8*

*DGM (MS) ... 25 in policy file*

Page... 1 of 2

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.



5/11  
1125

Tele 2309 2503

Integrated HQ of MOD (Army)  
 Quartermaster Genera's Branch  
 Dy Dte Gen Canteen Service  
 Army Headquarters  
 New Delhi-110001

No. 96036/Q/DDGCS

05 Jun 2007

Headquarters

Southern Command (Q)  
 Eastern Command (Q)  
 Western Command (Q)  
 South Western Command (Q)  
 Northern Command (Q)  
 Army Training Command (Q)  
 Andman & Nicobar Command (Q)  
 HQ DG NCC (F&A)  
 HQ Assam Rifles  
 Coast Guard (AD)  
 HQ DGBR (Q)

#### DISTRIBUTION OF CANTEEN PROFITS

1. Reference this office letter No. 96036/Q/DDGCS dated 19 Dec 2006.
2. Minutes of Army Commander's Conference held in Oct 06 No. 00251/Oct 06/Q1(A) dated 21 Nov 06.
3. Policy letter on distribution of canteen profits duly approved by COAS was issued. The policy lays down 75% of the net profit of URCs (ESM), towards designated command welfare fund and 25% for creating/improving local facilities by the Unit/HQ (running the URC). This is in variance to the Minutes of Army Commander's Conference which, envisages this ratio to be of 80 : 20.
4. On receipt of a query from one of the Commands on this variation, a feed back from all Commands was requested in which their views specifying any further changes required in the policy were sought.

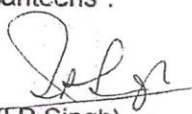
The requisite feedback has been received from majority of the commands and all of them have agreed with the policy letter issued on the subject. The matter was once again brought to the attention of COAS who has also approved the same. Therefore, no further changes to the policy are recommended and status quo as per our policy at 1 above shall be maintained. However this 75 % profit to command welfare fund and 25 % for creating/improving local facilities by the unit running the URCs does not specify utilization of the amount deposited in command welfare fund for the facilities/welfare measures of ex-servicemen. In order that the policy is not misinterpreted with the passage of time, it is recommended that Para 7 (c) be suitably amended.

Amendments:-

6. The amended para 7 (c) shall read as under:-

"URC (ESM) 75 % of the net profit to be deposited in designated Command Welfare Fund and 25 % to be utilized by the HQ/Unit responsible for running the canteen. 75 % of the net profit deposited in designated command welfare fund should normally be used for activities/facilities and welfare measures for ex-servicemen".

7. Sub para 8(a) Amend para to read as follows "Judicious distribution of Ex-Servicemen to various canteens".

  
 (I.P. Singh) †  
 Brig  
 Dy Dir Gen  
 Canteen Services

