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# CANTEEN STORES DEPARTMENT

Service to the Services

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## BEWARE OF TOUTS

**Introduction system eliminates any outside influence on acceptance/rejection of application. Please deal directly with the Department and not through self appointed agents and touts otherwise your application is likely to be rejected.**

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**INFORMATION BROCHURE**

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# **CAUTION**

- 1. PLEASE DEAL DIRECTLY WITH THE DEPARTMENT AND NOT THROUGH SELF-APPOINTED AGENTS AND TOUTS OTHERWISE YOUR APPLICATION IS LIKELY TO BE REJECTED.**
- 2. INTRODUCTION SYSTEM ELIMINATES ANY OUTSIDE INFLUENCE ON ACCEPTANCE / REJECTION OF APPLICATION.**
- 3. CANVASSING / INFLUENCING IN ANY FORM BY THE FIRM OR THROUGH ANY OUTSIDE AGENCY, IN THE DECISION MAKING PROCESS OF INTRODUCTION OF THE DEPARTMENT WILL LEAD TO THE PRODUCT BEING REJECTED.**
- 4. APPOINTMENT OF MIDDLEMAN/AGENT BY YOU TO LOOK AFTER INTEREST OF YOUR PRODUCT IN CSD IS NOT PERMITTED. ANY VIOLATION WILL LEAD TO DELETION OF PRODUCT WITHOUT NOTICE.**
- 5. REFRAIN FROM DEALING WITH CSD PERSONNEL EXCEPT THROUGH OFFICIAL CHANNEL DIRECTLY OR INDIRECTLY, INCLUDING THOSE PURPORTED TO BE CSD PERSONNEL FOR INTRODUCTION OF PRODUCT.**

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## INFORMATION BROCHURE

### **CANTEEN STORES DEPARTMENT**

1. The Canteen Stores Department (CSD) is a department under the Ministry of Defence, operating with its Head Office in Mumbai, and Depots all over India for providing Fast Moving Consumer Goods (FMCG) and consumer durables to the active duty and retired personnel of Army, Navy and Air force and para-military organizations serving under the functional control of the Army and defence civilians paid from defence estimate. The goods are made available to the clientele at uniform prices throughout India.

2. The aim of bringing out this brochure is to provide essential information regarding CSD to all prospective suppliers so that they have a clear understanding of our objectives, organization and procedures and can carry out their trading functions with ease and speed. The information contained in this brochure is grouped under six different sections as below:-

<b>Section 1</b>	<b>:</b>	<b>About ourselves.</b>
<b>Section 2</b>	<b>:</b>	<b>Purchase operations.</b>
<b>Section 3</b>	<b>:</b>	<b>Payment of bills.</b>
<b>Section 4</b>	<b>:</b>	<b>Visiting CSD HO, Base &amp; Area Depots.</b>
<b>Section 5</b>	<b>:</b>	<b>Quality Control.</b>
<b>Section 6</b>	<b>:</b>	<b>Miscellaneous</b>

## SECTION - 1

### **ABOUT OURSELVES**

#### ***WHAT IS CSD***

Canteen Stores Department is a Central Government department under Ministry of Defence catering to the daily needs of Armed forces personnel of the three services and their families throughout the country.

#### ***OBJECTIVES***

1. The objectives laid down for the CSD are as follows :
  - a) Provide Consumer Goods of high quality to the troops wherever they are, at a price cheaper than the prevailing market rates, as far as possible.
  - b) Ensure that the level of consumer demand satisfaction is maintained at the maximum.
  - c) Generate reasonable profitability to sustain the organization, permit growth and provide additional facilities for troops and their families.
  - d) Formulate and execute development programmes to improve and maintain organisational effectiveness.
  - e) Periodically analyse and assess the diverse long term needs and aspirations of defence services forces and undertake timely measures to meet them.

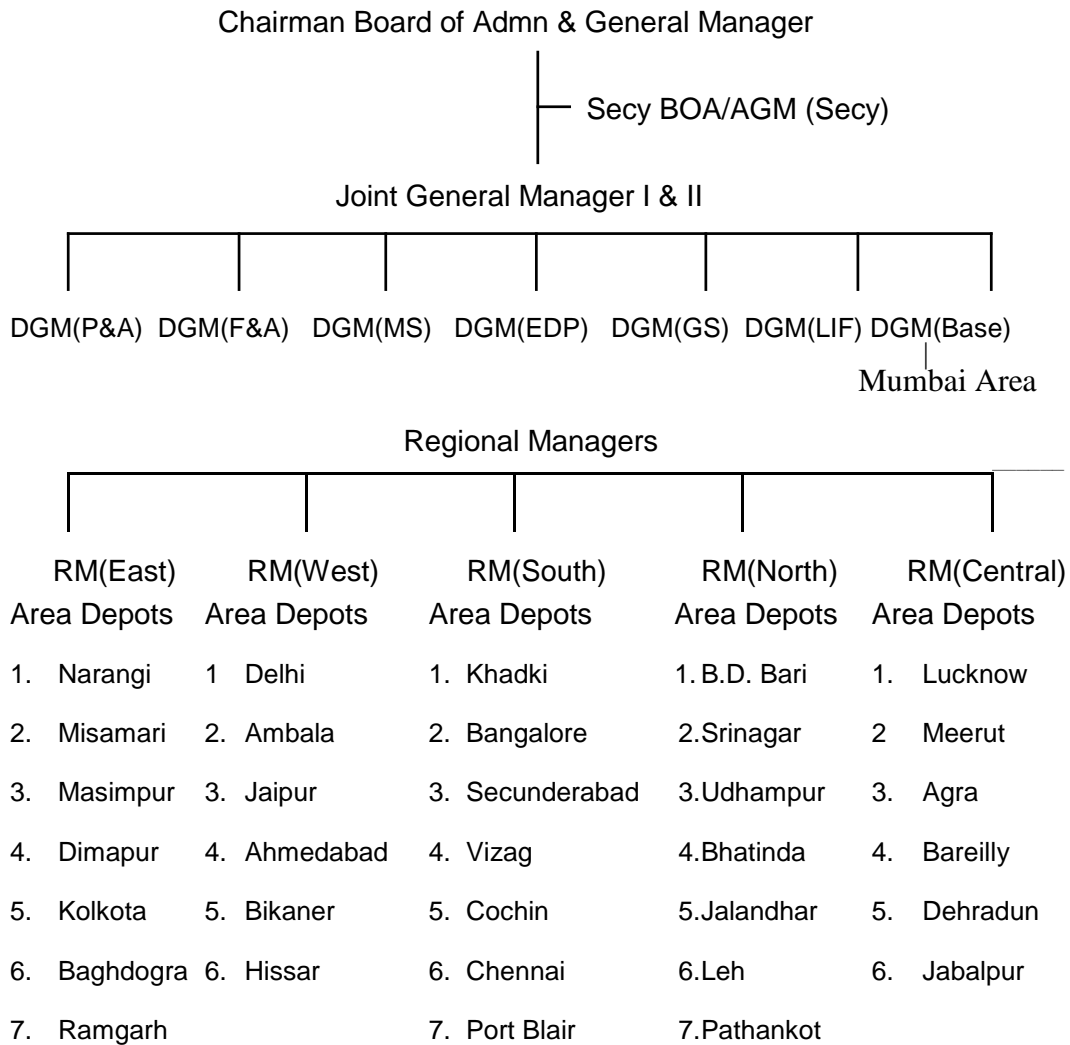
#### ***ORGANISATION***

2. The Head Office (HO) of the department is located in Adelphi Building, opposite to Churchgate Railway-Station at Mumbai. The entire spectrum of operations of CSD all over the country is controlled by the HO. A serving Major General (equivalent from Navy, Air Force) is normally appointed by the Government as the General Manager and Chairman of the Board of Administration. The General Manager is assisted by two Joint General Managers and Seven Deputy General Managers looking after various Branches.

# CANTEEN STORES DEPARTMENT



## **CSD ORGANISATION**



### **OPERATIONS**

3. It is a Department under the Ministry of Defence. A point to remember is that unlike other Government Departments who buy goods for their own consumption against entitlement, CSD purchases goods for sale to Unit-run-Canteens based on their demand. Hence only those products are introduced in CSD which are of high quality and have proven good saleability in civil market.

4. The CSD operates on all India basis. It has set up 5 RM offices and 34 Area Depots in different parts of the country, stretching from Leh in the high altitude(Ladakh region in the North) to Port Blair in the South and from Dimapur in the East to Bikaner in the West. These depots, some of them in remote places (far away from normal business operations) but in close proximity to the military units and formations, feed over 3874 unit run canteens managed by local Military Administration to reach armed forces personnel, the ultimate customers in the chain. The area depots, in turn, receive their supplies either directly from the suppliers or from a mother depot, known as Base Depot, located at Mumbai.

5. The entire distribution net work from suppliers to the unit-run canteens (URCs) is controlled and monitored by the HO at Mumbai. In this, the HO is assisted by five Regional Managers located at Khadki (Pune) for South, Lucknow for Central, Narangi(Guwahati) for East, Delhi Cantt. for West and BD Bari (Jammu) for North, each RM controlling six to seven area depots in his region.

6. The location and addresses of the Area depots, Base depot and Regional Managers Offices are given below:

### ***AREA DEPOTS***

#### **CENTRAL REGION**

- |  |   |
|--|---|
| 1. Araghar<br>61, E. C. Road, Dehradun<br>(Uttaranchal State)                        | 2. Opp Empire Talkies,<br>Theatre Road,<br>Jabalpur Cantt - 482 001(M.P.) |
| 3. B.C. Lines,<br>P.O.Box No.49E<br>Meerut Cantt – 250 001(U.P.)                     | 4. Station Road<br>Agra Cantt - 282001(U.P.)                              |
| 5. Station Road,<br>Sarvatra Bhavan,Post Box No.2<br>Bareilly Cantt – 243 004 (U.P.) | 6. Jail Road, P.O.box 1002.<br>Lucknow Cantt - 226002                     |



### **SOUTHERN REGION**

7. R.A. LINES,  
Trimulgherry,  
Secunderabad  
Cantt - 500015(Telangana)
8. Minnie Bay,  
P.B.No.460, Janglighthat P.O.  
Port Blair Cantt - 744 103  
(Andaman & Nicobar Islands)
9. Opp Telcom Stores,  
Depot(Annex), Gandhi Nagar  
  
P.B.No.2054  
Kochi Cantt-682 020(Kerala)
10. CWC Complex,  
Chittla Pakkam  
Crompt  
Chennai Cantt -600 054(T.N)
11. P.O. Agram, P Bag No.780,  
Bangalore Cantt-560 007  
(Karnataka)
12. Bldg.No T/1/1,  
9-IRSD, Kancherapalem PO  
Visakhapatnam-530 008(AP)
13. Mandalay Lines,  
Range Hills, Khadki Cantt  
Pune – 411 020 (Maharashtra)

### **EASTERN REGION**

14. P O Arunachal,  
Dist.Cacher, Silcher  
Masimpur Cantt.- 788 025(Assam)
15. P.O. Box No.19  
Dimapur – 797 112, (Nagaland)
16. P.O.Baghdogra,  
Dist.Darjeeling  
Baghdogra Cantt. – 734 422(W.B.)
17. Fort William  
Kolkata Cantt-700 021  
(West Bengal)
- 18 Assam  
Misamari Cantt-784 506
19. P.O. Satgoan, Guwahati  
Narangi Cantt.- 781 027
20. P.D. Karai Area,  
Ramgarh Cantt-829 122(Jarkhand)

## NORTHERN REGION

21. Bari Brahmana,  
Jammu,  
B.D.Bari Cantt-181 133
22. B B Cantt.  
P.O.Batwara, J&K  
Srinagar Cantt-190 001
23. HQ 14 Corps,  
C/o 56 APO  
Leh Cantt
24. Gurudaspur Road,  
Opp Rly Station,  
P.O.Box 1  
Pathankot Cantt-145001  
(Punjab)
25. 1, Porus Road,  
Jalandhar Cantt-144 005, Punjab
26. Pioneer Coy Lines  
J&K,Udhampur Cantt-182 101
27. Thimayya Marg  
Bhatinda Cantt-151 004(Punjab)

## WESTERN REGION

28. Piru Lines,  
Behind Military Hospital  
Jaipur Cantt – 302 006(Rajasthan)
29. Opp.Green Cinema  
Open Air Theater  
Ahmedabad Cantt – 380 003
30. Barrack No. 2  
Post Box No.8,Allenby Lines  
Ambala Cantt-133001
31. Well Road  
Head Post Office,PB No.74  
Bikaner Cantt-334 001  
(Rajasthan)
32. Chitral Lines,  
Opp Kirby Place Bus Stop  
Delhi - 110 010
33. Opp.Police Check Post,  
Hissar Cantt – 125 044  
Haryana.

## BASE DEPOT

- |   |   |
|---|---|
| No. T/31, Ex Ordnance Depot Complex,<br>Signal Hill Avenue, Sewri,<br>Mumbai 400 033. | 34. Mumbai Area Depot<br>Gun Powder Road, Mazagon,<br>Mumbai 400 010. |
|---|---|

## REGIONAL MANAGERS' OFFICES

- |  |   |
|--|---|
| 1. Eastern Region,<br>CSD Depot Complex<br>P.O. Satgaon,<br>Guwahati(Assam)- 781 027 | 2. Western Region,<br>T-4, Chitral Lines,<br>(Opp Kirby Place Bus Stand),<br>Delhi Cantt. – 110 010 |
| 3. Northern Region,<br>Bari Brahmna Jammu,<br>Pin – 181 133<br>(J&K)                 | 4. Central Region,<br>39, Havelock Lines,<br>Kitchner Road,<br>P.O.Box 1002,<br>Lucknow – 226 002.  |
| 5. Southern Region,<br>Mandalay Lines Range Hills,<br>Khadki, Pune- 411 020.         |   |

7. With the distribution outlets reaching the length and breadth of the country, only CSD offers a supplier the most attractive and effective exposure to his products which he cannot otherwise, hope to achieve elsewhere without any extra investments on publicity and distribution. It is CSD which ensures that payments are made in time to the suppliers.

8. The main objective of the department is to provide merchandise at uniformly reasonable prices, preferably cheaper than the market rates to the defence service personnel, earning at the same time a small margin of profit. A portion of earnings is used for meeting the operating expenses of the department and the remaining bulk is ploughed back to the three services for morale, welfare and recreational activities. The CSD thus seeks to improve the quality of life for millions of its customers, spread over the length and breadth of the country.

9. To sum up, the CSD is a unique military-oriented government organisation. Though it is charged with making profit, it returns its earnings back to the customers. All in all, the CSD lives upto its motto "Service to the Services" in letter and spirit.



## SECTION - 2

### **PURCHASE OPERATIONS**

1. CSD purchases consumer durable and non-durable goods which are popular with the masses and have been selling well in the civil market. CSD purchases are to be differentiated with Govt. purchases. The purchases and practices followed in the CSD are not the same as Govt. purchases and they are more on commercial lines. The quantum of purchase depend on how the product sells in the CSD outlets and not on any other considerations. Secondly, CSD shall delist the items from its list as and when they are found to be unpopular with the clientele and not picking up adequate sales.

#### ***WHO CAN APPLY***

2. Any established firm with proper credentials can make an application for registration as a supplier and the application will receive fair and impartial consideration. As a matter of policy CSD deals directly with manufacturers and not with intermediaries. In case of consumer items, the offered products should be popular and available in the civil market having high sales potential. The firm shall offer to CSD the products of latest improved technology so that defence customers are in a position to get the items from CSD immediately after they are launched in the market. In exceptional cases when the manufacturer does not undertake marketing by himself, All India sole marketing agent/ distributor appointed by the manufacturer for both civil and CSD, REPEAT NOT for CSD or CSD and Paramilitary forces only, may be accepted as a supplier. In such cases, a letter of authorisation from the manufacturers to the marketing agent clearly spelling out that he is the sole authorised agent for sale of its product at All India level, is to be presented to the department on Rs. 100/- non-judicial stamp paper duly notarised alongwith the copy of the agreement.

3. The firms applying to CSD should be :
- a) An Income Tax payee.
  - b) Registered under Factories Act (may be exempted at the discretion of the Competent Authority in respect of Cottage Industries/Ex-Servicemen Enterprises etc.).

- c) If a Small Scale Industry, should have registered themselves as a Small Scale Industry.
- d) Registered under State & Central Sales Tax and VAT, if applicable.
- e) Should possess Registration Certificate and Constitution of the firm.
- f) In the case of electrical and electronic gadgets, the product must conform to latest BIS Specifications. In other cases BIS/ISI Specifications would be an added advantage.
- g) In the case of food and edible products, they should have FSSAI/'AGMARK'/'FPO' stamp. The products would be tested in Defence Food Laboratories and other FSSAI notified and NABL accredited laboratories and their verdict will be taken as final.  
(Firms not qualifying the above requirements need not apply)

### ***WHAT DO WE BUY***

4. We buy and sell through unit-run-canteens durable consumer goods and daily necessities as found in the civilian departmental shops. Major categories of merchandise purchased by CSD fall in any one of the following:-

- a) Toilet Requisites
- b) Cosmetics
- c) Kitchenware
- d) Cookers and Accessories
- e) Insulated ware
- f) Crockery, Cutlery, Utensils, Glassware and Plastic ware
- g) Electrical, electronic appliances
- h) Time devices and watches
- i) Sewing Machines and Accessories
- j) Cycles, Motor Cycles, Scooters, Mopeds, Cars
- k) Luggage items
- l) Hosiery items
- m) Sports goods
- n) Matured Rum, IMFL, Beer, Wine & Champagne

- o) Beverages, Patent Food, Medicinal (orally consumed) items, Edible and Hydrogenated Oils
- p) Stationery items
- q) White Goods- Refrigerators, TVs, AC, Washing Machine, Micro Ovens & Music System etc.
- r) Furniture and mattresses
- s) Miscellaneous household requisites

5. In case at any stage, the information provided in introduction form and connected papers is found to be false, the item will be deleted.

6. Any dispute arising out of business with CSD, **the decision of GM CSD / Chairman BOA** will be final and shall be binding on the supplier.

7. Firms interested in doing business with CSD are to fill in the online Application Form for seeking enlistment as 'Approved Suppliers to CSD' and submit the hard copy along with all the documents serially numbered and indexed to CSD HO **within 30 (Thirty) days** of the date submission of the online application. The requisite application fee should also be made online RTGS/ECS and no draft/cheque payment is acceptable and UTR number needs to be submitted. All columns in this form are to be correctly filled; attaching additional sheet of paper to furnish full details where the space provided in a column is inadequate. Care should be exercised in filling up technical data, terms and rates columns as information given herein are to be explicitly clear and all relevant details are to be indicated for clear understanding and smooth future operations. The form is to be signed by the proprietor of the firm or by an authorised representative of the firm who holds the power of attorney to sign documents of financial nature, binding the company to contractual obligations with full name, designation in the firm.

#### ***PROCESSING OF APPLICATIONS FOR INTRODUCTION OF ITEMS IN CSD***

8. The applications received from prospective suppliers are processed in CSD as per the laid down procedural guidelines. They pass through three main stages before the final seal of approval is accorded for supply through CSD. They are briefly discussed in succeeding paras for the general information of the suppliers.

9. The application on receipt is scrutinised for completeness and correctness and put up along with sample item before the Preliminary Screening Committee(PSC) of the Board of Administration (BOA) consisting of senior officers from the three Services and a senior officer representing department as

decided by GM,CSD. Only those cases which are recommended by the PSC are processed further as detailed below. Not recommended cases are closed and concerned firms intimated accordingly. No representation is accepted in this regard.

10. Applications recommended by the PSC of the BOA are sent for an independent Market Survey at 5 to 7 different places all over India to ascertain the availability of the product in the Civil Market, its popularity, sales potential, selling rates with and without VAT. Factory inspection, LAB tests & Hygiene inspection are also carried out.

11. After checking the saleability and rates of the product, the accredited representative of the supplier, who is in a position to take decision, is called for price negotiation by the Price Negotiation Committee(PNC). The PNC negotiates the rates and terms with the authorised rep. of the firm for dealing with the Department. After finalising the rates and terms, the supplier is required to give his consent in writing.

12. The last and final stage is examination of the products offered for introduction by the Board of Administration (BOA). **The BOA scrutinizes all relevant details of the products negotiated by PNC viz. rate negotiated vis-a-vis rates & discount structure of functional equivalent items, procurement and retail parities, brand image of the product, quality, finish, durability, shelf life, usefulness to CSD clientele, status of the firm, its turn over etc.** As per the revised guidelines on introduction of new items, the case file for introduction will be put up to the BOA only after completing all the necessary formalities like CFL/LAB testing, factory hygiene inspection, factory inspection and Price Negotiation Committee recommendations. BOA after careful analysis & study of the analysis chart and the sample of the product under consideration for introduction will take decision for acceptance or otherwise in the BOA meeting.

**13 Even if the item is shortlisted by the PSC and all other exercises such as market survey, factory/hygiene inspection, quality test, price negotiation etc. have been completed; the item can be rejected by the BOA due to any reason. No representations are accepted against cases not approved by the Board of Administration as the decision of the BOA is final.** Once rejected the firm should not apply for the same items for one year. If approved, GM decides on the quantity to be ordered initially and its distribution to area depots based on the guidelines approved by BOA.

14. GM may call for test/quality reports of any product at any stage if he finds

that there is a genuine reason to call for any specific report from any registered/authorised Govt. laboratory or test house.

15. After the approval of initial order quantity, the case files are sent to concerned Store branches for issue of introduction letter to the firms.

16. Intimation regarding rejected cases is simultaneously sent to the concerned parties. They are also advised to collect their samples on receipt of communication within a stipulated period.

17. It should be clearly understood and agreed that the products having been offered and agreed to be introduced in the CSD, neither the manufacturers nor distributors/agents would deal directly with any of the Defence Services including Indian Naval Canteen Services (INCS) who are catered by this department. Any violation of this provision would entail cancellation of outstanding orders and delisting of the products from the CSD list.

18. The supplier is then required to submit a Bank Guarantee (BG) equal to 100% of the value of orders. The order thereafter is to be executed as per the delivery schedule given in it. In case of consumer durable item, the approved sample is kept with Management Service Branch of the Department before execution of the order for future reference with regard to quality/technical specifications.

19. The delivery against an order will have to be as per the agreed dispatch terms as specified in the order by the HO. The delivery schedule of first order will be maximum 60 days or as specified in the introduction letter. . In case the order is not executed within the prescribed period, the item will be put up to BOA for deletion without notice. **In the event of any stock against first order or subsequent orders remaining unsold, Department reserves the right to return the stock at the Department's wholesale rate at the expense of supplier and amount adjusted either from pending bills or by invoking the Bank Guarantee which is available.**

20. As per policy, the terms of dispatches of stores shall be FOR destination at the risk and cost of the supplier. In exceptional cases the terms of despatches may be FOR Base depot (against freight rebate as decided from time to time).

21. Strict quality check is maintained by the Department and products are periodically sent for testing. In case a product fails in quality check, further orders are withheld and penalty is levied. In case a product fails in repeat testing, the



same is put up for deletion. However, before effecting deletion of items on quality grounds, comments within 30 days are sought from the supplier and if not received in time, payment to the extent as decided by the department will be withheld to settle the complaint.

22. Supply of Against Firm Demand(AFD) Category-I items like TVs, Refrigerators, AC, Four wheelers, Two wheelers, W/ Machines for which CSD does not keep regular stocks like other items but orders for which are placed by CSD Depots only against demand from clientele, firms are to execute supply from their outlets co-located with CSD Area Depots/Unit Canteens. It is also incumbent on part of the firm to provide prompt after-sales-service to back up the sales of their AFD items for which purpose they must indicate names and addresses of such centres in an affidavit to cover all depot locations to CSD, HO for approval. **If delivery of these AFD-I items is delayed more than 15 days from submission of all relevant documents with the dealer, penalty equivalent to saving bank interest will be levied.**

23. The CSD would like to make it categorically clear that any supplier delivering/despaching stocks in excess of quantity ordered shall do so at his own risk and expenses and the department is not obliged to regularise the excess supply by any covering order at a later date. The excess supply so received will not be accepted if delivered personally or will be backloaded to the supplier on 'freight to pay' basis at his risk and expense. The department will neither entertain any claim nor correspondence on this subject in any manner.

24. It is the responsibility of the supplier to obtain sales tax/VAT and octroi exemption certificates where applicable before actual despatch so that these concessions extended to the department are fully availed. Any future claim due to non-availing of these concessions will not be entertained by the department.

25. Discrepancy in quality and quantity in the consignments received at the depots would be reflected in the debit notes prepared by the consignee depots to the suppliers account. These debit notes would be forwarded to the HO (F&A) Branch for adjusting in the suppliers' account. In case where replacements have subsequently been provided, credit notes would be raised and adjusted in the suppliers' account on the same lines as debit notes. Willful act of omission/commission in quality shall lead to deletion of items from CSD list and blacklisting the supplier.

## **CHANGE OF PACK AND PRICE REVISION**

26. Subsequent to introduction of the item, if the supplier at any time desires to either change the nomenclature or case pack of the item or seek increase in prices, he is to approach the CSD Head Office giving following particulars for the consideration and approval of the request.

- a) Details of item with Index No.
- b) Brand Name.
- c) Change in weight/pack, if any.
- d) Date of revision of prices in civil market.
- e) Details of dealers/stockists in Mumbai and outside.
- f) Reasons for price increase/decrease with full-justification. (Please attach Photostat copy of trade invoices and perform for determination of value under Central Excise and Salt Act 1944 as amended from time to time.)
- g) Any other details.
- h) Printed price list for wholesalers/distributors and dealers, duly authenticated.

27. The letter containing above details should be addressed to the concerned Stores Branch in the Head Office and till approval of the above is received in writing from HO, neither the nomenclature or pack's specifications nor increased rates are to be put into effect. All outstanding orders with the supplier will be executed as per the existing terms and conditions and the supplier is not to wait for the approval of the changes proposed by him for executing old orders. Penalty as decided by the department will be imposed for any violation of the same.

28. If any increase/decrease in the levies is announced by the Government, the suppliers are required to convey the same to CSD HO Mumbai, and seek written approval of CSD HO Mumbai for charging increased/decreased rates. No supply should be made without getting the approval of CSD HO Mumbai, charging the increased/decreased rate unless the supplier is continuing invoicing the products at the pre-revised/ decreased rates.

29. The request for change of pack would be considered by the department and normally a decision would be communicated to the supplier within four weeks of receipt of the letter. In so far as request for price increase is concerned, the department would carry out a market survey to ascertain the retail and wholesale rates, with or without taxes in the market, to establish the price differential

between the market and CSD procurement rates as well as across the counter retail rate in CSD. This is required to be maintained at all times.

30. The request made by the supplier alongwith the market survey report as indicated above with details of price differential worked out for easy understanding would then be put up to a Price Revision Committee(PRC). The PRC will examine the proposal vis-à-vis the introduction proceedings, the last price revision case and decide for acceptance or otherwise of the proposal and if being accepted, totally or partially. Where the parity in price differential is maintained, the PRC may recommend it for approval by the competent authority and concerned branch will communicate the decision thereafter to the supplier and future orders would be placed for revised rates. In case the price differential is found to vary, either a counter offer would be made to the supplier, indicating the percentage of increase that can be permitted by the department or the firm's representative called for direct negotiations to arrive at a consensus. Thereafter with the approval of the competent authority, the increase in rates would be intimated to the supplier.

***OBLIGATION ON THE PART OF THE SUPPLIER TO INTIMATE CSD ON STOPPAGE OF PRODUCTION OR ANTICIPATED EXCESSIVE DELAY IN EXECUTION OF ORDERS***

31. As already brought out, it is absolutely essential that the orders are executed as per the delivery schedule indicated therein. However, if due to any unforeseen reasons, which are beyond the control of the suppliers, either they stop manufacture of the item or are unable to despatch the items to the consignee depots within the delivery schedule they must inform the CSD Head Office immediately, indicating the period for which the supplies would not be available and seek extension of delivery time from the HO. Similarly, permanent withdrawal of the product from production must also be intimated to the department well in advance indicating the status of outstanding orders and commitment of the firm for meeting the outstanding orders.

32. Appointment of middleman/agent by you to lookafter interest of your product in CSD is not permitted and any violation will lead to deletion of product without notice.

33. The CSD personnel being Government servants are prohibited from accepting any gift/gratuity from any person or firm doing or seeking to do business with the CSD. The term gratuity includes entertainment, favour or anything of monetary value given to CSD employees or a member of their family.

The offering or giving of a gift or gratuity by an individual or firm or its employees or agents could lead to serious consequences, to include termination of supply arrangement, debarment for further supplies or/ and criminal prosecution.

34. In case of introduction of IMFL/Matured Rum/Beer etc; it is obligatory on the part of supplier to submit the sales data of each item pertaining to offered pack size for last 2 years duly verified by the concerned State Excise Authorities.

35. 15 percent of the following products are reserved for ex-servicemen enterprises provided these are competitive in all respects and at par with others:-

- 1) All Cutlery Items
- 2) Cleaning Powder
- 3) Ice Pail
- 4) Keep Fresh Clear Jar
- 5) Store Fresh Container
- 6) Jugs
- 7) Buckets
- 8) Plastic Drums
- 9) Water Bottles
- 10) Bread Box
- 11) School Bags
- 12) Lunch Box
- 13) Soap Box
- 14) Soap Dish
- 15) Nut Shell
- 16) Table Mat
- 17) Mug
- 18) Fridge bottles
- 19) Combs
- 20) Bed Sheet with Pillow Covers
- 21) Bed Covers
- 22) Towels
- 23) Pillows
- 24) Photo Albums
- 25) Coconut Oil
- 26) Sarson Oil
- 27) Candles
- 28) Agarbatti
- 29) Boot Brushes
- 30) Glass Tumblers
- 31) Stationery items

***BANK GUARANTEE***

36. In order to safeguard government funds, 100% Bank Guarantee is obtained against the initial order value for a period of 5 years. Subsequent orders are planned in a manner to ensure that value of stocking plus pending order plus fresh orders does not exceed the value of Bank Guarantee provided. Payment against initial order will be released only after submitting the B.G.



## SECTION - 3

### **PAYMENT OF BILLS**

1. This department will endeavour to make payment to the suppliers after 30 working days, subject to availability of funds, from the date of receipt of goods at the designated depots, and receipt of certified copies of the bills alongwith other connected documents. The payment of bills are made centrally by the HO Finance and Accounts Branch (F&A) by RTGS/NEFT/ECS. In case of supplies under" AGAINST FIRM DEMAND (AFD-CATEGORY-I) the payments will be released by the respective depots to the dealers directly. Expenditure on account of despatch of cheque by courier, if any, will be borne by the firms.

#### ***BILLS SUBMISSION***

2. After an order is executed and goods are ready for dispatch to the consignee depots, bills/VAT invoices will be prepared by the firm as per the prescribed format given by the department and submitted to the concerned depot in quadruplicate in original/ink signed along with the delivery of consignment.

3. The billing should be in conformity with rates and terms agreed by this department. Deviation entails delay in the clearance of bills and should be avoided. Care should be taken in quoting the correct order references, case pack, Index Nos. and nomenclature on the bills for easy linking and payment. Order-wise bills will be prepared by the suppliers.

#### ***DELAYED/EXCESS SUPPLY***

4. Wherever supply made is in excess to the ordered quantity or after the Delivery date, the matter should be immediately taken up with the Stores Branch at the Head Office or the concerned depot (in case of LS Orders) to review the cases and regularise the excess supply. Payment in such cases would be released only after the confirmatory orders are issued. However, it is once again stressed that firms are not to supply in excess to the ordered quantities, otherwise they will be put to lot of inconvenience. The firms are also advised to execute orders within the delivery schedule failing which penalty at the rates decided by the department from time to time will be imposed. No stocks will be accepted after the last date of penalty period.

### ***DIRECT DESPATCHES***

5. In case the order specifies direct despatch of items to different area depots, the firm should keep close liaison with the local area depot and arrange direct despatch of goods to the depots as per delivery schedule indicated in the order. Bills covering such direct despatches alongwith Lorry Receipt(LR)/Goods Receipt(GR)/Railway Receipt(RR) are to be invariably handed over to the local area depot concerned. Instructions for the submission of bill, given in para 2 & 3 above, should be strictly followed. The local area depot will certify and forward it to HO for payment process. It has been noticed that some of the suppliers do not submit their bills to local depots in time which results in delayed submission of the documents by the depot to HO. It is advised that the required documents be handed over to the local depot personally for despatch to HO.

### ***BILL FORWARDING ADVICE (BFA)***

6. Depot Managers are authorised to make payment Against Firm Demand items (AFD CATEGORY - I) from their Depot Imprest account. Documents of Bill/BFA/F2 and LS Orders are to be enclosed while forwarding their weekly imprest statement to HO.

7. In respect of items other than AFD CATEGORY - I, the Depot Managers are instructed to certify the bills within 48 hours from the receipt of consignment and the documents like Bills/BFA/F2 and LS Orders are to be forwarded to HO F&A Branch by speed post. Depot Managers are also instructed to mention on LS Order clearly the rate of local tax and surcharge against each items and also whether tax is being paid to tax authorities by 1st point or 2nd point, enable HO to verify the correctness of tax charged by the supplier on their bills.

### ***SALES TAX/VAT EXEMPTION***

8. This department is fully or partially exempted from the payment of sales tax/VAT and other dues in some of the States. The stores purchased by this department are sold to troops at our procurement rates plus tax charged by the supplier and our nominal profit margins. Supplier should, therefore, ensure that all taxes not exempted to CSD and wherever applicable are charged while negotiating the rates with the department. Arrears of tax not charged due to any reason will not be paid by the department since they cannot be recovered from the troops at a later date for the sales made to them in the past. Exemption certificates for sales tax wherever applicable are issued by the CSD depot to which the supplies are effected. Request for such forms should be made direct to the concerned depots and (repeat) not to the F&A branch at HO.

## ***OCTROI***

9. Purchases made by the department are exempted from Octroi charges in certain States. The suppliers are to obtain exemption certificates from the concerned depots before despatching the goods. If due to non-submission of requisite certificate, octroi is levied, the department will not reimburse these charges.

## ***DEBIT NOTES***

10. For items received short or in damaged condition, debit notes will be raised on the supplier by the respective depots. On replacement / rectification, the concerned depots would subsequently raise credit notes for adjusting the recovery made on the debit notes raised earlier and the payment will be regulated accordingly. As per the departmental policy, the depots have been instructed to raise debit notes on wholesale rates prevalent as on date of warehousing of such stores. While we assure you that due care is exercised while debit notes are raised, it is requested that no correspondence be initiated in case the discrepancy is below Rs.100/-.

11. Copy of the Bill/Challan/transfer invoice duly signed by Depot Manager as token of having received goods at CSD Depot should be submitted to HO.

- a) In case of local supplies, the bills/challans should also be counter-signed by the Depot Manager of the concerned depot for having received the consignment. The bill should be signed by the Manager with his rubber stamp. Signature by Storekeeper alone are not acceptable.
- b) Certificate as given below should invariably accompany the bills.



## CERTIFICATE

We have personally examined and verified and do hereby certify the goods in respect of which the payment is being claimed have been actually despatched by us under RR No./BL No./Air Consignment Note No./Postal Receipt No./GR No. dt. duly drawn in favour of the consignee which is genuine and mentioned in the bill and that we hold ourselves personally responsible for the correctness of statement. We further certify that goods pertaining to the above-mentioned RR No./B.L.No./Air Consignment Note No./GR No. \_\_\_\_\_ dated \_\_\_\_\_ has been received by the consignee with/without discrepancy duly endorsed on dated \_\_\_\_\_ to CSD Depot \_\_\_\_\_ .

For M/s. \_\_\_\_\_

Station : \_\_\_\_\_ Signature \_\_\_\_\_

Date : \_\_\_\_\_ Designation \_\_\_\_\_

- c) Bills in duplicate as per the usual procedure should be submitted to the concerned depot while despatching the goods.
- d) The documents mentioned in (a) and (b) above should be forwarded to HO under a covering letter marked 'Attention DGM(F&A)' indicating that these bills are for cash discounting.



## SECTION - 4

### VISITING CSD HEAD OFFICE

1. Any one who intends to conduct business with CSD must have a current letter of authorisation from the manufacturers/vendors/firms/ individuals to whom he represents. The individual is advised to contact the reception office of the HO, explain the purpose of the visit and obtain the name of the dealing officer with whom he can transact the business. In HO General Manager, Joint General Manager, all Deputy General Managers and Asst Gen Manager (Secy) are only permitted to receive visitors on official business. The visitor is, therefore, advised to send e mail/contact telephonically the concerned official of the rank and status as mentioned above to fix up a prior appointment, if a meeting is desired.

2. On the date of the appointment, the visitor should first arrive at the reception desk and obtain a visitor's pass before he proceeds to see the officer for the meeting. The pass so issued is valid only for that date and for the person to be visited. The visitor is advised to get the pass signed by the official visited upon with date and time thereof and surrender it at the reception desk before leaving the HO building. The visitor pass issued for seeing one official must not be used to see other officials unless specifically directed by the officer visited and endorsed as such by him on the visitor's pass. At the time of surrendering the pass, receptionist/security staff to check the time out and signature of the officers visited to.

3. For the general information of suppliers, who is who in HO and the subjects dealt by them are given below :-

- |   |   |
|---|---|
| a) General Manager                          | : On all matters concerning the functioning of the department in all its aspects. |
| b) Joint General Manager-I<br>Tel.22016267  | : On matters concerning Vigilance, General Stores, Liquor, Import & Food.         |
| c) Joint General Manager-II<br>Tel.22083468 | : Administration, Management Services.<br>EDP                                     |

- d) Deputy General Manager (General Stores)  
Tel.22092097  
Fax-022-2208339 : Matters related to order placement, supply, extension of delivery schedule etc. for Toiletry, Kitchenware, Crockery, Cutlery, Glassware, Stainless Steel items, Electrical goods, Electronic Goods, Cycles and Accessories, Plasticware, Luggage items, Hosiery, Ready-Made garments, Miscellaneous Household Requisites. Price Revision request, one to one replacement etc.
- e) Deputy General Manager (Liquor, Imports & Food)  
Tel.22016757  
Fax-022-22083329 : Matters related to order placement, extension of delivery schedule etc. for supply of house- hold medicines, watches, automobiles, washing machines, refrigerators, A.C., sports goods, beverages, patent food items, Rum, other IMFL, beer, and other miscellaneous stationery items and all AFD items. Price Revision request, one to one replacement etc.
- f) Deputy General Manager (Finance & Accounts)  
Tel.22083325 : Matters related to fixation of price, revision of price, Bill processing, Bill payment, Claim, Debit Note adjustment and such other matters having Financial implications.
- g) Deputy General Manager (Management Services)  
Tel.22017674 : Matters related to after-sale-service, quality control, complaints from depots/URCs/customers on quality of products consumer surveys, preferences etc.
- h) Deputy General Manager Personnel & Administration  
Tel.22014543 : Matters related to Administration.
- j) Deputy General Manager (EDP) : Matters related to uploading of JPG image of products, website issues, suppliers password etc.
- k) Asst Gen Manager (Secy)  
Tel 22051505 : Submission of NI application, introduction of items and related matters

### ***BASE DEPOT***

4. The visits to Base Depot at Sewri will be on the lines on HO. The suppliers' representatives escorting stores for delivery to Base Depot against a valid order placed by HO will only be permitted to visit the godowns. All the other visitors will meet DGM(Base) and conduct their business only with him.

### ***AREA DEPOTS***

5. The visits to area depots will again be as per the guidelines given for Base Depot. All meetings/transactions would be conducted at the level of the Manager and suppliers' representatives are permitted to visit godowns only when delivering stores against orders.



## SECTION - 5

### **QUALITY CONTROL**

1. Our aim is to provide quality merchandise in the CSD distribution system. While each supplier is to ensure that products supplied to CSD are made to high quality standards, the department has a quality control cell of its own to ensure continued high quality of products in the CSD inventory.

#### ***LIQUOR/FOOD PRODUCTS***

2. While some of the food products have 'AGMARK' and FSSAI quality of assurance, most others do not have any such quality specifications of assurance. The food products are therefore subjected to testing by Composite Food Laboratories (CFL), a military food testing organisation under the Ministry of Defence or any other FSSAI notified NABL accredited Labs in the country and are introduced in CSD only if the verdict is favourable. Subsequently, samples are drawn periodically at random from the consignments received from suppliers either at the Base Depot or at the area depots and sent to LAB for testing and verdict. The cost of the samples and testing are to be borne by the supplier and debit note is raised for the amount as and when such testing is done.

3. The verdict of the Lab is final and binding on the supplier. Where the verdict is unfavourable or the item declared unfit for CSD vending, the department reserves the right to impose a penalty on the total quantity supplied against particular batch No, at the rates decided as per the prevailing policy of the deptt. and backload the entire/left out stocks of the batch under adverse verdict and recover the cost thereof at the wholesale rate (not procurement rate) from the supplier and the later is bound to reimburse the value thereof immediately to the department. It is the responsibility of the supplier to mark on all individual container and the packages containing the case pack of the item, the dates of manufacture and life expiry and special storage conditions, if any, for the information of CSD personnel and ultimate users of these products. Non-marking of containers/packages as above constitute a serious violation of the quality control requirement and the department reserves the right to take action as appropriate including backloading of the entire consignment and recovering cost thereof at wholesale rates and impose penalty as decided by GM, CSD. The department also reserves the right to get the suppliers production installation hygienically inspected by qualified officers of the Ministry of Defence and until and unless the installation is brought upto the standards set by them and declared fit, to suspend supplies to the CSD.

## **LIQUOR**

4. Indian made foreign liquor (IMFL) including rum and beer are tested to BIS/ISI Specifications at CFLs and if found meeting the specifications then only introduced in the CSD. Hygienic inspection by qualified medical officers and their certification of fitness for the distillery is a precondition for introduction of the brand of IMFL/Rum/Beer in the CSD. The distillery should also offer themselves for a hygienic inspection at any time thereafter as and when CSD perceives the need for a repeat inspection. Items cleared by AFL and satisfactory Hygienic inspection does not guarantee the introduction of items.

5. Periodical testing of samples drawn at random from the supplies made to CSD would be carried out at CFLs and all the follow up measures as spelt out for food items in para 2 & 3 would equally apply to liquor items also.

## **SAMPLE TESTING**

6. It is the responsibility of the supplier to ensure that all goods supplied by him are manufactured to original specifications given in the introduction form and are identical in all respects to the sealed samples handed over to the department. He must also ensure that items are packed, marked and delivered to Base/Area depots as per specifications spelt out in the introduction form and approved by the department. No deviation is permitted without approval from HO. In order to ensure that the quality of the product being introduced is good, the product should be laboratory tested and specification be submitted at the time of application itself.

7. In case of introduction of perfumes the supplier must apply for products containing only Isopropyl alcohol.

8. The supplies will be checked by drawing samples at random and comparing with the sealed samples already held in the department. As and when necessary the samples would be sent to reputed Govt./Civil testing agencies for checking on characteristics like colour fastness, shrinkage, strength, electrical performance, safety factors, weight etc along with samples procured from civil market. Where such tests are conducted at outside agencies, the cost of the sample drawn from the stocks as well as drawn from the civil market for comparison and testing charges would be borne by the supplier. Cases of adverse verdict, after the testing as above, would be dealt with and penalty imposed wherever applicable, as per the policy of the department in vogue.

## **AFTER SALES SERVICES AGAINST WARRANTY**

9. Moulded luggage, electricals and electronic appliances, televisions, Washing Machines, kitchen gadgets and similar range of items carry warranty cards assuring the customers trouble free performance of the item for a specified period of time and guaranteeing that any defects/damages during the period of warranty would be rectified/repaired/replaced free of cost. It is the responsibility of the supplier in these cases to ensure that the CSD customers serving at far flung areas are able to avail of the warranty provisions speedily. Local dealers in all cities, who would attend to the complaints of the CSD customers are to be submitted to HO for circulation to all depots/URCs. In places, where such facilities are not made available, the area depots would be permitted to replace the item and backload the defective piece to the supplier on "Freight To Pay" basis in case of major defects/damages or allow the item to be repaired and debit the cost to the supplier, if the damage is of minor nature.

10. For the items covered under warranty period, customers will produce warranty card/cash memo at the time of seeking service from the dealers to authenticate the date of purchase from URC/Depot (in case of AFD items). In case local dealer does not co-operate/render service within 30 days period, URC will report to the Depot for necessary assistance. In order to help the Unit, Depot Manager will take up the matter with the nominated dealer for arranging After Sales Service. Even inspite of Manager's intervention, if the dealer does not respond within the 30 days, necessary replacement of ex-stock will be arranged debiting all costs to the firm.

11. In HO, the Management Services (MS) branch handle all Complaints received from the depots/URCs/individual customers. The department is sensitive to complaints, particularly non-availability of supplier's outlets at different points for attending to warranty complaints and repeated quality complaints will lead to deletion of items from the CSD range. It should therefore, be the endeavour of all CSD suppliers to attend promptly to complaints received from individual CSD customers/URC/Area depot/Base depot/HO and ensure satisfactory service rendered and confirmed to all concerned.

12. Before introduction of any consumer durable item, supplier must undertake to provide After Sales Service Centers for all CSD Depots locations in an affidavit containing details of such After Sale Service Centers.



## SECTION - 6

### **MISCELLANEOUS**

#### ***ORDERING SYSTEM***

1. The department operates on computer based periodic ordering system. Orders for each product are based on the demand of the product at each of our depots. This, besides bringing in greater accuracy in our stocking patterns, ensure the right type of item as per the choice of the customers being made available at area depots for sale to URCs. In other words, further order for a product would depend upon its sale across the country at URCs and further demands by the customers. This considerably reduces the human subjectivity in the ordering system. The suppliers are, therefore, advised to depend on the inherent strength of their product and its capacity to generate further demands from customers, rather than resort to any unfair practices.

#### ***CONSUMER EMPOWERMENT***

2. Due to remote location, often our ultimate customers (the troops) donot become aware about the product range in the CSD. While products of big firms and multinationals are widely publicised and covered through TV media, same is not the case with products of many other firms. To make the customers aware of the products, if considered appropriate, the suppliers may give publicity to their products in the following publications of CSD which are circulated to all Unit-run-Canteens and are seen by our customers :

- a) **Price Catalogue** : The price catalogue is circulated twice a year listing out the wholesale and retail price of all products traded by CSD. The prices listed are for the information of URCs and their customers alike. This is extensively used on a day-to-day basis in all the canteens.
- b) **Quarterly Newsletter** : The Newsletter is issued every quarter to all URCs, giving all important information relating to supply of product, temporarily suspension of supplies, new introduction made and such other information that would be required by all the canteens and their customers.



- c) Monthly Bulletin is also published by MS branch containing details of items introduced, deleted, change in case pack, gift schemes offered by various firms & period of its validity and such other information which will help URCs to update their price list and other records while indenting stores with CSD.

### ***OTHER PUBLICATIONS***

3. Department publishes Inhouse Magazine called `SAMPARK' on half yearly basis. This journal is circulated to all CSD installations and provide good scope for publicity. Department also publishes Coffee Table Book.
4. The advertisement tariffs could be obtained by the suppliers from F&A Branch in HO for Price Catalogue, MS branch for Quarterly News Letter and Monthly Bulletin and DGM(P&A) for `SAMPARK'/Coffee Table Book.
5. Any gifts/complementaries the suppliers wish to offer to the department as a sales promotion effort, must be first informed to the MS Branch including the dealing branch in HO and supplies may be regulated as per the guidelines of the HO. It may be noted that as and when gift/complimentary schemes are made to run in civil market, the same must also be passed on to CSD customers by the supplier, failing which it will attract penalty. The department sincerely solicits the co-operation of the suppliers in this regard for ensuring equitable distribution of such complimentary items to all CSD clientele.
6. The guidelines and instructions mentioned in the information brochure and application form are not exhaustive. Any changes in the policy and procedure made by the department from time to time will also be binding on the suppliers.
7. Lastly, the department would like to extend a warm invitation to the prospective suppliers to join hands with CSD to promote healthy and prosperous trade links of a long lasting nature wherein both the department and the supplier could be proud of and achieve results, towards betterment of their own cherished goals. Once again wishing you good luck and God speed.



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)**

*( WITHIN 30 DAYS FROM THE DATE OF ONLINE SUBMISSION )*

**FORM OF APPLICATION FOR USE BY FIRMS FOR ENLISTMENT OF  
THEIR ITEMS IN CSD INVENTORY RANGE**

**IMPORTANT INSTRUCTIONS FOR FILLING ONLINE FORM;**

1. This form shall not be valid for product(s) which are covered under moratorium at the time of submission of this application form.
2. Complete and definite answers to the questions must be given. Incomplete and/or incorrect replies are liable to render the item for rejection and the firm for black listing.
3. Application form complete in all respect with the authenticated supporting documents must be submitted either in person or by Registered post so as to reach AGM (Secy)/Manager (Secy) within 30 days on submission of online application. **Incomplete forms will not be accepted and returned to prospective suppliers intimating discrepancies for re-submission/acceptance within the stipulated period. Submission of incorrect data would render the item for rejection and firm for black listing.**
4. The Online Application Form can be submitted with the payment of Rs.15000/- (Rupees fifteen thousand only) per SKU. For Enterprises/firms owned by Ex-servicemen & Widow of Service Personnel, the Fee is Rs.3000/- per SKU. Maximum 8 SKU per application is allowed. In respect of AFD-I items no limit. The application fee is to be paid by RTGC/ECS and the transaction slip with UTR number be attached with the hard copy of application. **The fee is neither refundable on any account nor transferable.** Payment of fee and receipt of the application form does not in any way convey the approval of your product for effecting supplies to CSD. Forms are available on CSD website [www.csdindia.gov.in](http://www.csdindia.gov.in) in download format. The case will be processed only after receipt of requisite application fee and all valid documents.

5. It may please be noted that one application of one generic group will be considered in one PRELIMINARY SCREENING COMMITTEE MEETING.
6. Once rejected the firm should not apply for the same item atleast for one year from the date of rejection. If rejected twice, the same item will not be considered for introduction at all.
7. Your factory premises and documents enclosed alongwith your application are liable for inspection by the CSD officials as and when required.
8. Firms offering processed fish & fish products, should enclose a valid certification under MPEDA Act 1972 of The Marine Product Export Development Authority (Ministry of Commerce & Industry), failing which the APPLICATION FORM WILL BE TREATED AS INVALID.
9. In case for a particular question, the space in the application form is not sufficient, separate sheet of paper can be enclosed as Annexure. These annexures should be numbered and duly signed by the authorised signatory with stamp.
10. The items once applied will not be allowed to replace till finalization of the application.
11. Any form of canvassing for your product is liable to lead to rejection of your product as well as black-listing of the firm.
12. The decision of the CSD Management on the introduction of the product will be final. No correspondence/representation on the subject will be entertained.

**LIST OF DOCUMENTS MANDATORY FOR GENERAL ITEMS, LIQUOR & AFD-II PRODUCTS APPLIED FOR INTRODUCTION IN CSD INVENTORY :**

1.	Supporting documents for Heavy, MSME/SSI Unit, Agro Ind., Cottage Ind.	Refer Point. 6 of application form
2.	Partnership deed / Memorandum & Article of Association/By-Law set., as the case may be.	Refer Point. 7 of application form
3.	If Manufacturer, attach certified copy of Regn & License to work. If Brand Owner, attach Brand Registration certificate. If All India Sole Selling Agent, attach notarized agreement in Rs.100/- stamp paper. If Ex-servicemen enterprise, attach affidavit thereof on Rs.100/- stamp paper. If importer, attach certified copy of agreement and bill of lading/bill of entry etc.	Refer Point. 8 of application form
4.	Market share in terms of percentage of each of your offered products at the All India Level along with certificate from reputed Market Research Agency.	Refer Point 9(l) of application form
5.	GS1 Certificate for Barcode of the Offered Products for introduction in CSD inventory.	Refer Point 9(n) of application form
6.	If outsourced, manufacturing agreement thereof with Manufacturing Trade Invoice of the applied products.	Refer Point 11 of application form
7.	Provide product wise details with regard to Sales Tax/VAT Structure of <b>"all the States/UT"</b> as per <b>Appendix 'A'</b> .	
8.	Product pricing (Applicable for price revision also). Information to be furnished as per <b>Appendix 'B'</b> duly certified by Chartered Accountant. Details of cost should match with your first point trade invoice <b>in respect of the state where the lowest trade price for the product is offered</b> (exclusive of sales-tax). In case of Brand owner details of transfer price be provided showing other components of your pricing.	
9.	TDS required to be submitted separately for each offered products . (Please enclose copies of authenticated documents in support of information furnished herein) (a) For all items as per <b>Appendix 'C'</b> . (b) For Hoseiry Products - <b>Appendix 'C' &amp; 'D'</b> .	
10.	Details of quality control measure being taken at each of these manufacturing premises ( <b>Write up in max 2 pages</b> ).	
11.	Latest test report in respect of each of the product offered to CSD from Govt./Govt. recognised laboratory/FSSAI approved/NABL Accredited Labs.	
12.	In case of Hosiery and Textile items submit original cloth certificate with regard to reed/pick/count/weight from government	

	recognised Laboratories /Institute.											
13.	Balance Sheet with Profit and Loss A/c for the <b>last three financial years</b> duly certified by Chartered Accountant .											
14.	Certified copy of CST//VAT registration (TIN No.).											
15.	Latest Income Tax and VAT clearance Certificate duly attested by a recognized Chartered Accountant.											
16.	Are you a current supplier to CSD? If so, please furnish the following details in the following format											
	<table border="1"> <thead> <tr> <th>Index No.</th> <th>Nomenclature</th> <th>Date of introduction in CSD</th> <th>% age of initial discount given to CSD</th> <th>Item wise turnover for 3 years in CSD</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Index No.	Nomenclature	Date of introduction in CSD	% age of initial discount given to CSD	Item wise turnover for 3 years in CSD						
Index No.	Nomenclature	Date of introduction in CSD	% age of initial discount given to CSD	Item wise turnover for 3 years in CSD								
17.	Details of Distribution Network of offered products covering all regions where CSD Depots are located in the country a) Addresses of your warehouses in India b) Addresses of your C&F Agents in India c) Addresses of your major distributors/wholesalers in India											
18.	Complete postal address and telephone numbers of five major retailers for each of the offered products in metro cities.											
19.	Details of item(s) being sold through the agencies like Apna Bazar, Co-operative Societies, Super Bazar, Govt.Agencies or through large retail chains such as Malls/ Metro including rates thereof and also attach copies of current cash memo (also indicate separately percentage of Sales Tax / VAT, Octroi etc. included in the retail prices of each product).	Refer Point 18 of application form.										
20.	Annual first point sale of each offered products separately in Rupee value ( <b>in Lakhs</b> ) and in quantity in terms of <b>cases (numbers)</b> for preceding three years in India (excluding exports) duly certified by Chartered Accountant.											
21.	ISI/Agmark/FPO/FSSAI Registration No.(Mandatory in respect of Electrical appliances consuming power i.e. Iron, Immersion Rod, Heater, Oven kettle etc. and Liquor/Food products) alongwith copy of the authenticated document. Details of relevant latest ISI/BIS/any other specification & parameters thereof should be attached along with introduction form.											
22.	Authenticated printed wholesale and retail price list, showing the percentage of tax element.											
23.	Copy of manufacturer's invoice to wholesalers/ Distributors i.e. <b>First Point Trade Invoice of all the states</b> including the State where total Tax (inclusive of VAT, Cess, additional VAT, Surcharge, etc as applicable) is highest in the country.											
24.	A declaration that the submitted invoice rate(s) (exclusive of taxes) are the lowest in the country.											
25.	If the item(s) is imported, submit Name and address of the Principal manufacturer, bill of lading, Bill of entry and relevant commercial invoice and landed price in rupees and agreement with the Principal manufacturer also Warehouse address in India for applied products.											
26.	Furnish a undertaking on Rs.100/- non-judicial stamp paper duly signed by Notary Public or First Class Magistrate, as per <b>Appendix `E`</b> .											
27.	Submit two copies of Photographs or copy of Outer Carton in colour for each of the offered products.											

28.	Attach one foolscap paper write-up about your firm and each products alongwith product leaflets with the application form.	
29.	Atleast five copies of valid labels which are presently used for civil trade.	
30.	Production capacity of the distillery in bulk litres duly certified by Excise authorities	
31.	Copies of labels & label registration with the excise authorities of offered liquor items in r/o states for which Ex Distillery price are quoted.	
32.	Quantity being manufactured and supplied to the civil trade yearwise in the offered pack size during the last two financial years (April-March). (This information duly authenticated by the concerned Excise authorities in original must be attached with the application form failing which the application will be treated as incomplete).	
33.	IMFL/Rum/Beer/Wine items having sale in civil market for quantity sold in cases per year duly supported by Excise Duty paid and certified by respective Excise authorities in respect of offered items for last two years	Refer Point 29 of application form
34.	If the products are BIO, specify quantity produced and sold world over in the last three years. Also provide a copy of your agreement with the brand owners permitting you to bottle and sell the branded product in India.	
35.	Certificate from the Excise authorities to the effect that the Rum is matured for the number of years as mentioned in your application (for Matured Rum only).	
36.	Clearance certificate from Pollution Control Board.	
37.	Details of Alcoholic Litre, Proof Litre, Bulk Litre and source of supply to all CSD Area Depots.	

**LIST OF DOCUMENTS MANDATORY FOR INTRODUCTION OF AGAINST FIRM DEMAND - I ITEMS IN CSD INVENTORY**

1.	Partnership deed / Article of association & Memorandum/By-laws (wherever applicable) – not mandatory for already listed suppliers.
2.	Balance Sheet with Profit and Loss A/c for the <b>last three financial years</b> duly certified by Chartered Accountant. (Not applicable for existing supplier)
3.	Latest Income Tax and Sale Tax clearing certificate attested by chartered Accountant (as applicable).
4.	TDS required to be submitted separately, only for white goods as per <b>Appendix 'C'</b> . (Please enclose copies of authenticated documents in support of information furnished herein).
5.	Annual first point sale of each offered products separately in Rupee value ( <b>in Lakhs</b> ) and in quantity in terms of <b>numbers</b> for preceding three years in India (excluding exports) duly certified by Chartered Accountant.
6.	Documentary proof of MRP (Wherever applicable).
7.	Submit statewide price structure.
8.	For 2/3/4 wheelers/vehicles and white goods, submit State/ Station-wise break-up of prices containing Basic Price, Excise Duty, Cess, Freight, Transit Insurance, Dealer Landed Price, Price applicable to CSD, Dealer's commission (applicable to CSD and Civil) and other levies, for each of the models offered for introduction, separately.
9.	Addresses of your authorised dealer network covering all CSD Area depots all over India in case of Firm Demand Items.
10.	After sales service outlet with address, Contact person & phone numbers
11.	Technical literature should be provided in octuplicate (eight copies) alongwith this form in respect to Against Firm Demand (AFD) items like Four Wheelers, Two Wheelers, VCP, TV, Refrigerators, Washing Machine, Music System, Micro ovens etc.
12.	If the item(s) is imported, submit bill of lading, Bill of entry and relevant commercial invoice and landed price in rupees and agreement with the Principal manufacturer.
13.	Undertaking on Rs.100/- non-judicial stamp paper duly signed by Notary Public or First Class Magistrate, as per <b>Appendix `E'</b> .
14.	If on the contractlist of DGS&D or any other Authority ? If so, give details with rates at which each of the product is being supplied.