

## **Introduction of Items**

1. This is to inform that Departments is accepting Application for Introduction of items in CSD from 15<sup>th</sup> Dec 2022 (Every Working day from 10:00 hrs to 17.30 hrs).
2. The format of application form along with undertakings & instructions are uploaded herewith. (Scroll Down to refer the same).
3. The filled in Application Form can be submitted through Speed Post/ Courier or By Hand. The Envelop possessing the Application Form & Enclosures should be superscribed with the following sentence.

### **“ APPLICATION FOR INTRODUCTION OF ITEMS IN CSD - 181 PSC”**

4. The duly filled Application form along with required enclosures are required to be submitted in hard copies only at the following address :

**CANTEEN STORES DEPARTMENT**  
Secretariat Branch  
“Adelphi”, 119 M. K. Road,  
Mumbai- 400020.

### **INSTRUCTIONS TO THE APPLICANTS**

1. The firm should be in business a minimum of two years before they apply for introduction of their products in CSD.
2. The items to be applied for introduction should be in the market for at least three months on the date of applying for introduction except for AFD-I category ie for all type of vehicles and white goods.
3. Items having been different sizes, different article codes, different colours, different styles having different /distinct barcodes should be treated as separate SKUs and accordingly the firms should apply for introduction of items.
4. There should be considerable/significant presence of items to be introduced in Civil Market on Pan India Basis.
5. Firms planning to introduce products to be sold only in CSD are strictly prohibited for applying unless special sanction accorded by Ministry.
6. All Sorts of fees once paid are not refundable and non transferable.
7. Payment of fees and receipt of application form does not convey the approval for introduction of the products.
8. For liquor items, it is preferable that firm should get the label registered of the proposed items in at least five states while applying for introduction. However, label registration in five states are mandatory before getting purchase orders.
9. The complete details of the products proposed for introduction should be updated in the database of GS-I, a "NOT FOR PROFIT" registered society set up by ministry of commerce, GOI and the barcodes/UPC/GSTIN(EAN) of the products should be assigned by GS-I, so that the details of the proposed products can be fetched through Smart Consumer App.
10. The nomenclature of the product to be applied for introduction should be same as updated in the GS-I database.
10. Presently there is a restriction on selling the imported items through CSD.
12. Once an item is rejected by earlier Preliminary Screening Committee (PSC), the firm should not apply for the same item at least for six months from the date of rejection. If rejected twice, the same item will not be considered for introduction at all.
13. If a firm is found to have submitted false information / documents, Board of Administration of CSD can take action as deemed fit, including debarring them from applying in future.

#### **14. APPLICATION FEES**

Fee structure applicable towards application for introduction of non AFD-I items at two stages are mentioned below. Please make the payment accordingly:

	Fees applicable for Ex-Servicemen	Fees applicable to MSME / Start-up Companies	Fees application for other companies
	(1)	(2)	(3)
Stage I	Rs. 2000/- per SKU	Rs. 3000/- per SKU	Rs. 15,000/- per SKU
Stage II	Rs. 3000/- per SKU	Rs. 5000/- per SKU	Rs. 15,000/- per SKU

**\* Startup / MSM Enterprises claiming fee concession as above should furnish relevant certificate / proof of their status, failing which fees as per Col (3) will be applicable to them.**

**Please note that there will not be any stage wise fees for applicants dealing with AFD-I category of items. The application fees for AFD-I category applicants are as under :**

	Fees applicable for Ex-Servicemen	Fees applicable to MSME / Start-up Companies	Fees application for other companies
	(1)	(2)	(3)
One Time Application Fees	Rs. 5000/- per SKU	Rs. 8000/- per SKU	Rs. 30,000/- per SKU
Beneficiary Name	CANTEEN STORES DEPARTMENT MAIN ACCOUNT INTRODUCTION FEE		
Beneficiary Bank Name	PUNJAB NATIONAL BANK		
Address of Bank where A/c is held	FORT, MUMBAI-400001		
Bank A/c Number	0062002100156393		
RTGS/NEFT IFSC Code	PUNB0006200		

#### 15. CHECKLIST / DETAILS TO BE SUBMITTED ALONG WITH APPLICATION

1.	Annual first point sale of each offered products separately in Rupee value ( <b>in Lakhs</b> ) and in quantity in terms of units( <b>cases for liquor only</b> ) alongwith Company Annual Turnover for preceding three years in India (excluding exports) duly certified by Chartered Accountant. This is not applicable for Four wheelers & Two Wheelers.
2.	Certificate issued by Registrar of Companies indicating date of establishment of the company and type of business configuration namely Public Ltd, Central PSU, State PSU & Pvt Ltd. wherever applicable
3.	Partnership deed indicating the names of partner and their respective shares in the firm, including validity of the deed, wherever applicable.
4.	Certificate issued by the Chartered Accountant certifying the proprietorship nature of the firm.
5.	Certificate issued by Taxation department indicating GSTIN No of the firm.
6.	PPO/Discharge certificate issued by ZSB/KSB for Ex-Servicemen
7.	In Case of Sart ups, Certificate issued by DPIIT.
8.	Udyam registration certificate in case of MSME firm.
9.	Clear picture of the product indicating the name, graphics, MRP, Batch no, Barcode,Tags & FSSAI number (wherever applicable).
10.	Balance Sheet, Profit and Loss A/c and notes to accounts for the last three financial years duly audited by Chartered Accountant.
11.	Details of Distribution Network of offered products covering all regions where CSD depots are located in the country. <ul style="list-style-type: none"> <li>a) Addresses of your warehouses in India.</li> <li>b) Addresses of your C&amp;F Agents in India.</li> <li>c) Addresses of your major distributors/wholesalers in India.</li> </ul>
12.	Market Share in percentage of each offered products at the All India Level alongwith certificate from any reputed Market Research Agency.
13.	Supporting document related to type of Business i.e. if Sole Proprietor Ship / Partnership / Private Limited Company / Public Limited Company / Any Other – please specify.
14.	Copies of labels & label registration with the excise authorities & trade invoice of offered liquor items for states in which civil trade is carried out for which Ex Distillery price are quoted in the application (for minimum 05 (ten) states) ( <b>FOR LIQUOR</b> )

15.	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( <b>For LIQUOR</b> ).										
16.	Valid Factory License under Factory Act 1948.										
17.	Latest Test Report in respect of each item from Govt. / Govt. recognised laboratory / NABL Accredited Labs.										
18.	FSSAI Certificate for food products.										
19.	Valid GS1 Certified Barcodes of the offered Products.										
20.	If outsourced, manufacturing agreement and manufacturing Trade Invoice of the applied products.										
21.	Technical Data Specification(TDS) for each products. (as per format at APPX-B)										
22.	In case of Hosiery and Textile items submit original cloth certificate in regard to reed/pick/count/weight from government recognised Laboratories/Institute. (as per format at APPX-C)										
23.	Latest Income Tax and clearance Certificate Duly attested by a recognized Chartered Accountant.										
24.	Valid Brand Registration Certificate of Trade Mark Registry . If applied for registration of Trade Mark, Submit Certificate on Rs 100/- Non-Judicial Stamp Paper. (as per format at APPX-E)										
25.	Monthly production capacity of each of the offered products (Both normal & maximum)										
26.	Production capacity of the distillery in bulk litres duly certified by Excise authorities for liquor items.										
27.	Product pricing (Applicable for price revision also) duly certified by Chartered Accountant along with UDIN No. in format given at APPX-A. Details of cost should match with first point trade invoice <b>in respect of the state where the lowest trade price for the product is offered</b> . In case of Brand owner, details of transfer price be provided showing other components of pricing. (Not Applicable for AFD-I items)										
28.	Details of quality control measure being taken at each of the manufacturing premises ( <b>Write up in max 2 pages</b> ).										
29.	If existing supplier to CSD, furnish the details in the following format : <table border="1" data-bbox="203 1661 1101 1795"> <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					
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30.	Complete postal address and telephone numbers of five major retailers for each of the offered products in metro cities.										
31.	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.										
32.	GST Registration Certificate / 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 registration certificate. Details of relevant latest ISI/BIS/any other specification &parameters thereof should be attached.										
33.	Copy of manufacturer's invoice to wholesalers / distributors i.e First Point Trade Invoice of all the states.										
34.	Attach one foolscap paper write-up about your firm and each products alongwith product leaflets.										
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.										

38.	Undertaking associated with servicing and after sales services from Authorized service centers as per format at Annx-D
39	Address of authorized dealer network covering all CSD Area Depots all Over India ( for automobiles and White Goods)
40	After sales service outlets with address, Contact Person & Phone nos. all over the country.
41	Technical literature of the products (for automobiles and White Goods)
42	Declaration from Chartered Accountant mentioning UDIN No. and verifying and mentioning the lowest trade rate for each of the products anywhere in the country along with trade invoice copy of the same.

**ON COMPANY'S LETTER HEAD**

DATE :

The AGM (Secy)  
Canteen Stores Department  
"Adelphi", 119 M.K. Road

**APPLICATION FORM OF NEW INTRODUCTION : REF NO-****SUPPLIER DETAILS:**

- 1 NAME OF THE FIRM: \_\_\_\_\_
- 2 ADDRESS OF THE REGISTERED OFFICE :  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
AREA- \_\_\_\_\_, PIN CODE 

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STATE- \_\_\_\_\_  
PHONE NO. : \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
FAX NOS. : \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
EMAIL ADDRESS. \_\_\_\_\_  
WEBSITE ADDRESS \_\_\_\_\_  
GSTIN NO : \_\_\_\_\_ (attach certified copy)
- 3 ADDRESS FOR COMMUNICATION: \_\_\_\_\_  
\_\_\_\_\_  
\  
AREA- \_\_\_\_\_, PIN CODE 

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STATE- \_\_\_\_\_  
PHONE NO. : \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
FAX NOS. : \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
EMAIL ADDRESS. \_\_\_\_\_
- 4 CONTACT PERSON : NAME : \_\_\_\_\_  
DESIGNATION : \_\_\_\_\_  
TEL/MOB. NO. : \_\_\_\_\_
- 5 **Type of Industry**  
(eg. Heavy / Large, MSME (Micro, Small, Medium)  
(supporting documents from local authorities) : \_\_\_\_\_
- 6 **Type of Business**  
(Proprietorship, Partnership, Pvt. Ltd, Ltd,  
Central PSU, State PSU, Cooperative, Federation): \_\_\_\_\_  
(attach supporting documents)
- 7 **Status of Supplier** : \_\_\_\_\_  
(Marketer, Manufacturer, Brand Owner, All India Sole selling agents for domestic manufactured items, All India Sole selling agents for imported items, Ex-servicemen Enterprises provided the shareholding of ESM or NoK is minimum 51%) (Attach supporting Documents)



8 (a) **Item/s being offered to CSD** (for General & AFD II items)

Sr. No	HSN Code	Nomenclature / Name of the products with Brand Name *  (for example : Bikaji Brand Classic Salted Peanuts)	Weight/ Volume Dimension/size/capacity as applicable	case pack	Packaging Type	Net rate (exclusive of GST and other levies)		MRP (per unit)	GST in %	Landed Cost, if any (exclusive of GST & Other levies)	Date of introduction in civil market ***	Shelf Life / Warranty ****	Bar Code	Market Share (%) *****	Any BIS / ISI standards available / applicable	Places (cities) where items are available	Annual Sales Data (excluding exports) for past 3 Financial Years (Both in Volume & value) UOM for Volume is "Units". Value to be denoted in "Lakhs" *****					
						In Trade **	Offered to CSD										(r)					
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	Vol	Val	Vol	Val	Vol	Val
1.																						
2.																						
3.																						
4.																						
5.																						
6.																						
7.																						
8.																						

**NOTE:**

- \* Please note that the nomenclature mentioned above should match with samples and TDS submitted to us in all respect and no variation is acceptable. Photographs of the samples bearing complete nomenclature / name of the items proposed for introduction are also to be submitted mandatorily. Samples of each of the items will be submitted only when asked by this Office.
- \*\* The trade rate exclusive of GST and levies should be the lowest throughout India and should be certified by Chartered Accountants. (Copy of the trade & Landed Cost invoice to this effect to be enclosed)
- \*\*\* It should be ensured that the products should be available in civil market for at least 3 months before applying for introduction in CSD.
- \*\*\*\* Products having shelf life of more than 6 months only be supplied to CSD with exception for selective items like Aerated Drinks. Attach certificate from Govt. recognized laboratory in r/o the shelf life of item/s being offered to CSD.
- \*\*\*\*\* To be supported by Certificate from any reputed Market Research agency.
- \*\*\*\*\* The annual sales data to be authenticated by Chartered Accountants.



8 (b) **Item/s being offered to CSD** (for Liquor items)

Sr. No	HSN Code	Nomenclature / Name of the products with Brand Name *	Volume	Case pack	Lowest EDP Price (state .....) (per case)**	Lowest Trade Price (state.....) (per case)**	Packaging Type	Rate offered to CSD exclusive of taxes & levies  (per case)	MRP (per unit)	VAT percentage	Date of introduction in civil market***	Shelf Life / Warranty ****	Bar Code	Market Share (%) *****	Annual sale data of volumes in cases for past 2 FYs***** (p)		BL	PL	AL
															FY:	FY:			
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)					
1.																			
2.																			
3.																			
4.																			
5.																			
6.																			
7.																			
8.																			

**NOTE:**

- \* Please note that the nomenclature mentioned above should match with samples and TDS submitted to us in all respect and no variation is acceptable. Photographs of the samples bearing complete nomenclature / name of the items proposed for introduction are also to be submitted mandatorily. Samples of each of the items will be submitted only when asked by this Office.
- \*\* The EDP and trade rate exclusive of VAT and other levies should be the lowest throughout India and should be certified by Chartered Accountants. (Copy of the trade invoice to this effect to be enclosed)
- \*\*\* It should be ensured that the products should be available in civil market for at least 3 months before applying for introduction in CSD.
- \*\*\*\* Products having shelf life of more than 6 months only be supplied to CSD with exception for selective items. Attach certificate from Govt. recognized laboratory in r/o the shelf life of item/s being offered to CSD.
- \*\*\*\*\* To be supported by Certificate from any reputed Market Research agency.
- \*\*\*\*\* To be supported by authentication done by Excise / customs authorities.





9) Details of Products manufacturing units / franchisee / sub-contractor / job workers / packaging units:

Sr. No.	Product offered for introduction	Name of factory (In case of imported product address of warehouse to be mentioned)	Factory Address & Phone no. (In case of imported product, name & address of exporter to be mentioned)	Factory License Registration No. & Validity of license	Whether owned, franchisee, sub-contract, job work or packing unit (to be specified) with supporting documents	Validity of Contract upto (date)
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						

10) Was any item of the firm deleted from CSD in the last 3 years? If so reason thereof.

11) Is any court case pending in consumer court? If so details thereof with present status.

12) Is any complaint against any of the products of the firm? If so details thereof.

13) Was your firm ever been blacklisted by the Central/State Govt./CPC at any time? If so, please give details.

14) Whether items offered now have been applied earlier for introduction but rejected in last 3 years? If so details thereof.

Sr.	Name of the Products	Period of Rejection

15) Whether the products are sold/available on online shopping / e-commerce sites i.e Flipkart, Amazon, etc.

16) Whether products are available on GeM Portal of GOI.

17) Terms of supply : F.O.R Area Depots

18) What is the replacement Policy of defective items?

19) Please indicate your consent to the subscription of the advertisements in CSD Price List, CSD Newsletter, Hamara Samachar or any other magazines, periodicals and souvenir concerned with Armed Forces and their welfare for increasing awareness of your products.

20) Whether willing to provide 100% bank guarantee valid for three year to cover value of initial order and subsequent orders ?

**ADDITIONAL DATA FOR INTRODUCTION OF LIQUOR PRODUCTS**

21) Whether your firm is a bottling unit or distillation plant cum manufacturing unit.

22) Details of the States, with corresponding lowest Ex Distillery price & MRP, where the labels of offered liquor items have been registered with excise authorities. (Label Registration in 05 states mandatory. While filling up this form at least registration in 05 states essential):

Sr. No.	ITEM	STATE IN WHICH LABEL REGISTERED	LOWEST EX-DISTILLERY PRICE	LOWEST TRADE PRICE	MRP	Scanned copies of labels registered in States
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

23) Are you a current supplier of CSD ?

24) Whether the brand being offered is being supplied in the civil market at the following levels ? If so, since when ?

a) National level - All India covering all states.

b) Regional level with names of states.

c) Local level with names of cities.

25) Do your firm fulfill the parameters applicable to be eligible for consideration of the following products :

Sr.No.	Category of Liquor	Cases to be sold in each of the past FY	Actual sale in cases per year		Qualifying Y / N
			2020-21	2021-22	
1	Matured Dark Rum	50000			
2	Matured White Rum	30000			
3	Whisky	30000			
4	Scotch Whisky	10000			
5	Single Malt Whisky (BIO)	3000			
6	Beer	50000			
7	Brandy	20000			
8	Gin	10000			
9	Vodka	5000			
10	Wine	2500			
11	Liqueur	1500			
12	Flavoured Rum	5000			

26) Sources of procurement of molasses or rectified spirit etc.

a) Whether purchased from open market.

b) From own sugar mills.

c) Allotment from State Government at controlled rates

27) Name other brands in CSD and civil market separately which are comparable with each of your product being offered now.

Items applied	Comparable with existing items in CSD	Comparable with existing items in Civil Market

28) Are you ready to effect supply as per schedule

29) Are you willing to supply the products Against Firm Demand?

30) The self-attested details of Pan India After Sales Service network is attached

Excel sheet to appear

31) Details of executives/employees on whole time employment with your Firm and authorized to represent the firm with CSD (No Liaison Agents allowed).

Sr. No.	Name	Design	Address & email	Mobile No.



**SIGNATURE OF SUPPLIER/  
PERSON AUTHORIZED :** \_\_\_\_\_

**STAMP**

**NAME:** \_\_\_\_\_

**DESIGNATION :** \_\_\_\_\_

**DATE** \_\_\_\_\_



**APPENDIX `A`**

*(For the State with lowest trade price as per the trade invoices provided)*

**COSTING PROFORMA DULY CERTIFIED**  
**BY CHARTERED ACCOUNTANT**

1. Details of raw materials with percentage weight/volume that go into production of each product alongwith their present cost (Rs.) :
  - a)
  - b)
  - c)
  - d)
  - e)
  - f)
  - g)
  - h)
2. Cost of Raw Material(including Transportation)
3. Labour Cost
4. Packaging Costs :
  - a) Product (Bottles/Cans/Wrapper etc.)
  - b) Case Pack (Cardboard Cartons/Wooden cases/Gunny Bags/ Polyproplyne Bags etc.)
5. Marketing Expenses :
  - a) Advertisement
  - b) Selling
  - c) Marketing
6. Transportation cost of finished product
7. Overheads-Administrative
8. Excise Duty (If applicable) :
9. Margins

Total cost: \_\_\_\_\_  
\_\_\_\_\_

**NOTE**

The costing proforma should be supported by

- a) Excise declaration (for excisable commodities)
- b) Costing declaration made to financial Institutions/Banks etc.

***Authorised Signatory***

With name seal

**APPENDIX `B`****TECHNICAL DATA SPECIFICATION** (In duplicate)

1. Nomenclature of the Item :
2. Dimensions with tolerances :
3. Weight with tolerance :
4. Capacity with tolerance :
5. Colour :
6. ISI Specification Number (Attach ISI Copy) :
7. Design :
8. Technical Data with details of active Ingredients used in the item.  
(a) Composition / Active ingredients  
(b) Raw material / Fillers
9. Parts and their specifications :
10. Identification Marks / Marking :
11. Life-cycle / Shelf Life / Warranty :
12. Packing Type and Specifications :
13. Storage Instructions :
14. Transportation Instructions :
15. Criteria to declare the items as 'SECONDS' at the factory level :
16. Criteria to declare the items as 'REJECT' at the factory level. :
17. Criteria while carrying out visual inspection (Finish and Workmanship) :
18. Any other details :
19. For Hosiery and textile Items, Please furnish Technical Data Specification as per Format attached (Appendix E) :

Dated :

**Stamp & Seal of the Manufacturer  
with name**

## APPENDIX 'C'

## ADDITIONAL DATA FOR HOSIERY PRODUCTS

1. Nomenclature of Article :
2. I.S.I. Specification No. :
3. Identification Marks / Markings :
4. Technical Specifications :
- (A) Fibre Specification (Composition) :
- (B) Yarn Specification :
- B - 1 Count
- B - 2 Carded / Combed
- (C) Fabric Specification :
- (A measured in finished garment)
- C - 1 Knit (Design)
- C - 2 Dimensional change %
- 5 - 1 Wales Direction
- C - 6 PH Value
- C - 7 Colour Fastness
- (Applicable for coloured goods only)
- 7 - 1 Colour Fastness to Light
- 7 - 1 Colour Fastness to Washing
- 7 - 3 Colour Fastness to Perspiration
- C - 8 Colour
- (D) Garment Specification :
- D - 1 Size
- D - 2 Width Across Chest
- D - 3 Length of Vest
- D - 4 Length of Arm Hole
- D - 5 Neck Opening
- D - 6 Width of Tape/  
Welt at Bottom / At Sleeves
5. Life Cycle / Shelf Life / Warranty :
6. Criteria to declare item as  
Second at Factory level :
7. Criteria to declare item as  
Rejected at Factory level :
8. Criteria while carrying out  
visual inspection :
9. Parts and their Specification :
10. Packing Specifications  
(Clearly Indicating whether  
wooden/Card Board, etc) :
11. Storage Instructions :
12. Transport Instructions :

**Stamp & Seal of  
the Manufacturer**

**UNDERTAKING FROM SUPPLIERS TO CANTEEN STORES DEPARTMENT  
MINISTRY OF DEFENCE, GOVERNMENT OF INDIA**

**(To be executed on Rs. 100/- non-judicial Stamp Paper duly notarized)**

1. We, M/s. \_\_\_\_\_ with  
Head Office located at \_\_\_\_\_  
solemnly affirm the following :-

That the following products have been offered by us to Canteen Stores  
Department for introduction :

<u>Sr. No.</u>	<u>Nomenclature of Item</u>
----------------	-----------------------------

2. (\*) We are the manufacturers of the products stated at para-1 above.

**OR**

(\*) We are the brand owners of the branded products stated at para-1  
above and are being manufactured by M/s \_\_\_\_\_

having address \_\_\_\_\_ on

our behalf our brand stands registered by \_\_\_\_\_

(state relevant registration authority) vide their letter

\_\_\_\_\_ dated \_\_\_\_\_.

**OR**

(\*) Product at para-1 above are being manufactured by M/s  
\_\_\_\_\_ (name and address of the firm) and the said firm  
has appointed us as their sole selling agent at All India level including open market for  
these products.

A copy of the agreement between us and the manufacturer is attached.

**OR**

(\*) We are the principal importers of M/s \_\_\_\_\_ having address  
\_\_\_\_\_

**(\*) DELETE WHICHEVER IS NOT APPLICABLE.**

3. We will nominate our wholetime executives/employees for dealing with the Department and undertake NOT to use the services of any liaison agent for the same.
4. All decisions taken by our nominated wholetime executives/employees will be honoured by the firm.
5. We shall adhere to the delivery schedule stated in the orders placed on us. Unless amended by the Department , penalty imposed by the Department for late delivery will be accepted by us.
6. On receipt of orders/excise permits (applicable to liquor products),in case we are unable to make delivery, the CSD HO (Deputy General Manager-GS/LIF-as applicable ) will be informed by a registered AD letter within 10 days of receipt of orders/excise permits.
7. We also undertake not to make supplies of any of our products, listed with CSD, directly to Indian Naval Canteen Services (INCS) Canteen(s) or any other Unit -run -Canteens.
8. We undertake to provide Bank Guarantee valid for three years from schedule 'A' Bank for the value specified by the Department.
9. "We also undertake to refrain from dealing with CSD personnel directly or indirectly including those purported to be CSD personnel for any clarifications on introduction of items except through official channel. Infringement of this is liable to render our items ineligible for introduction into CSD".
10. We also undertake to provide all the correct details and valid documents as per the requirement of the department within six months, failing which the application can be closed by CSD.
11. In case the department found at any point of time that the data / information submitted by us as supplier is incorrect the department can delete the items without giving any reason or notice which will be acceptable to us.

### **PACKAGING**

12. All changes in the size/pack/packing material etc will be made by us only with the prior approval of the Department and till the approval is accorded, or two months after intimating the Department through registered AD post, whichever is earlier, supplies will continue to be made in the existing approved size/pack/packing material.
13. That in case our packing get damaged in transit/stocking , we will supply packing material at our cost.

### **PRICE**

14. It is declared that nett trade rates (without GST & other levies) as appearing in first point trade invoice/s submitted with this application pertain to our lowest trade price in the country.
15. For any change in the price or terms, we will apply to the department in the specified format atleast three months in advance by registered A.D. and will continue to make supplies at the existing rates and terms till the approval is accorded. For price decrease, rates will be reduced immediately. For any complaint of overcharging from CSD customer CSD can recover the amount from pending / future payment of firm or dealer
16. Price parity established and agreed to from time to time will be maintained.

17. We also undertake to extend any consumer promotion scheme launched by us in the civil market directly or through our stockists/ dealers etc., simultaneously to CSD as well. Intimation about such schemes will be given to CSD well in advance (atleast one month in advance) to Dy General Manager (MS) through Regd A/D Post.
18. In case of any default on this account on our part CSD will be at liberty to recover the value of the gift offer as liquidity damages plus penalty thereon as per the prevailing policy of CSD and recover the amount from our outstanding payments. In case the outstanding payments falls short of the recoverable amount, the balance amount shall be recovered from our payments against future supplies and/or from the bank guarantee, if any, held by the Department.

### **AFTER SALES SERVICE**

19. We confirm that all the Dealers / service centres will render after sales services within 15 days of the receipt of complaint from the Depot Manager / URC / customer. In case service is not rendered as stipulated the URC / Depot Manager is at liberty to recover the Cost of item from pending / future payments. The addresses of dealers / show rooms / service centres providing after sales service to cover all depot locations are attached. In case of any change, we undertake to inform CSD HO / Area Depots by registered AD Post within 7 days of making any change.
20. In case we (directly or through dealers appointed by us ) fail to render After Sales Services within maximum period of 15 days , the items be replaced ex -stock or credit note to be given to unit canteen/customer and the amount will be debited to our account. Besides the defective items be back-loaded to us at our risk and cost.

### **QUALITY**

21. We undertake to ensure the quality of the products being supplied by us as per specification. In case the quality is found to be lacking, the Department is at liberty to make recovery as per the prevailing policy of the Department, impose penalty, and / or delete our product from the CSD inventory range.
22. If any of our consignments is found to be damaged, unfit for CSD vending, unfit for human consumption or of inferior quality or having any deviation from the TDS / BIS / FPO / FSSAI standards or from our master samples preserved in CSD, we undertake the responsibility to take back the entire stock at our risk and cost from the depots and the Department can recover the entire cost of the stock held of affected batch / mfg date plus penalty thereon (at the wholesale rates of CSD) and any other cost from any of our pending bills and also suspend the ordering and sale of that particular item/ batch. We also accept any punitive action that may be taken by the Department by way of imposing liquidity damages in case, in the departmental investigation, if it is established/revealed that inferior quality / seconds have been supplied to the CSD. Furthermore, we will take back any unsold stock under our own arrangement.
23. In case our products are found to be not conforming to the prescribed specifications, recovery may be made and penalty be imposed on us as per the prevailing policy of the Department and merit of each case. Persistent quality deviations may lead to deletion of our product without any prior notice. The cost of samples and testing charges will be debited to us. We also confirm that we have noted that in case of persistent non-supply on more than three consecutive occasions, our item in question is liable to be deleted from CSD inventory range.

**DISTRIBUTION**

24. That in case our products are accepted by CSD for procurement Against Firm Demand or on local supply basis, we undertake to establish warehouse or appoint C&F Agents/Local dealers at all depot stations within three months of receipt of acceptance for ensuring local supply to CSD Depots.
25. We undertake to register its labels in all States where CSD Depots are engaged in supply to URCs. We agree to accept the condition firstly, that no order will be placed on us if we fail to register our labels prior to commencement of initial supplies. Secondly, we undertake to accept the condition that we shall get the labels re-newed in all the states where CSD supplies are made to its customers on year to year basis, failing which the item may be deleted, if approved for merchandising in CSD. (For liquor products only).

**DELIVERY**

26. We undertake to supply the goods within the prescribed delivery schedule and in case of delay, the Department may recover penalty, as per the prevailing policy of the Department.
27. We also confirm that we have noted the condition that in case of persistent non-supply on more than three consecutive occasions, our item in question is liable to be deleted from CSD inventory range.

For and on behalf of \_\_\_\_\_

M/s \_\_\_\_\_

Signature \_\_\_\_\_

Name &amp; Designation \_\_\_\_\_

Date \_\_\_\_\_

Witness (i) \_\_\_\_\_

( Signature )

Name and (Address) : \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Date) : \_\_\_\_\_

**(SIGNATURE)**

## APPENDIX 'E'

(UNDERTAKING ONLY FOR NEWLY APPLIED BRAND REGISTRATION)

**TO BE TYPED ON RS. 100/- NON-JUDICIAL STAMP PAPER DULY NOTORISED**

IT IS INFORMED THAT WE HAVE APPLIED FOR NEW REGISTRATION OF OUR TRADE MARK TO TRADE MARK REGISTRY VIDE APPLICATION NO. \_\_\_\_\_ ON (DATE) \_\_\_\_\_, AS PER FOLLOWING DETAILS

AND ALL THE REQUISITE DOCUMENTS HAVE BEEN SUBMITTED TO THE TRADE MARK REGISTRY.

WE HEREBY CONFIRM TO SUBMIT THE TRADE MARK REGISTRATION CERTIFICATE AT THE EARLIST. FURTHER WE CONFIRM THAT IN CASE ANY DIPUTE ARISES LATERN ON IN RESPECT OF TRADE MARK REGISTATION OF THE PRODUCT APPLIED BY US NEITHER CANTEEN STORES DEPARTMENT WILL BE HELD RESPONSIBLE IN ANY CIRCUMSTANCES NOR CANTEEN STROES DEPARTMENT WILL BE MADE A PARTY IN ANY LEGAL PROCEEDING WHATSOEVER IT MAY BE.