

Tele: 23014159

03375/Canteen/DGQA(Coord)

16 Aug 2016

MINISTRY OF DEFENCE
DGQA (COORD)

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

A copy of Integrated HQ of MOD (Army) QMG's Branch letter No. 95350/Q/DDGCS/Advisory/20/2016 dated 05 Aug 2016 on the above subject is forwarded herewith alongwith their connected documents for your info and dissemination to all concerned.

gram → *ram*
(Ram Chander)
Asstt Director
DGQA (Coord)

All Tech Coord Sections & Cell

Copy to:-

Canteen Services Directorate
IHQ of MoD(Army)
Wing-III 2nd floor
West Block-III RK Puram
New Delhi-110066

SDCC : for uploading on the DGQA portal.

Tele: 26181892

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

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

05 Aug 2016

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

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

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

1. Refer to this Directorate following letters:-
 - (a) No 96301/Q/DDGCS/Policy dated 12 Aug 2015.
 - (b) No 95350/Q/DDGCS/Advisory/06/2016 dated 22 Jan 2016.
 - (c) No 95350/Q/DDGCS/POLICY/15/2016 dated 10 Mar 2016.

2. It is intimated that procedure for applying for a Canteen Smart Card by Defence Civilians (Serving and Retired) and family pensioners of Retired Defence civilian has been elaborately laid down in above policy letters. However, on scrutiny it is noticed that large No of application(s) being received are incomplete/incorrect. Some of the observations are as under:-
 - (a) Application is not filled completely or filled with wrong details.
 - (b) Application forms are not verified and countersigned by the designated officer of the Controlling HQs of the Department.
 - (c) Application forms after countersignature are not processed through the dependent URC.
 - (d) Same officer is signing as different appointments (authentication/ Approving/countersigning) in the application.
 - (e) Cuttings in the application and the same is not verified by the countersigning authority.
 - (f) Use of whitener and overwriting on the application.
 - (g) Individuals are sending applications directly to M/s Smart Chip Ltd without countersignature(Such applications will not be accepted).
 - (h) Applications being filled in officer category without any supporting documents.
 - (j) Applications are being sent without attaching supporting documents like PPOs & PAN Card etc for verification.
 - (k) Photographs of very poor quality /photographs with headgear and not attested.



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

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



(RS Ahlawat)

Lt Col

OIC Smart Card Cell

Canteen Services

For DDGCS

Copy to-

QMG Branch/Q1(C&E)

CSD HO

CAO

} For info please.

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

गु.आ.पनि	
प्राप्त क्रिया	
अपी सं० 2833	दिनांक 11/08
अपर महानिदेशक (प्रशा.)	
उप महानिदेशक (पी एंड टी)	
निदेशक (समन्वय)	
उप निदेशक (समन्वय)	
सहायक निदेशक (समन्वय)	

Pl circulate

11/08