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

No 95350/Q/DDGCS/ AFD

27 November 2018

HQ Northern Command(OL)
HQ Eastern Command(OL)
HQ Central Command (OL)
HQ ARTRAC (Q)
Air HQ (Accts)
HQ DG Assam Rifles
DGBR (Q), DG NCC(Lgs)
E in C Branch
KSB, DIAV

HQ Southern Command (OL)
HQ Western Command (OL)
HQ South Western Command (OL)
Naval HQ (PDPS)
HQ SFC, HQ IDS, HQ ANC
HQ Coast Guard (AD)
DGQA, DRDO(DMS),DAD
HQ DG NSG, HQ IG SFF

PROCEDURE WRT SALE OF "AGAINST FIRM DEMAND (AFD) ITEMS"
THROUGH SELECT UNIT RUN CANTEENS IN LIEU OF CSD DEPOTS

1. Refer the following:-

- (a) Army Order 02/2006/QMG.
- (b) CS Dte letter No 96301/Q/DDGCS/NCC dated 11 December 2015.
- (c) CS Dte letter No 96102/Q/DDGCS dated 29 August 2017(Not to all).
- (d) CS Dte letter No 95350/Q/DDGCS dated 12 January 2018(Not to all).

2. Large number of representations/ complaints/ suggestions have been received from the beneficiaries and CSD staff wrt the following:-

- (a) Non availability of CSD depots in few states, limited number of depots and long distances to be travelled in order to visit the depots personally, for purchase of AFD items.
- (b) Manifold increase in the work load of CSD depots due to surge in number of beneficiaries and acute shortage of CSD staff at depots.
- (c) Tedious documentation procedure for purchase of AFD stores through CSD, which needs to be simplified.

3. Based on above mentioned issues, a need has been felt to streamline/ simplify and decentralize documentation procedure wrt sale of AFD stores (i.e, Four wheelers, Two wheelers, TV, Refrigerators, Washing Machines etc, which were previously sold through CSD depots only). This will enhance consumer satisfaction and reduce workload of CSD depots.

4. The revised policy wrt documentation procedure/ sale of AFD stores (i.e, Four wheelers, Two wheelers, TV, Refrigerators, Washing Machines etc, which were previously sold through CSD depots only) is as given below:-

(a) **Entitlement and Periodicity.**

(i) All beneficiaries (as applicable) issued with valid canteen smart card (as applicable) by M/s SCPL on behalf of CS Dte are entitled for purchase of AFD stores (as applicable). The periodicity of purchase will be once in every **four years** (less Four wheelers).

(ii) Entitlement of Four wheelers will be strictly as per CS Dte letter of 96410/EC/Q/DDGCS dated 04 November 2008, 96350/Q/DDGCS/CAR dated 12 January 2016, 96410/Q/DDGCS/Advisory/07/2016 05 February 2016, 95410/Q/Veernaris/(Car)/DDGCS dated 23 February 2017, 96410/Q/DDGCS/Disabled dated 04 May 2018 and 96410/Q/DDGCS/Spl Car Sanction/NoK dated 13 November 2018. **There is no change in the extant policies, except countersigning procedure of documents as enumerated in succeeding paragraphs.**

(b) **Documents Required for Purchase of AFD Stores:-**

(i) Self attested copy of individual Canteen Smart card.

(ii) Indent form (available at URCs and also on www.csdindia.gov.in), duly filled and countersigned. Revised copy of the indent form is attached as Appendix A.

(iii) Availability certificate from authorized CSD dealer. The details of authorized CSD dealers are available at www.csdindia.gov.in.

(iv) Copy of payment details made through RTGS/ NEFT to the CSD Account Number by the beneficiary from **his/ her/ joint account only (except loan cases)**. Payment in loan cases can be through the Banker/ individual's account. The bank account number of CSD Depot can be obtained through nominated URC.

(v) Self attested copy of PPO wrt ESM and Serving Certificate wrt serving personnel.

(vi) Self attested copy of PAN and Aadhaar Card.

(vii) Self attested copy of Driving License (only for Two wheelers and Four wheelers - Not required for physically disabled and beneficiaries above 60 years).



(viii) Proof of Address where vehicle is to be registered (only for Two wheelers and Four wheelers).

(ix) Affidavit on a stamp paper, duly endorsed by Notary wrt non purchase of AFD stores (Four wheeler and Two Wheeler only) within the stipulated time period (applicable only for ESM).

(x) All above mentioned documents will be in two sets. One set will be retained by the URC and other set will be retained by the CSD depot.

(c) **Action by Beneficiaries.**

(i) Check and confirm availability of desired product in CSD through www.csdindia.gov.in.

(ii) Visit the authorized CSD dealer and obtain Availability certificate. The details of authorized CSD dealers are available at www.csdindia.gov.in. **No advance amount is to be paid to the dealers by the beneficiaries.**

(iii) **Beneficiaries will not approach any brokers/ touts, as CSD does not deal with any brokers/ touts and also to avoid getting duped and losing money.** In this connection, refer various advisories issued by CS Dte on the subject matter.

(iv) If the item is listed in CSD and available with the authorized dealer, visit any nominated URC (details of such URCs is being released separately/ subsequently), fill up the indent form, obtain countersignature from Chairman URC/ designated officer (Serving officer not below the rank of full Colonel/ equivalent) nominated by the Formation HQ, **in lieu of Station HQ/ ZSWB** and submit the documents at the URC. **Beneficiaries will be responsible for the correctness of data. Legal action will be initiated in case, false documents are submitted. Further, Beneficiaries will not visit the depot and are not required to visit Station HQ/ ZSWB for countersignature,** as the same will be done by Chairman URC/ designated officer (Serving officer not below the rank of full Colonel/ equivalent) nominated by the Formation HQ.

(v) Post verification of documents by URC management, make payment to CSD HO (the bank account number of CSD depot can be obtained through nominated URC) and hand over the complete set of documents (Two sets), including copy of payment slip to URC. The URC will thereafter take action to collect the Local supply (LS) order from the CSD depot.



(vi) Beneficiaries will confirm the exact cost of the item from the URC before making the payment to CSD HO, in order to avoid delay and inconvenience at a later stage.

(vii) Collect Local Supply (LS) Order from the URC Single Window Help Desk on the date intimated by URC and collect the AFD item from the dealer.

(e) **Action by Nominated URCs.**

(i) Nominated URCs will set up a 'Single Window Help Desk' with adequate number of computers/ peripherals and dealing staff to receive AFD applications, verify/ authenticate and process the documents with dependent depot. The expense for the same, will be borne by the URC through its operating cost, as of now/ till policy stabilizes.

(ii) URC will nominate staff to carry the documents to depot and also collect LS order of the beneficiaries from the depot. Requisite coordination with the CSD depot will be carried out by the URC management wrt the frequency/ interval of movement of the Staff, keeping in mind the number of indents received by the URC. The staff will be issued with temporary Identity card/ authority letter for authenticity. The staff will be rotated every six months. The expense for the same, will be borne by the URC through its operating cost, as of now/ till policy stabilizes.

(iii) The documents will be thoroughly verified, authenticated and countersigned by Chairman URC/ designated officer (Serving officer not below the rank of full Colonel/ equivalent) nominated by the Formation HQ, in lieu of Station HQ/ ZSWB.



(iv) Recording sale of AFD items on the individual smart card before release of LS order to the beneficiaries, will be carried out by the URC without fail. Further, entry wrt purchase will also be made/ endorsed in any of the Service documents ie, Service book, PPO, Clothing card etc (as applicable) of the individual. **Non recording of sale on the smart card and Service documents is an offence and the dealing staff/URC management will be held responsible for lapse, if any.**

(v) **The overall responsibility of verifying, processing documents with CSD depot, collection of LS order from depot, recording sale of items in the individual smart card and Service documents and handing over of LS order to the beneficiaries, rests with the URC management.**

(vi) **All security/ safety measures including installation of functional CCTV cameras at the Help Desk will be implemented by the URC management. Daily backup data of CCTV footage will be maintained by the URC.**

(f) **Actions by Countersigning Authority.**

(i) Countersigning Authority will fully be conversant on the entitlement policies, documentation procedure and also will satisfy him/ herself about the authenticity of the documents, before countersigning them.

(ii) Countersigning Authority will be held responsible for authenticating the documents along with the beneficiary.

(g) **Action by Depots.**

(i) **No beneficiary will be entertained by depot at any cost. Indents of beneficiaries will be processed only through nominated URCs. CSD depots henceforth, will be "Out of Bound" for all beneficiaries.**

(ii) Intimate Bank Account number of CSD Depot to all nominated URCs, in order to enable beneficiaries to deposit the amount of the AFD store, being purchased.

(iii) Processed documents of beneficiaries, forwarded by nominated URCs will be verified and LS order issued to the authorized staff of the URCs. **Depot will ascertain the identity of the URC staff before handing over the LS orders.**

(iv) LS orders will be issued without any delay. The time limit

(v) Regularly intimate URCs about the updated rate list of all AFD stores, without fail.

(h) Action by M/s SCPL. M/s SCPL will install the AFD software patch at all nominated URCs, free of cost by 31 December 2018.

5. No sale of AFD stores (i.e, Four wheelers, Two wheelers, TV, Refrigerators, Washing Machines etc, which were previously sold through CSD depots only) will be carried out by CSD depots directly to beneficiaries wef 01 February 2019.

6. KSB Only. No indents wrt AFD stores will be countersigned by ZSWB authorities henceforth. However, there is no change in countersignature of smart card applications given vide CS Dte letter No 95350/Q/DDGCS/Policy dated 11 April 2018.

7. All previous policy letters wrt sale of AFD stores including paragraph 8(g) of CS Dte letter No 95286/SG/Q/DDGCS dated 26 September 2012 are hereby superseded. Necessary amendment to the AO will be carried out subsequently.

8. It is reiterated that the policy is being implemented to enhance consumer satisfaction, ease out the work load of CSD depots, prevent duping of beneficiaries by touts while purchasing AFD stores and bring in accountability/ transparency. More number of URCs will be earmarked, post stabilization of the policy, subsequently. Feedback/ suggestions on the policy may please be forwarded to this Dte through command channel. Clarifications if any, may be sought from this Dte.

9. This letter may please be disseminated to all ranks under respective command and given wide publicity.



Copy to:-

QMG Branch/ Q1(E) - For information please.

CSD HO - (a) Amended Indent Form may be uploaded on CSD web page.

(b) For info, dissemination to all depots and strict implementation please.

M/s SCPL - For strict compliance. Completion report may be submitted by 31 December 2018.

Naveen N
(Naveen N)
Lt Col
AQMGS CS
For Brig CS

Appendix B

(Refer CS Dte letter No 95350/Q/DDGCS/ AFD
dated ~~27~~ Nov 2018)

AFD SALE: MONTHLY REPORT RETURN

S No	Name of URC	Total No of Four wheeler	Total No of AFD items	Remarks
Grand Total				

