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Integrated HQ Min of Def (Army)  
Quartermaster Generals Branch  
Canteen Services Directorate  
Wing 3, West Block – III, RK Puram  
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95350/Q/DDGCS/POLICY

17 Sep 2018

HQ Southern Command (OL)  
HQ Western Command (OL)  
HQ Central Command (OL)  
HQ ARTRAC(Q)  
HQ DGNCC (F&A)  
HQ IDS, HQ ANC  
HQ DGBR(Q), DRDO(DMS)  
KSB, DIAV

HQ Eastern Command (OL)  
HQ Northern Command (OL)  
HQ South Western Command (OL)  
Naval HQ (PDPS), Air HQ (Accts)  
HQ SFC, DG Assam Rifles  
HQ Coast Guard (AD)  
OFB, E in C Branch

**REVISED POLICY: PROCESSING OF CANTEEN SMART CARD  
APPLICATION OF EXSERVICEMEN**

1. Refer CS dte Letter No 95350/Q/DDGCS/2018/Policy dated 11 April 2018 wrt Processing of Canteen Smart card.

2. Representations have been received from the environment wrt delay in processing of smart card applications. Based on inputs received from Ex-servicemen, revised procedure wrt processing of ESM Canteen smart card applications is enumerated below:-

(a) ESM will apply for the new Canteen Smart card (against cards which are expiring), **six months prior** to the expiry of the card, at the nearest URC. The date of expiry of card is mentioned in the bills generated by URCs. Also, all cards issued after 01 August 2018 have the date of expiry embossed on the card itself.

(b) ESM applications will be marked as "ESM" and dispatched separately by the URCs to M/s SCPL through respective CCTSC.

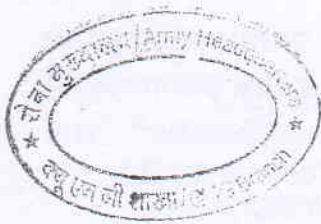
(c) New cards will be issued to URCs by M/s SCPL 30 days prior to the expiry of the old card, so that there is no time delay in making the new card and the ESM will be able to avail the facility without any inconvenience. However, the new card can only be activated after the old card expires, in order to prevent likely chances of misuse.

(d) **ESM will not pay any amount, while depositing the application with the URC. ESM will pay the amount (as applicable) to the URC only while collecting the new Canteen Smart card from the URC.**

(e) The amount for such ESM cards **will be paid to M/s SCPL by URCs** from their operating expenses in advance, alongwith the applications being forwarded.



3. This letter may please be disseminated to all URCs/ ZSWB/ ESM under respective command.



*Naveen N*  
(Naveen N)  
Lt Col  
AQMG CS  
For Brig CS

**Copy to:-**

- Q1(E)/ QMG's Branch } For info please.
- CSD HO } For info please.
- M/s SCPL - For strict compliance.