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मुख्यालय
सीमा सड़क महानिदेशालय
सीमा सड़क भवन
रिंग रोड, दिल्ली कैंन्ट
नई दिल्ली -110 010

52055/DGBR/P/CSD/62/E3Q

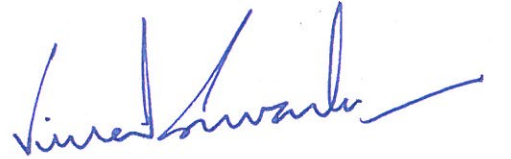
12 दिसम्बर 2022

मुख्यालय अपर महानिदेशालय सी0 स0 (उ0प0)
मुख्यालय मुख्य अभियन्ता वेकन परियोजना
मुख्यालय मुख्य अभियन्ता चेतक परियोजना
मुख्यालय मुख्य अभियन्ता दीपक परियोजना
मुख्यालय मुख्य अभियन्ता हिमांक परियोजना
मुख्यालय मुख्य अभियन्ता हीरक परियोजना
मुख्यालय मुख्य अभियन्ता योजक परियोजना
मुख्यालय मुख्य अभियन्ता शिवालिक परियोजना
मुख्यालय मुख्य अभियन्ता सम्पर्क परियोजना
मुख्यालय मुख्य अभियन्ता विजयक परियोजना
ग्रेफ सेन्टर पूणे -15

मुख्यालय अपर महानिदेशालय सी0 स0 (पूर्वी)
मुख्यालय मुख्य अभियन्ता वर्तक परियोजना
मुख्यालय मुख्य अभियन्ता दंतक परियोजना
मुख्यालय मुख्य अभियन्ता अरुनांक परियोजना
मुख्यालय मुख्य अभियन्ता ब्रह्मांक परियोजना
मुख्यालय मुख्य अभियन्ता पुष्पक परियोजना
मुख्यालय मुख्य अभियन्ता स्वास्तिक परियोजना
मुख्यालय मुख्य अभियन्ता सेवक परियोजना
मुख्यालय मुख्य अभियन्ता उदयक परियोजना
पूर्वी आधार कार्यशाला
पश्चिमी आधार कार्यशाला

FREQUENTLY ASKED QUESTIONS (FAQs)

1. A copy of IHQ of MoD (Army), QMG's Branch, New Delhi letter No 95350/Q/DDGCS/Policy dated 25 Nov 2022 is enclosed herewith for your info and further necessary action please.
2. The letter may please be disseminated to all Units/Fmns/URCs under your command for implementation.



(विमल श्रीवास्तव)

कर्नल

संयुक्त निदेशक (ई3क्यु)

कृते महानिदेशक सीमा सड़क

संलग्नक: 02 प्रतिमाँ

प्रतिलिपि:-

सी.स.म/सी.एस.डी

- for info and necessary action please.

ASCON : 35205
Tel: 2086 2162

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/Policy

25 Nov 2022

As per Distribution List

FREQUENTLY ASKED QUESTIONS (FAQs)

1. Pertinent 'Frequently Asked Questions' by beneficiaries and URCs on various CSD aspects have been compiled by CSD and are enclosed for ready reference.
2. It is requested that the same be disseminated down to Fmns/ Units with instructions to display these prominently on the URC notice boards for the benefit of beneficiaries.



(APS Chahal)

Brig
Brig CS
for QMG

Distribution List

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), DGQA
DG NSG, IG SFF, DIAV, DAD
All Sub Area HQs

HQ Southern Command (OL)
HQ Western Command (OL)
HQ South Western Command (OL)
Naval HQ (PDPS)
HQ IDS, HQ SFC, HQ ANC
HQ Coast Guard (AD)
E in C Branch, DRDO(DMS), DGR
All Corps HQ, All Area HQ
All RR Force HQ

Copy to-

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

CSD HQ -

It is requested that the FAQs be posted on CSD website and disseminated to the depots for wide circulation to the URCs (Through email).

M/s SCPL-

It is requested that the FAQs be circulated to all URCs through CCTSCs (Through email).

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08/12/22

52055/P104BR/CSD/EBR

FREQUENTLY ASKED QUESTIONS

Q. Why imported liquor is Not Available?

Ans: As per MoD Order dated 19/10/2020 to support "Atmanirbhar Bharat Abhiyan", procurement of directly imported items has been stopped in the CSD.

Q. Why XXX Liquor Not Available in Ranikhet but is available at Bareilly?

Ans: Ranikhet and Bareilly are located in different States. Availability of Liquor Brands are governed as per Label Registration done by distillery in a particular State. Hence, availability of different brands vary from State to State.

Q. Why has the CSD stopped imported goods in CSD?

Ans: As per MoD Order dated 19/10/2020 to support "Atmanirbhar Bharat Abhiyan", procurement of directly imported items has been stopped.

Q. Why can't I buy high end car? I am paying for it.

Ans: CSD is allotted a budget every year by MoD and all purchases by the CSD have to be confined within this. Due to limitations in budget, ceiling limit to buy cars (for each rank) has been prescribed by CS Dte/ QMG Br. Hence, high end cars are not available through CSD.

Q. Can we buy troops ration/ ACG items from CSD?

Ans: Purchase by institutions are being done through Govt budget, hence not permitted from CSD.

Q. Why there is no Gin in CSD?

Ans: Due to non-availability of Raw material, Gin was not available for some time. Now a few Gins such as 'Jaisalmer Indian Craft Gin' & 'Greater than London Dry Gin' are available in many depots.

Q. Why shelves in URCs get emptied by mid- month?

Ans: CSD Depots are issuing stores to URCs as per their demand. In case any URC is not projecting their demand based on practical demands and quantity, it may face a stock out.

Q. Why can't stocks be sent directly to URCs just like ASC contractors send ration to various supply points ?

Ans: All stores issued to beneficiaries get 50% exemption of GST. Only CSD has been exempted from GST (On sales) and allowed to get 50% GST refund on purchases. In such a scenario, due to GST implications, no stores of CSD can be sent directly to URCs just like ASC etc.



Q. Why don't the depots accept corporate credit cards?

Ans: The accounting instructions mandate the depots to accept payments from authorized bank accounts of URCs only and receipts are mandatorily required to be remitted daily to the Consolidated Fund of India (CFI).

Q. URC got a stk of Rs 5L, against the demand of ₹ 25 L.

Ans: The URCs Provisional Demand(PD) is for less value whereas Final Demand (FD) is for higher value.

Q. Why there is limit on select grocery items?

Ans: Limitations on select grocery items have been issued by CS Dte/ QMG Br to control stores being issued/ sold to un-authorized beneficiaries.

Q. Why the refunds against AFD Cancellations take so much time? Its my money refund with interest.

Ans: For any kind of AFD-I transactions refund, an application has to be submitted by CSD beneficiary at nominated URC who in-turn fwd the same to dependent CSD depots. Based on the refund claim, fund will be projected to CSD HO and fund will be released on approval of the Competent Financial Authority (CFA). So the refund process may take upto 3 months subject to availability of funds. Further no interest is eligible for any AFD-I refund as the amount deposited into Consolidated Fund of India (Govt a/c) does not attract any interest as per existing Government rules.

