

**DOWN LOADING OF CAR SANCTION LETTER FROM INTERNET**  
**ENHANCING SATISFACTION LEVEL OF VETERANS :**

1. Feed back from environment, has indicated that there is a considerable delay from the time a Sanction Letter for car is dispatched by this Dte to the time it is received by the applicants. To further enhance the satisfaction level of customers to desired level, certain measures required to be upgraded in terms of processing of including taking sanctions for the same from this Dte.
2. With a view to mitigate the problems being faced specially by Veterans, remove any likely malpractices and to enhance satisfaction level of Car applicants, SOP as given below, will be followed.
3. These orders **will be effective wef 15 Nov 2013**.

**NEW PROCEDURE FOR OBTAINING SPECIAL SANCTION FOR CARS**

4. All applicants will fill Application Forms in duplicate and obtain countersignatures on both copies. All details must be filled correctly including mobile No.
5. One copy of the form duly completed will be forwarded to this Canteen Services Directorate, whereas second(duplicate) copy will be retained by the applicant. This copy will be required to be produced to CSD Depot at the time of final preparation of documents.
6. Ink signed copy of Sanction letter will be sent only to CSD HO Mumbai for further dissemination to concern CSD Depots.
7. Simultaneously, copy of the Sanction letter will be uploaded in electronic media as under:-
  - (i) **Services Intranet**. Sanction concerning all serving and retired Army personnel will be available in **Army Intranet**.
  - (ii) **Civil Internet**. Sanction concerning Veterans of all three services, entitled Defence Civilians including other uniformed organizations will be uploaded in official web site of Indian Army.
    - (aa) **indianarmy.nic.in** or **indianarmy.gov.in** >> **Organisation >> Directorate/ Branches >> Canteen Services Directorate >> Special Car Sanction (Veterans)**
    - (ab) Car Sanction letter can also be accessed from **Home Page of Indian Army >> News You Can Use >> Special Car Sanction (Veterans)**
8. Applicants are required to down load copy of the first page of the letter and page showing their name/ other particulars.

9 **No ink signed copy of Sanction Letter will be sent to applicants.** Applicant can go to concerned CSD Depot with this down loaded sanction letter and second/ duplicate copy of application covered at Para 5 above. Details made available to this Directorate in the application form by the applicant may be used by the CSD Depots for verification of customer to check malpractices.

**Note.**

1. Copy of new application form for special sanction to purchase car is enclosed. Format of Application Form is also replaced in **official website of Indian Army** for Veterans.

2. **Air Headquarters** and **Naval Headquarters** have been requested to make arrangements to upload the sanction list of their personnel in their secure **Service Net** for all and for Veterans only in official web site Indian Air Force and Indian Navy.

**Authority:** Integrated HQ of MOD (Army), Quarter Master General's Branch, Dy Dte Gen Canteen Services letter No 96301/Q/DDGCS/ Car Sanction dt 01 Nov 2013.