

**TERMS AND CONDITIONS/STANDING OPERATING PROCEDURE (SOP)**  
**CANTEEN STORES DEPARTMENT(CSD)**  
**GEN ITEMS/MOTOR CYCLES HP SCHEME**

1. **Eligibility.**
  - a. All serving Commissioned Offrs, JCOs and Sldrs (Soldiers) of Pak Army and equivalent ranks of Pak Navy (PN) and Pak Air Force (PAF), (less cadets/recruits) are eligible, for all household items on HP list.
  - b. All employees of other orgs auth for HP Scheme facility.
2. **Ineligibility**
  - a. Default in payment of dues in any other previous HP case.
  - b. Even, if the applicant is eligible for the said membership/facility, CSD mgt has the right to deny the same based on previous HP record i.e irregular payments etc.
3. **Entitlement/Authorization.** The current Entitlement/Auth for issue of HP Items is as under:-
  - a. **Offrs.** Can purchase any number of household items indicated on HP list, besides cars, provided that total of prices of these items does not exceed 15 x gross salaries, and total of monthly instls does not exceed one third of monthly gross salary.
  - b. **Junior Commissioned Offrs (JCOS)/Sldrs (Soldiers)/Eqvt Ranks.** Can purchase any number of household items(Not similar) borne on HP list, provided the total of prices of these items does not exceed 15 x gross salaries, and total of monthly instls does not exceed one third of monthly gross salary.
4. **Submission of Application Forms**
  - a. **Filling and Submission of Application**
    - (1) Applicant to collect the Application Form from the nearest HP

Business Cen (HPBC)/CSD Shop/Zonal Office/HO, CSD.

(2) Application Form will be filled as per instrs in the Application Form. Application Form alongwith fol docus will be deposited at nearest HP Business Cen (HPBC):-

- (a) Customized Deposit Slip pertaining to Down Payment (in original).
- (b) Passport size photograph in uniform duly attested by CO/OC on front side.
- (c) Photo copies of CNIC of applicant, surety and NOK duly attested from both sides.

(3) In case there is No HPBC nearby the Fmn/Unit, then HP Customer may fwd HP Application to HO CSD, HP Div Rawalpindi under proper covering ltr duly signed by CO/OC.

b. **Vetting and Signing of Application.** After filling and signing of the Application Form by the applicant same will be further vetted and signed as fol:-

- (1) **Applicants Serving in Units.** CO or OC in case of Indep Comd.
- (2) **Applicants Serving in Fmn HQs/Eqvt Orgs.** Designated Grade-1 SO of the HQ will sign in place of CO.
- (3) **Applicants Serving in GHQ, AHQ and NHQ and Other Indep Orgs.** Designated Grade-1 SO of the Br/Dte/Org will sign in place of CO.
- (4) **Applicants Serving in Orgs Headed by Civ.** Designated SO (Grade-19) to sign in placed of Head of the Org.
- (5) **Applicants Serving in Mjd Bns.**
  - (a) **Activated Mjd Bns.** Application will be personally Signed by the CO and fwd direct to CSD Head CSD.
  - (b) **Nucleus Staff of Deactivated Mjd Bns.** HP Applications will be signed by designated SO of the

affiliated Fmn HQ in place of CO, which be then routed through NG Dte for endorsement after scrutiny, so as to safe-gd against default/recovery.

5. **Processing of HP Application Forms.** To ensure del of HP durable goods incl M/Cycles as soon as possible, all Application Forms will be dealt with by HP Business Cen of respective CSD Shops and HP Div as per fol procedure:-

a. **Procedure at HP Business Cens**

- (1) Application Forms of all HP items (Costly/Less Costly) completed in all respect will be received and accepted by the HP Business Cen directly.
- (2) After scrutiny and vetting as per instrs reflected in Appx-I by the Mgr HP Business Cen, the manifest data will be immediately submitted to HP Div, HO CSD through FTP/E-mail or Fax. The original HP forms duly stamped (checked & verified) and signed by Mgr HPBC will be fwd to HP Div within 3 days after sending of manifest data to HP Div, HO CSD.
- (3) HP Div will verify the particulars of CNICs of the indl/surety from NADRA's sys Online and from own Data Base regarding applicant's previous record. If clear, Del Order (DO) will be issued within 24 hrs.
- (4) Del Order (DO) will be faxed or E-mailed to the respective Business Cen immediately after approval and the Business Cen Mgr will issue the item to the customer after checking his identity through CNIC, Svc Identity Card and tallying the signatures of applicant as appended on HP Application Form. Business Cen Mgr will also obtain photo copy of applicant's CNIC duly attested from both sides as "For CSD Only".
- (5) HP member will personally collect demanded item, therefore, neither **AUTH LTR** in the name of representative of any HP

member will be accepted nor will item be issued to the representative of any HP member.

6. **Prices and Payment Schedule.** The details of HP Prices, Down Payment and monthly instls are aval at all CSD Shops/HPBCs, respective Zonal Offices and HO CSD. However, the same is produced below:-

a. **Down Payment**

(1) **Options.** **15%, 25%, 30%, 40% and 50%**

(2) **Zero % Down Payment.** CSD has reviewed the HP policy / Prices of household items / Motor Cycles in Nov 2014 and decided to issue the same to our valued customers with Zero % Down Payment (i.e without down payment)

(3) **Mode of Payment.** Remittance of Down Payment through Bank Drafty/Pay Order has been discontinued. Therefore, now HP members will deposit Down Payments with designated branches of u/m Banks in CSD"s HP Accts for Online Tfr as noted against each:-

	<u>HP Gen Acct No</u>
(a) Habib Bank Ltd	00427900013703
(b) Faisal Bank Ltd	0120-006-0012307
(c) Muslim Commercial Bank	0049800671000611

Note:- Customized deposit slips are aval with each designated bank branch.

b. **Monthly Instls.** Monthly instls commence from the next month from the date of del of item. Instls are req to be paid by 10<sup>th</sup> of each month, however, surcharge @ 2% per month will be levied if instl is not paid by the last date of the month as per fol procedure:-

(1) Only through Online Tfr as per para 6 a (2) above. No Bank Draft/Pay Order or Crossed Cheque will be accepted.

(2) Ensuring deposit of reg monthly instls is the entire responsibility of the HP member.

- (3) On all delayed payments of instls, Penalty/Surcharge is levied @ Rs.2% per month or as fixed from time to time by CSD Mgt.

- c. **Closing of HP Accts.** Fol HP accts have been closed, therefore, HP members will not deposit their monthly Instls and Down Payments in these accts:-

	<u>HP Gen Acct No</u>	<u>HP Car Acct No</u>
(a) Habib Bank Ltd	11966-42	15051-88
(b) Allied Bank Ltd	012620002-3	012620003-4
(c) Askari Commercial Bank	03-01-01-7973-09	03-01-010-7972

7. **Changes in HP Prices**

- a. CSD ensures that there will be NO CHANGE in prices/instls after the items have been del to HP members.
- b. In case of inc in prices before del of demanded item, the HP member will have to pay the diff of down payment before collection of item to regularize his payment.
- c. In case of dec in prices before del of demanded item, excess amount is adjusted in instls and monthly instls will be revised accordingly.

8. **Clearance of Cases on Lump Sum Payment of Dues.** HP member who desires to pay the dues of item purchased, in lump sum at any stage of the scheme, will info HP Div, HO CSD or Business Cen in writing mentioning the likely date and month of payment. Fol will be charged:-

- a. Bal cost of item.
- b. Only 20% of the remaining markup.

9. **Issue of Case Clearance Cert.** Case Clearance is issued on completion of monthly instls of HP Cases and on confirmation of credit of deposited amount in CSD's HP Acct. In case of non receipt or loss of Case Clearance Cert of M/Cycle, HP member will deposit Rs. 100/- in CSD HP Acct for issuance of duplicate Case Clearance Cert and then will fwd his request

alongwith original copy of deposit slip of Rs. 100/- to HP Div, HO CSD through his parent unit under proper covering ltr.

10. **Refund of Excess Amount/Payment of Rebate.** Cases for refund of excess amount (if any, deposited by HP member) and payment of rebate in respect of only those HP members will be processed whose applications for the subj purpose received within 90 days from issue date of Case Clearance Cert.

11. **Registration of Motor Cycle**

- a. Motor Cycle purchased under subj scheme will be jointly registered in the name of CSD and HP member.
- b. Registration Form duly completed and signed is to be fwd by the HP member to HP Div, HO CSD for signatures, duly affixed with Joint Registration Stamp on pri.
- c. Photo copy of Registration Slip and Book will be fwd by the HP member to HP Div, HO CSD within a month after registration.

12. **Issue of Duplicate Registration Papers of M/Cycles from M/S Atlas Honda Ltd.** In case of loss of Registration Papers (i.e Invoice etc) of Honda M/Cycle, HP member will deposit Rs. 1000/- in CSD HP Acct for issuance of duplicate papers and then will fwd fol docus to HP Div, HO CSD under proper covering ltr of his unit:-

- a. Request ltr duly verified by concerned CSD Shop.
- b. Copy of Sale Receipt duly verified by concerned CSD Shop.
- c. CNIC copy duly attested of first user.
- d. Affidavit duly signed by user and countersigned by CO/OC.
- e. Newspaper clipping mentioning the Engine/Chassis No and date of purchase.
- f. FIR in original.
- g. Deposit Slip of Rs. 1000/- in original.
- h. On receipt of duplicate Registration Papers from M/S Honda Atlas, the same will be fwd by HP Div to nearest HPBC of the HP member for handing over to him.

13. **Settlement/Compensation in Cases of Shahadat or Death of HP**

**Member.** As a welfare measure CSD waives off all bal dues in case of natural death/ shahadat provided that the shaheed/ deceased remained reg in paying his monthly instls. In continuation to these efforts and to help shuhada's families, CSD mgmt has now decided to waive off outstanding CSD dues even for the irregular shuhada/deceased HP customers as under:-

- a. 100% dues of shuhada.
- b. 50% dues of deceased.
- c. This concession will be given on items costing HP Price upto Rs. 150,000/- only.
- d. For availing this waiver, fol docus will be fwd by the unit concerned to Head Office CSD:-
  - (1) Immediate sig/fax/ltr regarding the intimation of death stating loc as well as cause of death so that the case can be frozen.
  - (2) Attested photo copy of Unit's/CORO Part-II Order etc against shahadat/death of the HP member.
  - (3) Attested photo copy of Death Cert issued by Mil Hosp/Dependant Hosp based on which Unit's/CORO Part-II Order was pub.
  - (4) Cert by the Next of Kin of the shaheed/ deceased that the said item(s) is/ are in possession and in use of the Next of Kin (parents/spouse/child). The cert will be duly signed by CO/ Offr Comd the Unit/ Org. Attested photocopy of regn book will be att.

14. **No Objn Cert (NOC) on Retirement.** The req of "NOC" on retirement from HO CSD (HP DIV) is mandatory for all ranks vide GHQ ltr No. 118/73/CSD/Q-Coord dated 7 Jan 2000 irrespective whether they have availed the HP facility or otherwise, therefore, COs are requested to ensure its implementation. Parent Fmn/Unit of the indl proceeding on

release/discharge/retirement will apply for the subj purpose direct to HP Div, HO CSD well in time.

15. **Cancellation of Membership.** CSD mgt reserves the right to deny or cancel the membership of any indl at any stage of the contract pd for any item. However, if the item has been del, or the member has refused to accept the same, the item will be acquired/collected by the CSD and auctioned/disposed off and down payment will be returned to the customer.

16. **Interpretation of Terms and Conditions of CSD HP Scheme.** The essential pts/details have been incorporated in the "Terms and Conditions" of the subj scheme. However, it is clarified for info that decision of " MD CSD" will be the last and final in case of any dispute/diff of opinion in any clause of "Terms and Conditions" of the scheme, which will be decided on case to case basis.

## **INSTRS FOR FILLING OF HP FORM**

1. Customized Deposit Slip (in original) pertaining to Down Payment must be att with HP Form. Down Payment through Bank Draft/.Pay Order/Cheque is not acceptable.
2. Passport size photograph of applicant ( in uniform) attested by CO from front side must be pasted on HP Application Form.
3. Signatures of Applicant, his Surety and CO must exist.
4. Unit Round Stamp must be affixed on HP form.
5. Svc No of Applicant, his Surety and CO must be mentioned in the HP Application Form.
6. HP Member, his Surety and CO must neither be Retd, nor has obtained NOC for retirement from CSD.
7. CNIC Nos of Applicant, his Surety and NOK must be endorsed on Forms and photo copies of the same duly attested from both sides are att with HP Application Form.

## **CERTIFICATE BY NEXT OF KIN REGARDING POSSESSION OF ITEM**

It is certified that I, the undersigned am in possession of Hire Purchase item i.e. \_\_\_\_\_ which was purchased by No \_\_\_\_\_ Rank/Designation \_\_\_\_\_ Name \_\_\_\_\_ Fmn/Unit \_\_\_\_\_ vide Case No \_\_\_\_\_ and the item is in my use since \_\_\_\_\_.

Signatures \_\_\_\_\_

Name \_\_\_\_\_

CNIC No \_\_\_\_\_

Father's Name \_\_\_\_\_

Relationship with \_\_\_\_\_

Deceased/Shahed

Permanent Address \_\_\_\_\_

Station \_\_\_\_\_

Dated \_\_\_\_\_

Phone No \_\_\_\_\_

### **COUNTERSIGNED**

(To be countersigned by the CO/OC)

Signatures \_\_\_\_\_

Name \_\_\_\_\_

Rank/Designation \_\_\_\_\_

CNIC \_\_\_\_\_

Phone No \_\_\_\_\_

Date \_\_\_\_\_

Official Stamp