To
All Chief Commissioner of Customs, Central Excise &
Service Tax under CBEC
All Directors General Under CBEC
All Heads of Department under CBEC.

Subject:- Holding regular meeting with representatives of recognized staff
associations.

Sir,

I am directed to say that instructions have been issued by the Board from
time to time, emphasizing the importance of an effective grievance redressal
mechanism involving regular interaction with staff association in the field
formations. Copies of the Board's letters No.C30013/01/2013-Ad.IV-A dated 21\textsuperscript{st}
January, 2013 and No. 12017/05/2008-Ad.IV-A dated 7\textsuperscript{th} November, 2012 are
enclosed for ready reference.

2. The extant instructions of the Deptt. of Personnel & Training on Joint
Consultative Machinery (JCM) also provide for periodical meetings of Office
Councils in the field formation, on regular basis. However, the staff associations in
their representation to the Board continue to raise the issue of grievance redressal
mechanism not functioning effectively in the field formations.

3. It is reiterated that an effective grievance redressal mechanism is an
essential pre-requisite for maintaining harmonious employer-employee relations
and for boosting the morale and motivation levels of the staff at all times. It is
accordingly reiterated that the Heads of Departments/Cadre Controlling Authorities
at Zonal/Commissionerate levels may ensure that meetings with recognized staff
associations are convened effectively at regular intervals, both under the JCM
format and otherwise, for redressing their grievances. Requisite follow up action in
respect of such of the grievances of the staff as can be redressed at the
Commissionerate/Zonal levels within the framework of the extant instructions of the
Government would need to be taken expeditiously, to the extent feasible.
4. For demands/issues that require consideration at Board level, requisite proposals may be furnished to the Board, indicating the applicability of relevant Govt. instructions and the comments of the forwarding authority. The staff representatives should invariably be kept informed of the action taken in such matters.

Yours faithfully,

(Nirbhai Singh)
Under Secretary to the Govt. of India

Copy to:

1. All Officers/Sections in Administration Wings of CBEC.
2. All recognized Staff Associations under CBEC.
3. Directorate General of Systems and Data Management for uploading the communication on the Board's websites.
No.C.3013/01/2013 Ad.IV.A
Government of India
Ministry of Finance
Department of Revenue
(Central Board of Excise & Customs)
HUDCO Vishala, Bhikaji Cama Place
New Delhi, 21st January, 2013

To

All Chief Commissioners of Customs, Central Excise
and Service Tax under CBEC
All Directors General under CBEC
All Heads of Departments under CBEC

Subject: Redressal of employees grievances.

Sir/Madam,

I am directed to say that the mechanism for redressal of grievances of employees in Central Govt. Departments is regulated under instructions of DOP&T on the Joint Consultative Machinery (JCM) comprising the Joint Council at National Level, the Departmental Councils and Regional/Office Councils.

2. In the Department of Revenue, the matters concerning Departmental Council meetings are co-ordinated at Headquarters of Department of Revenue. In the CBEC, the Office Council meetings are required to be held at Zonal levels, under the Zonal Chief Commissioners. Instructions in that regard have been issued from the Board, from time to time (Annexure-I) and should be scrupulously followed.

3. The past experience in CBEC in this regard has, however, been that while matters of common interest get adequately pursued by the concerned staff associations, the representations of individual employees on service matters, which can generally be resolved within the powers of cadre controlling authorities, often do not get the requisite attention and the employees aggrieved over service issues specific to individual cases are put to considerable inconvenience in seeking redress of their grievances. Quite frequently, representations on individual service matters, which should get resolved at the level of Heads of Departments, have to be pursued from Board Headquarters. The lack of response from the administration frequently results in the employees resorting to litigation.

4. This specific aspect of the existing arrangements for employee grievance redressal has accordingly been considered in the Board and a view has been taken that the mechanism for providing redress to individual employees in their individual-specific grievances over service matters may be strengthened in all formations under CBEC.
5. The following provisions are accordingly envisaged for implementation in all formations:

(i) In all Zones, Directorates General and other formations under the CBEC, the concerned Zonal Chief Commissioners, Directors General or Heads of Departments may stipulate a time limit of 30 days for giving replies to all representations of individual employees on service matters.

(ii) Such of the representations as are not replied to within the stipulated period, may be taken up for personal hearing by a committee consisting of two Commissioner level officers and one Additional Commissioner/Assistant Commissioner level or as may be specified by the concerned CC/DG/HoD, in meetings to be convened on a monthly basis. In such meetings, the petitioner shall be allowed adequate opportunity of representing their case in the personal hearing.

(iii) On the basis of personal hearings, the decisions/recommendations, indicating the time limit for disposal, may be issued under intimation to the petitioner. In case the representation cannot be favourably considered, the committee shall ensure that a speaking order elaborating the reasons for the same is issued by the concerned authority. The status of follow up action may be reviewed in the next monthly meeting.

(iv) In issues requiring consultation with nodal Departments such as the DOP&T, D/o Pensions & PW, D/o Expenditure etc, self-contained references may be made to the concerned Section at Board Headquarters, highlighting the issues involved, the extant Govt. instructions, past precedents etc. The progress in cases referred to nodal Departments may be monitored on fortnightly basis.

6. The above procedure will be applicable to all representations whether from serving or retired employees as well as representations related to administrative matters from the public such as representations on compassionate appointments, family pensions etc.

7. It is accordingly requested that necessary public notice/standing orders may be issued for implementation of the procedure mentioned above. Comments/observations, if any, in this regard may also be furnished to the Board.

Yours faithfully,

Encl. As stated

(Nirbhai Singh)
Under Secretary to the Govt. of India
F.No.B-12017/5/2008-ADIVA  
Government of India  
Ministry of Finance  
Department of Revenue  

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New Delhi, the 7th November, 2012  

To  

All Chief Commissioner of Customs, Central Excise  
And Service Tax under CBEC  
All Directors General Under CBEC  
All Heads of Department under CBEC.  

Subject:- Holding regular meeting with representatives of recognized staff associations.  

Sir,  

I am directed to invite reference to the Board’s letter of even number dated 18.01.2010 and 02.03.2012 (copies enclosed) on the subject mentioned above and to say that instructions have been issued by the Board from time to time, emphasizing the importance of an effective grievance redressal mechanism involving regular interaction with staff association in the field formations.  

2. The extant instructions of the Deptt. of Personnel & Training on Joint Consultative Machinery (JCM) also provide for periodical meetings of Office Councils in the field formations, on regular basis. However, the staff associations, in their representations to the Board, have agitated the issue of grievances redressal mechanism not functioning effectively in the field formations.  

3. An effective grievance redressal mechanism is an essential prerequisite for maintaining harmonious relations and for boosting the morale and motivation levels of the staff at all times. It is accordingly reiterated that the Heads of Departments/Cadre Controlling Authorities at Zonal/Commissionerate levels should ensure that meetings with recognized staff associations are convened effectively at regular intervals, both under the JCM format and otherwise, for redressing their grievances. Requisite follow up action in respect of such of the grievances of the staff as can be redressed at the Commissionerate/Zonal levels within the framework of the extant instructions of the Government should be taken expeditiously, the extent feasible.
4. For demand issues that require consideration at Board level, requisite proposals may be furnished indicating the applicability of relevant Govt. instructions and the comments of the forwarding authority. The staff representatives should invariably be kept informed of the action taken in such matters.

Yours faithfully,

(Tilak Raj)

Under Secretary to the Govt. of India

Copy to:

1. All Officers/Sections in Administration Wing of CBEC.
2. All recognized Staff Associations under CBEC.
3. Directorate General of Systems and Data Management for uploading the communication on the Board’s websites.

(Tilak Raj)

Under Secretary to the Govt. of India

Issued with Enclosures

09/11/12
BY SPEED POST

No. B.12017/05/2008-Ad. IV/A
Government of India
Ministry of Finance
Department of Revenue
(Central Board of Excise and Customs)

Hudco Vishala Building,
Bhikaji Cama Place, R.K. Puram,
New Delhi, the 2nd March, 2012

To

All Chief Commissioners of Customs/Central Excise/Service Tax
All Directors General under the Central Board of Excise & Customs.

Subject: Holding regular meetings with representatives of recognized Associations.

Sir/Madam

I am directed to invite reference to the Board's letter of even number dated 18th Jan., 2010 on the subject mentioned above (copy enclosed for ready reference).

2. The aforesaid letter of 18.01.2010 had included instructions for convening meetings with recognized staff associations at regular intervals for resolving issues/demands that could be considered/resolved at the Commissionerate/Zonal levels within the framework of Government policies/circulars.

3. Recently, various staff associations have again raised the issue of grievance redressal meetings not being held in the field formations. It is accordingly reiterated that for such of the demands of the recognized staff associations as can be considered/resolved at Commissionerate/Zonal levels within the framework of Government policies, meetings may be held periodically with the recognized staff associations for resolving the issues to the extent feasible.

4. For demands that require consideration/decisions at Board level, the proposals to be furnished to the Board should invariably incorporate comments of the forwarding authority including applicability of relevant Govt. rules/instructions etc.

Yours faithfully

(B. K. Mahanta)
Under Secretary to the Govt. of India

Issue enclosed/Enclosed by speed post

2-18/12
To

All Chief Commissioners of Customs
All Chief Commissioners of Central Excise and Customs
All Directors General

Sub: Holding regular meetings with representatives of recognized Associations

Sir,

With a view to establish an atmosphere of trust amongst the employees and the Government, the Board has impressed upon the Central Controlling Authorities (CCA) to take necessary steps for holding regular meetings of JCM with the representatives of recognized associations at prescribed intervals at Zonal/Commissionerate/Division level. Regular meetings, outside the JCM forums, are also to be held with representatives of recognized associations that do not participate under the JCM Scheme as such regular interaction would help in resolving most of the grievances at the local level.

2. It has recently been observed that the recognized associations have been taking up various issues directly with the Board. Many of those issues are required to be resolved at the Commissionate or Zonal level. It is therefore, reiterated that regular meetings with representatives of recognized associations may be held at Zonal/Commissionerate/Division level and efforts may be made to resolve the issues taken up by the associations expeditiously within the broad framework of the Government’s policies with a view to strengthen the employer-employee relations.

3. Further, it may be ensured that only such issues as have broad policy implications or inter-zonal implications are brought before the Board level for resolution. While referring such issues for being taken up by the Board, specific comments of the Chief Commissioners/DCs, bringing out inter-alia their recommendation and the rationale and the reason why these need to be considered at the Board level should be furnished invariably.

Yours faithfully,

(Vijay Kumar)
Deputy Secretary in the Government of India

Copy to: JS(A/EC)/All Directors and Deputy Secretaries in Admn. Division