

New Delhi, the 17 February, 2017

To

All Principal Chief Commissioner/Chief Commissioners/Director General
Customs and Central Excise/Directorate under Central Board of Excise and
Customs.

Subject:- Holding regular meetings 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.

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. 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.

4. It has been decided henceforth, that a quarterly meeting will be held under the Chairmanship of Member(A) with all recognized associations, to discuss the demands/issues that require consideration at Board level in the 2nd month of every quarter, namely February, May, August and November.

5. All Heads of Departments/Cadre Controlling Authorities are requested to convene meeting at the level of Chief Commissioners/ Directors General in the first month of every quarter viz. January, April, July and October and furnish the Action Taken Report of meeting held at Zonal Level to Board. The staff representatives should invariably be kept informed of the action taken in such matters.

Yours faithfully,


(Amarjit Singh)
Director (Ad.IV)

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.