

New Delhi, the 16<sup>th</sup> May, 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. In the recent instruction, *It was 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. Accordingly, all Heads of Departments/Cadre Controlling Authorities were directed to furnish the Action Taken Report of meeting held at Zonal Level to Board at quarter ending of the year i.e. March, June, September, and December.*

5. Since, no Action Taken Reports have been received from any HoD, it is, therefore, requested to furnish the same by 20.05.2017 for the quarter ending March, 2017, so that meeting with all Association could be done.

Yours faithfully,

  
(B. Ginkhan Mang)

Under Secretary to the Govt. of India

Tel: 2616 2673

Copy to:

1. All Officers/Sections in Administration Wings of CBEC.
2. All recognized Staff Associations under CBEC with a request to send items for discussion in the proposed meeting at Board Level.
3. Directorate General of Systems and Data Management for uploading the communication on the Board's websites.