

**OFFICE OF THE CHIEF COMMISSIONER,
CUSTOMS & CENTRAL EXCISE (CZ),
C. R. BUILDING, PLOT NO. 19, SECTOR-17-C,
CHANDIGARH-160017**

STANDING ORDER

Subject:- Redressal of employees grievances.

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. 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 matter, which should get resolved at the level of Heads of Departments, have to be pursued from Board Headquarters.

3. 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. Accordingly, Ministry's instructions vide letter C. No. C.3013/01/2013-Ad.IV.A dated 21/01/13 have been issued, giving revised provisions for redressal of employees grievances.

4. In view of the revised provisions envisaged by Ministry, the following procedure is hereby prescribed for implementation by all formations under this Zone:-

- (i) The Commissioners should 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, will be taken up for personal hearing by a Committee constituted as under:
 - (i) Commissioner, Central Excise (Appeals), Chandigarh-I
 - (ii) Commissioner, Central Excise (Appeals), Chandigarh-II
 - (iii) Additional /Joint Commissioner(P&V) or Assistant Commissioner/Deputy Commissioner(P&V), Central Excise Commissionerate, Chandigarh-I.

Meetings of the above Committee will be convened on a monthly basis. In such meetings, the petitioners shall be allowed adequate opportunity of representing their case in the personal hearing.

- (iii) On the basis of ^{CNE} personal hearings, the decisions/recommendations, should be issued within month of the hearing 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 should 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 will be monitored on fortnightly basis.
5. 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.

This issues with the approval of Chief Commissioner.

for
Additional Commissioner(CCU)

Copy to Committee Members :

1. Commissioner(Appeals), Central Excise, Chandigarh-I
2. Commissioner(Appeals), Central Excise, Chandigarh-II
3. Additional/Joint Commissioner(P&V) or Assistant / Deputy Commissioner(P&V), Central Excise Commissionerate, Chandigarh-I

C. No. 124/Zone-14/Admn/JCM/2010/2384

Dated:-21/02/2013

Copy for information to:-

1. P.A. to Chief Commissioner, Chandigarh Zone, Chandigarh
2. P.A. to Additional Commissioner (CCU), Central Excise (CZ), Chandigarh
3. The Commissioner, Central Excise Commissionerate, Chandigarh-I/Chandigarh-II/Ludhiana/J&K/Customs (Prev.) Amritsar.
4. The President/General Secretary of all recognized Staff Associations.
5. Notice Board.

for
Additional Commissioner (CCU) 21/2/2013

General Sec Inspector
5th Comm. Adm.