

**Principal Chief Controller of Accounts  
Central Board of Indirect Taxes & Customs  
Ministry of Finance, Deptt. of Revenue  
DGACR Building, 1<sup>st</sup> Floor  
I.P Estate, New Delhi**

Dated: 23<sup>rd</sup> March 2020

**OFFICE MEMORANDUM**

**Subject: Preventive measures to contain the spread of COVID19 –  
Instructions regarding functioning of PAOs.**

Attention is invited to the DoPT OM No. 11013/9/2014-Estt-(A-III) dated 22<sup>nd</sup> March 2020 regarding the preventive measures to contain the spread of COVID19. It is hereby directed that:

- i) Since the public transport has been suspended in many locations, it is difficult for the PAO's staff to attend the office to clear the bills. In this regard, PAOs are instructed to contact the Commissionerates to ensure the availability of vehicles for the PAO staff.
- ii) All the PAOs should draw up a roster for **one Dealing Hand / LDC** to attend the office daily up to 25<sup>th</sup> March 2020 to receive the bills. Other staff shall work from home up to 25<sup>th</sup> March 2020 and on 30<sup>th</sup> March 2020.
- iii) The PAOs should draw up a plan to clear the bills received up to 25<sup>th</sup> March 2020 by ensuring that the required manpower for clearing the bills come to office on 26<sup>th</sup> and 27<sup>th</sup> March 2020 (if the bills are cleared on 26<sup>th</sup> March 2020, then only one Dealing Hand is to attend the office on 27<sup>th</sup> March and 30<sup>th</sup> March 2020 as decided through roster by the PAO).
- iv) PAOs may also ensure attendance in the office of required staff on 31<sup>st</sup> March 2020 to clear the bills, if any and close the Financial Year 2019-2020.
- v) PAOs should impress upon the Commissionerates that only the bills which are essential (including Salary) should be sent to office of PAO. It should also be made clear that bills should be sent only up to

25<sup>th</sup> March 2020. No bills should be received after 25<sup>th</sup> March 2020 unless it is of **extreme importance and emergency**.

- vi) All the sanctions may be reviewed after exercising due diligence up to the Zonal Head level instead of sending it to Headquarters (to avoid any delay).
- vii) PAOs should ensure that their staff attending the office complies with the health precautions and there's availability of hand sanitizers, face masks, hand gloves etc. to protect the employees from the COVID19.

This issues with the approval of Chief Controller of Accounts.

(Neeraj Kulhari)

Deputy Controller of Accounts

To,  
Zonal Heads (EZ/NZ/WZ/SZ)  
All the PAOs of CBIC

Copy for information and necessary action to:

- i) Joint Director, EMC, DGHRD, New Delhi (with request to issue necessary instructions to all the Commissionerates/Directorates)
- ii) PPS to PrCCA
- iii) PS to CCA