

PRESENTATION FOR CCA WORKSHOP

Agendas:

- Status of Regularisation of promotions in IRS (C&IT), Group 'A'.
- Extension of benefit of reservation in promotion to PwBD officers.
- Litigation management in the context of HR.
- Vacancies in Group 'B' Gazetted Posts.
- Miscellaneous Administration matters.

By Ruchita Vij, Commissioner (Coord.)

Status of Regularisation of Promotions in IRS (C&IT), Group 'A'

Sl. No.	Grades	Remarks
1.	Commissioner Level 14	Regular : Complete upto vacancy year 2023. The proposal for DPC for vacancy year 2024 was not prepared as no fresh eligible officers are available for consideration.
2.	Additional Commissioner (ADC) (NFSG) Level 13	REGULAR – Complete upto 2014 (01.01.2014) covering 2001 batch of IRS(C&IT). Proposal to regularize NFSG upto VY 2022 [covering 2004 to 2008 batch] is under consideration.
		ADHOC - Complete upto 2024 (01.01.2024) covering 2011 batch of IRS(C&IT).

Sl. No.	Grades	Remarks
3.	Joint Commissioner (JC) Level 12	REGULAR – Complete upto Vacancy Year 2018 covering IRS(C&IT) officers upto 2008 batch. Proposal for vacancy year 2019 covering 2009 batch has been submitted to the UPSC
		ADHOC - Complete upto vacancy year 2024 covering officers upto 2014 batch.
4.	Deputy Commissioner (DC) Level 11	REGULAR – Complete upto Vacancy Year 2017-18 covering officer of 2012 batch of IRS(C&IT). Proposal for vacancy year 2018-19 will be initiated after regularization in the feeder grade of Assistant Commissioner against the vacancy years 2013-14 onwards.
		ADHOC - Complete upto vacancy year 2024 covering officers upto 2019 batch.

Sl. No.	Grades	Remarks
5.	Assistant Commissioner (AC) Level 10	REGULAR – Complete upto Vacancy Year 2012-13 covering officer of 2012 batch of IRS(C&IT).
		Proposal for vacancy year 2013-14 to 2015-16 has been submitted to the UPSC on 18.01.2024.
		ADHOC - Complete up to vacancy year 2023.

➤ **Expectation from the CCAs :**

- For carrying out the process of regularisation of JTS grade IRS (C&IT) 2016-18, [APAR folders](#) to be forwarded at the earliest.

Extension of benefit of reservation in promotion to PwBD officers

- **PwD Act, 1995:** DoPT instructions provide for :
 - 3% reservation for PwD in direct recruitment (Group A, B and C)
 - 3% reservation in promotion (Group C and D)
- **Rajeev Kumar Gupta** filed a Court case for extending the benefit of reservation in promotion to PwD in Group A and B posts also. Hon'ble Supreme Court vide judgment dated 30.06.2016 ordered for extending reservation to PwD in all identified posts irrespective of mode of recruitment, in terms of PwD Act, 1995.

➤ **RPWD Act, 2016**

- 4% Reservation.
- **DoPT OM 17.05.2022** - reservation in promotion to PwDs was also extended to Group B and upto the lowest rung of Group 'A' identified posts, prospectively.

➤ **Shri S.S. Sundaram Contempt Petition citing the judgment in Rajeev Kumar Gupta Case**

- Hon'ble Supreme Court observed that the Government shall consider granting notional promotion to those PwDs who are eligible from an earlier date.
- Shri S.S. Sundaram was promoted from the date he became eligible for promotion after completion of qualifying service on in-personam basis in compliance of Hon'ble Supreme Court judgment.

- **DoPT OM dated 28.12.2023** issued in compliance of Hon'ble Supreme Court order dated 18.07.2023.
- Reservation in promotion upto the lowest rung of Group 'A' on notional basis.
 - From any date subsequent to 30.06.2016 subject to terms and conditions prescribed in the DoPT OM dated 17.05.2022.
 - The actual financial benefit of promotion will be effective from the date the officer assumes the charge of the post and **no arrears will be admissible**.
 - In order to avoid reversion, supernumerary posts has to be created with the approval of Department of Expenditure.

➤ **Expectations from the CCAs:**

- Early conduct of review DPCs in Group 'B' and 'C' cadres extending benefit of reservation in promotion to PwD from 30.06.2016.
- Proposals regarding creation of supernumerary posts (if needed) to be sent to the Board at the earliest for taking up the matter with Department of Expenditure.

Litigation Management in the context of HR

- Board has issued detailed instructions for handling court cases vide instructions dated 09.05.2016 and 07.02.2023.
- CAT/ Court cases are forwarded to the Board very close to the scheduled date of hearing.
- Para-wise comments are forwarded to the Board for vetting in a routine manner.

➤ **Board's expectations from CCAs**

- Strict compliance of Board instructions dated 09.05.2016 and 07.02.2023 on timely handling of court cases.
- All communications with Board on court cases shall be made with the approval of PCC/ CC with inputs on the issue involved.
- Para-wise comments are required to be prepared by the concerned Zone and not by the Board.
- In case any clarification is required on the policy issues involved, then only reference shall be made to the Board.
- Court orders, which are not consistent with Government policy, legal opinion of Govt. Counsel shall be forwarded to the Board without delay.

Litigation Management in the context of HR

➤ **Issues with multiple litigations:**

- Notional Annual Increment to Retired Employees who superannuate on 30th June/ 31st December (P. Ayyamperumal Case)
- Grant of Non Functional Upgradation to Inspectors who reach Grade Pay 4800/- by virtue of ACP/ MACP Scheme and without working in the grade of Superintendent on regular basis (M. Subramaniam case)
- Stepping up of pay to promotee senior officers at par with junior direct recruits who receive more pay by virtue of financial upgradation under ACP/ MACP scheme (C R Madhav Murthy case)
- Grant of 3rd MACP in GP 6600/- by not counting NFU (GP 5400, PB-2) as set-off against MACP Scheme (R Chandrasekran case).

Vacancies in Group 'B' Gazetted Posts

Cadre	Sanctioned Strength	Working Strength	Vacancy Position	% of vacant posts
<u>Superintendent</u>	15716	14713	1003	6.38%
<u>Superintendent (Prev.)</u>	2398	2200	198	8.25%
<u>Appraisers</u>	1194	1107	87	7.29%
<u>Administrative Officer</u>	1590	597	993	62.45%

- Vacancy in the grade of Administrative Officer is due to non availability of eligible candidates in feeder cadre of Executive Assistant.
- To fill up the vacant posts of Administrative Officer, proposal for One Time Relaxation in the RRs of AO is under consideration.
- **Board's expectations from CCAs**
 - Timely conduct of DPCs
 - In cases where DPC's are held up due to litigations, assurance may be given to the court that while conducting DPCs, adequate number of posts will be kept vacant for the petitioners.

Miscellaneous Matters

- Timely submission of pension papers and disbursal of pension and pensionary benefits.
- Representation of officers forwarded to Board without examination.
- Compliance of DoPT guidelines while furnishing vigilance clearance for promotion. The guidelines provide withholding of VC only where:
 - Government servant is under suspension; or
 - A charge sheet has been issued to the government servant and the disciplinary proceedings are pending; or
 - Prosecution for criminal charge is pending against the government servant.
- VC not to be withheld if the officer is in Agreed list.

THANK YOU!



APAR Representations and new functionalities in SPARROW

Directorate General of Human Resource Development
Central Board of Indirect Taxes and Customs

Self Appraisal



01

Check your form and data given by Admin/Custodian.

02

Self Appraisal should be done within the due time to avoid force forward.

03

All achievements/tasks performed should be properly highlighted.

04

Stick to APAR period under assessment, do not extend data beyond the period.

05

Essentially give exceptional contribution made by you for the period.

06

Mandatorily check IPR date and it should be answered as 'Yes' only.

Reporting



01

Agree or Disagree with the Self Appraisal

02

Grading in functional attributes vis-à-vis Pen Picture

[Slide 23](#)

[Slide 24](#)

[Slide 25](#)

[Slide 26](#)

Reviewing



01

Mention whether you agree with assessment of Reporting officer or not.

02

In case of difference, please mention reasons for difference.

03

Grading in functional attributes vis-a-vis Pen Picture / other columns

[Slide 27](#)

[Slide 28](#)

[Slide 29](#)

Representation and Referral Board



- Highlight the Area of work, discrepancy in Assessment, Grading & Pen picture, exceptional contribution, factual error in assessment etc.
- Indicate part grading/Assessment- more relevant if of same cycle or under same officer. Avoid personal comments.
- While making representation, the effects of grading or comment should always be analyzed. Below benchmark grading and adverse comment affects promotion of an officer.
- Referral Board as per DoPT OM dated 14.5.2009- may reject the representation or may accept and modify the APAR.

Integrity



I

8. सत्यनिष्ठा

कृपया अधिकारी की सत्यनिष्ठा पर अपनी टिप्पणी दें।

Integrity

Please comment on the integrity of the officer

Honest.

II

8. सत्यनिष्ठा

कृपया अधिकारी की सत्यनिष्ठा पर अपनी टिप्पणी दें।

Integrity

Please comment on the integrity of the officer

Nothing adverse has come to notice from any vigilance angle

III

8. सत्यनिष्ठा

कृपया अधिकारी की सत्यनिष्ठा पर अपनी टिप्पणी दें।

Integrity

Please comment on the integrity of the officer

वदि सत्यनिष्ठा की परिभाषा रिश्तत या ऊयरी कजई के सन्दर्भ में तें तो कोई भी पूतिकूल मामला सामने लहीं आया है।

Remarks as per DoPT OM dated 11th February, 2016



- Beyond doubt.
- Since the integrity of the officer is doubtful, a secret note is attached.
- Not watched the officer's work for sufficient time to form a definite judgement but nothing adverse has been reported to me about the officer.

Drop down as per DoPT OM dated 11th February, 2016

8. सत्यनिष्ठा

कृपया अधिकारी की सत्यनिष्ठा पर अपनी टिप्पणी दें।

Integrity

Please comment on the integrity of the officer

- ☐ Beyond doubt
- ☐ Since the integrity of the officer is doubtful, a secret note is attached.
- ☐ Not watched the officers work for sufficient time to form a definite judgement but nothing adverse has been reported to me about the officer.

New Functionality in SPARROW



National Informatics Centre



SPARROW - IRS-CBIC

Login with



Parichay



Aadhaar based eSign



New Functionality in SPARROW

eoffice
A DIGITAL WORKPLACE SOLUTION



Remote Applications

My Profile

Logout

sk.mishra81@nic.in

Welcome to HySecure

Message from administrator

In case the application/website is not working after login into success, please click on WebVPN_Test. If WebVPN_Test works then success is working fine. Please contact application/website providers for issues related to it.

Last Login Time

Fri May 10 2024 16:46:38
GMT+0530 (India Standard
Time)

Unauthorized access is prohibited. All access is logged on NIC WebVPN.

WEB APPLICATIONS



eOffice_CBIC



Sparrow_CBIC



Sparrow_IRS



WebVPN_Test

Training Domain recommended by Reporting Officer



IRM - Integrated Report Management

spradmn.sparrow-irs -

Officer Training Programmes / Domain Report

Year From2023Year To2023DesignationDEPUTY DIRECTOR

ViewReset

Officer Domain Assignment Recommended By Reporting Officer Report

Search:

CopyPDFExcelCSVShow 10 rows

S.No.	Assessment Year	Officer Designation	Domain Assignment	Count
1	2022-2023	DEPUTY DIRECTOR	तकनीकी वस्तुची कार्य Technical/ Tariff work	13
2	2022-2023	DEPUTY DIRECTOR	निवारक/प्रचलनात्मक कार्य Preventive/ Operational work	19
3	2022-2023	DEPUTY DIRECTOR	बोर्ड कार्यालय में सचिवालयी कार्य Secretarial work in Board's office	5
4	2022-2023	DEPUTY DIRECTOR	अर्ध-न्यायिक कार्य Quasi-judicial work	7
5	2022-2023	DEPUTY DIRECTOR	प्रशिक्षण Training	1
6	2022-2023	DEPUTY DIRECTOR	प्रणालियां एवं ई-गवर्नेंस Systems and e-Governance	6
7	2022-2023	DEPUTY DIRECTOR	कार्यिक एवं सामान्य प्रशासन Personnel and General Administration	11
8	2022-2023	DEPUTY DIRECTOR	कार्यकारी कार्य Executive work	11
Total				73

Showing 1 to 8 of 8 entries

FirstPrevious1NextLast

Domain recommended by Reporting Officer



Officer Domain Assignment Recommended By Reporting Officer Report

Search:

[Copy](#)[PDF](#)[Excel](#)[CSV](#)[Show 10 rows](#)

S.No.	Employee Name	Employee Code	Employee Designation	Global Org Name
1	Adithya B	6984	DEPUTY DIRECTOR	BENGALURU GST ZONE - BENGALURU NORTH
2	Aditya Singh Yadav	7027	DEPUTY DIRECTOR	DG (NACIN) - DELHI & COE
3	Ashutosh Kumar	7190	DEPUTY DIRECTOR	DG (NACIN) - PATNA
4	Daniel Vincent Stone	7086	DEPUTY DIRECTOR	DGRI - GUWAHATI
5	MADHU RAJAN KUMAR	7185	DEPUTY DIRECTOR	ON DEPUTATION
6	Manash Khungur Kanchari	7097	DEPUTY DIRECTOR	DGRI - GUWAHATI
7	Manish Kumar Yadav	7032	DEPUTY DIRECTOR	DGGSTI - HEADQUARTERS
8	Shraiyi Suri	6916	DEPUTY DIRECTOR	MUMBAI GST ZONE - MUMBAI CENTRAL
9	Vaibhav Singh Chauhan	6958	DEPUTY DIRECTOR	DG (NACIN) - VADODARA

Showing 1 to 9 of 9 entries

[First](#)[Previous](#)[1](#)[Next](#)[Last](#)[Close](#)

Training programmes opted by ORU



IRM - Integrated Report Management

spradm.sparrow-irs -

Officer Training Programmes / Domain Report

Year From2023ViewReset

Year To2023

DesignationADDITIONAL DIRECTOR

Officer Training Programmes opted By ORU Report

Search

CopyPDFExcelCSVShow 10 rows

S.No.	Assessment Year	Officer Designation	Training Program	Count
1	2022-2023	ADDITIONAL DIRECTOR	Goods and Services Tax	1
2	2022-2023	ADDITIONAL DIRECTOR	Trade Facilitation Agreement	1
3	2022-2023	ADDITIONAL DIRECTOR	Data Analytics/EDW /Database Management	1
4	2022-2023	ADDITIONAL DIRECTOR	Green Customs	1
5	2022-2023	ADDITIONAL DIRECTOR	Intellectual Property Rights	3
6	2022-2023	ADDITIONAL DIRECTOR	3Is (Intelligence, Information & Investigation]	0
7	2022-2023	ADDITIONAL DIRECTOR	Official Language— Rajbhasa Hindi	2
8	2022-2023	ADDITIONAL DIRECTOR	GST (Front End and Back End training)	2
9	2022-2023	ADDITIONAL DIRECTOR	Audit in GST	2
10	2022-2023	ADDITIONAL DIRECTOR	Cyber Crime, Cyber Forensics & Digital Evidence	6
Total				86

Showing 1 to 10 of 29 entries

FirstPrevious123NextLast

Training programmes opted by ORU



Officer Training Programmes opted By ORU Report

Search:

Copy

PDF

Excel

CSV

Show 10 rows

S.No.	Employee Name	Employee Code	Employee Designation	Global Org Name
1	Manash Khungur Kanchari	7097	DEPUTY DIRECTOR	DGRI - GUWAHATI
2	Manish Kumar Yadav	7032	DEPUTY DIRECTOR	DGGSTI - HEADQUARTERS
3	Mohammad Saim	7042	DEPUTY DIRECTOR	DGGSTI - HYDERABAD

Showing 1 to 3 of 3 entries

First

Previous

1

Next

Last

Close

Pen Picture and Grading report



Year From *

2019



Year To *

2023



Employee *

Santosh Kumar Mishra



View

Reset

Searched Employee Details

Employee Code :	3240	Batch :	2007	Employee Name :	Santosh Kumar Mishra
Cadre :	CENTRAL SERVICES	Designation :	ADDITIONAL COMMISSIONER	Date of Birth :	13-10-1981

Officer Grading Pen Picture Report

Search:

Copy

PDF

Excel

CSV

Show 10 rows

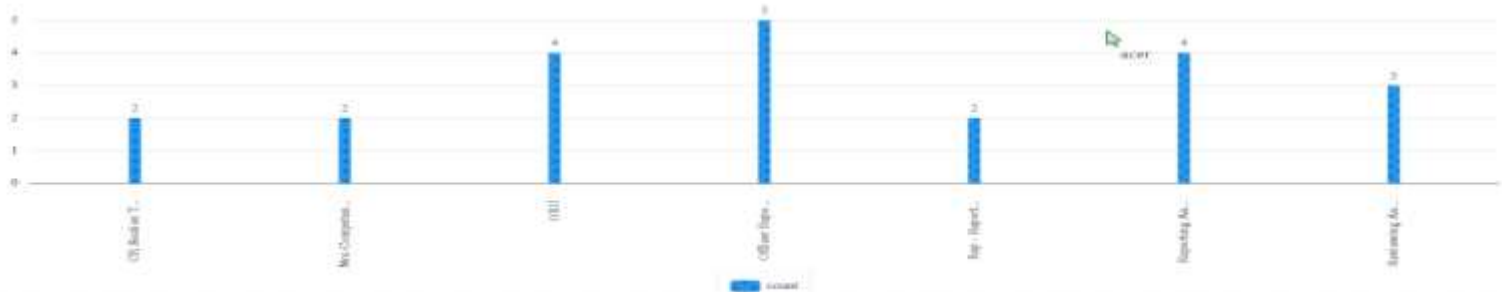
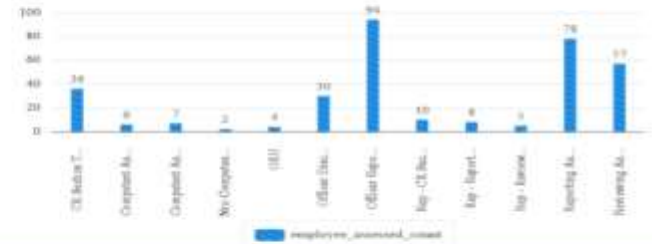
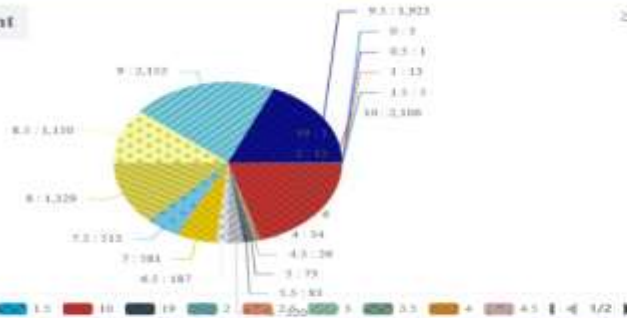
S.No.	Assessment Period	Reporting Officer Name	Pen picture by Reporting Officer	Reviewing Officer Name	Pen picture by Reviewing Officer	Integrity	Grade Type
		Designation		Designation			
	PAR Period	Grade		Grade			
1	2019-2020	Sunil Kumar Sirha	Shri Santosh, over the last one year of working with me, showed lot of maturity. He is a sincere and diligent officer who showed keenness to learn. Equipped with great common sense approach to problems, he could quickly come up with suggestions to resolve issues, whether legal or administrative. He was always ready to go that	Om Prakash Dadhich	During the period of about six months the officer worked with me In Delhi Customs I found him very sincere and hardworking. He is a fast learner and displayed the maturity to deal with and solve a problem. In spite of having heavy charges he acquitted himself very well. He is a very responsible officer and carried out the duties	Beyond doubt during the period of report.	
	01-04-2019 / 20-09-2019	COMMISSIONER 9.29		MEMBER 9.29			

Pen Picture and Grading report



			came up with suggestions to resolve issues, whether legal or administrative. He was always ready to go that extra mile to complete the assigned job which comes handy in running the office. He knows the rules and procedures and is capable of taking quick decisions, something that is essential in day to day work of air cargo exports Commissionerate. He maintained cordial relation with his peers and subordinates.		moving heavy charges the assigned person very well. He is a very responsible officer and carried out the duties assigned to him with full satisfaction. He has a pleasing disposition and conducts himself very well with everyone.		
2	2019-2020	SANDEEP KUMAR	The officer was posted as Additional Commissioner in the Chief Commissioner's office during the limited report period of around 5 months. I found the officer to have a stable and mature temperament and ability to get along well with his colleagues. He was found to be hardworking and knowledgeable.	John Joseph	The Officer is well - informed and has excellent command over the law and procedure. The officer is equipped with very good leadership qualities. The Officer is familiar with the relevant rules, regulations, instructions which are essential for the smooth functioning of the day to day work. An able administrator with keen intellect and very good command over his subordinates. An earnest, hardworking officer who try to solve problem to the best of his ability. The Officer is diligent and positive in his approach to problems and takes a balanced view. The Officer bears positive attitude towards weaker sections of the society.	beyond doubt	Minimum Grading
	21-09-2019 31-03-2020	MEMBER 8.84		MEMBER 9.17			
3	2020-2021	Sungita Sharma	Shri. Santosh Kumar Mishra is an officer whom the CBIC needs to nurture as a future leader. During the reporting period I have closely observed his ability to solve problems, and the Covid pandemic was indeed one of the biggest challenges faced for the conventional work flow in recent times. He has rallied the entire technical team of the PCCO to provide capable and competent assistance in the management of Delhi Zone, specially	Sungita Sharma	Shri. Santosh Kumar Mishra is an officer whom the CBIC needs to nurture as a future leader. During the reporting period I have closely observed his ability to solve problems, and the Covid pandemic was indeed one of the biggest challenges faced for the conventional work flow in recent times. He has rallied the entire technical team of the PCCO to provide capable and competent assistance in the management of Delhi Zone, specially	Beyond Doubt.	
	01-04-2020 03-11-2020	MEMBER 10.00		MEMBER 10.00			

Allotment Year Level Name Designation Gender Year



APAR Analytics- Tejas



Allotment Year

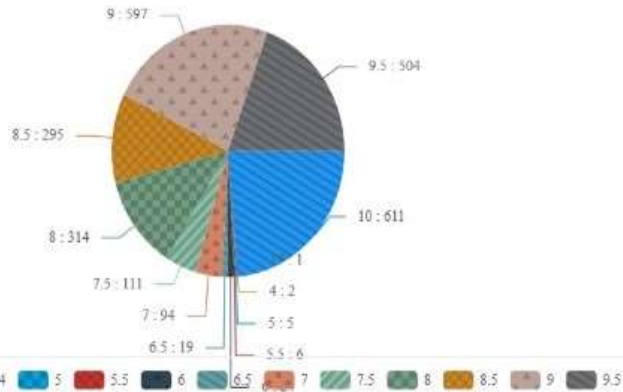
Level Name

Designation

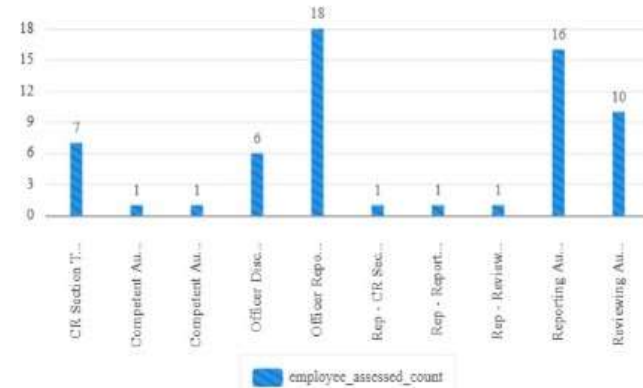
FEMALE

Year

Grade-Wise Count



Level-Wise PAR Accessed



APAR Analytics- Tejas



APAR Analytics- Tejas



Way Forward.....



- Tejas Analytics to SPARROW-CBIC.
- Capturing data of training actually done by the officer from part A of the APAR.
- Training assessment to be used by NACIN for planning their training calendar.
- Automation of all processes in SPARROW, such as force forwarding at all level as per DoPT timelines.
- Fully automating APAR representation process.

Thank You



खंड III - मूल्यांकन
Section III - Appraisal

1. कृपया बताएं कि क्या आप कार्य योजना और अप्रत्याशित कार्य के पूरा करने से संबंधित प्रतिक्रियाओं से, जैसा कि खंड-II में भरा गया है, सहमत हैं ? यदि नहीं, तो कृपया तथ्यात्मक ब्यौरा दें।

Please state whether you agree with the responses relating to the accomplishments of the work plan and unforeseen tasks as filed out in Section II. If not, please furnish factual details.

Has not completed mandatory period of 90 days. Attended office only for 15 days during the reporting period. hence apar cannot be reported

Do not assess, if ORU has not worked with you more than 90 days, either get workflow amended or let it get force forwarded.

अ.क्र. S.No	विवरण Description	रिपोर्ट करने वाला अधिकारी Reporting Authority	पुनरीक्षा करने वाला अधिकारी Reviewing Authority	पुनरीक्षा करने वाला अधिकारी के आवा हस्ताक्षर Initial of Reviewing Authority
1	नियोजित कार्य को पूरा होना Accomplishment of planned work	1	1	
2	परिणाम की गुणवत्ता Quality of output	1	1	
3	किये गये असाधारण कार्य/अपूर्वज्ञित कार्य को पूरा करना Accomplishment of exceptional work/unforeseen tasks performed.	1	1	
	कार्य के परिणाम की सकल ग्रेडिंग Overall Grading on 'Work Output'	1	1	
	'कार्य के परिणाम' के ग्रेड के 40% महत्व के अनुवर्तGrading consequent to 40% weightage of the grade on 'Work Output'[5(iv) x 0.4]	0.4	0.4	

9. रिपोर्टिंग अधिकारी द्वारा अवधिपूर्वक रूप से अधिकारी के सहायक कमजोर क्षेत्रों और कमजोर वर्गों के प्रति उसके दायित्व को शामिल करते हुए उसके सहाय्य गुणों पर लिखी (लगभग 100 शब्दों में) है :

Pen Picture by Reporting Officer. Please comment (in about 100 words) on the overall qualities of the officer including areas of strengths and lesser strengths and his attitude towards weaker sections

The officer is sincere and obedient. He is having good knowledge of laws and procedures. He is punctual in attending his official duties. He takes initiatives to complete the assigned work in a time bound manner. He is having good skill in noting and drafting. He is always ready to assume the additional responsibilities assigned to him. He has leadership qualities and motivate the staff and officers to remain stress free. He always maintain cordial relationship with his superiors as well as subordinate staff/officers. He is calm and cool officer. His supervisory and monitoring skills are satisfactory. He has fair attitude towards the weaker

section officers.

10. अधिकार क्षेत्र आगंतुक संश्लेषण (कृपया किसी तीन पर चिह्नित करें)

(Please tick mark any three)

Recommendation relating to domain assignment

1		तकनीकी/ दरजरी कार्य Technical/ Tariff work
2		निवारक/प्रावधानात्मक कार्य Preventive/ Operational work
3		बोर्ड कार्यालय में सचिवालयी कार्य Secretarial work in Board's office
4		अर्ध-न्यायिक कार्य Quasi-judicial work
5		प्रशिक्षण Training
6	✓	प्रणालियाँ एवं ई-गवर्नेंस Systems and e-Governance
7	✓	कार्मिक एवं सामान्य प्रशासन Personnel and General Administration
8	✓	कार्यकारी कार्य Executive work

11. सहाय्य ग्रेड (1-10 के स्कोर पर)

Overall grade (on a score of 1-10)

[5(v) + 6(x) + 7(viii)] जैसा कि रिपोर्टिंग अधिकारी स्तंभ में दिया गया है

[5(v) + 6(x) + 7(viii)] as given in Reporting Officer column.

6

अ.सं. S.No	विवरण Description	रिपोर्ट करने वाला अधिकारी Reporting Authority	पुनरीक्षण करने वाला अधिकारी Reviewing Authority	पुनरीक्षण करने वाले अधिकारी के अक्षर हस्ताक्षर Initial of Reviewing Authority
1	कार्य के प्रति दृष्टिकोण Attitude to Work	6	6	
2	जिम्मेदारी की भावना Sense of Responsibility	6	6	
3	समग्र आचरण एवं व्यक्तित्व Overall bearing and personality	6	6	
4	भावनात्मक स्थिरता Emotional Stability	6	6	
5	संप्रेषण कौशल Communication Skills	6	6	
6	पेशेवर दृढ़ता के लिए नैतिक ऊर्जा और इच्छा Moral courage and willingness to take a professional stand	6	6	
7	नेतृत्व गुण Leadership qualities	6	6	
8	समय सीमा के भीतर कार्य को पूरा करने की क्षमता Capacity to work in time limit	6	6	
	वैयक्तिक गुणों की समग्र ग्रेडिंग Overall Grading on 'Personal Attributes' [[(i + ii + iii + iv + v + vi + vii + viii) / 8]	6	6	
	'वैयक्तिक गुणों' के ग्रेड के 30% भार के अनुसार में ग्रेडिंग Grading consequent to 30% weightage of the grade on 'Personal Attributes' [6(ix) x 0.3]	1.8	1.8	

खंड IV- समीक्षा
Section IV-Review

1. क्या आप खंड-III में रिपोर्टिंग अधिकारी द्वारा कार्य परिणाम तथा विभिन्न गुणों के संबंध में किए गए मूल्यांकन से सहमत हैं? क्या आप रिपोर्टिंग अधिकारी की असाधारण उपलब्धियों/या महत्वपूर्ण असफलताओं के संबंध में किए गए मूल्यांकन से सहमत हैं? (यदि आप गुणों के संख्यात्मक मूल्यांकन से सहमत न हों, तो कृपया उस खंड में आपके लिए निर्धारित कालम में अपना मूल्यांकन दर्ज करें तथा अपनी प्रतिक्रिया के नीचे इस्तेमाल करें)।

Do you agree with the assessment made by the reporting officer with respect to the work output and the various attributes in section III? Do you agree with the assessment of the reporting officer in respect of extraordinary achievements and/or significant failures of the officer reported upon? (In case you do not agree with any of the numerical assessments of attributes please record your assessment in the column provided for you in that section and initial your entries)

Yes

2. मतभेद की स्थिति में, व्यक्ति तथा उसके कारण दिए जाएं।

In case of difference of opinion details and reasons for the same may be given.

N.A.

3. समीक्षा अधिकारी द्वारा प्रदत्त चित्र। कृपया अधिकारी के मजबूत तथा कमजोर क्षेत्रों और कामजोर वर्गों के प्रति उसके दृष्टिकोण को प्रस्तुत करने हुए उसके समग्र गुणों पर टिप्पणी (लगभग 100 शब्दों में) दें।

Pen picture by Reviewing Officer. Please comment (in about 100 words) on the overall qualities of the officer including areas of strengths and lesser strengths and his attitude towards weaker sections.

The Officer is hard working. He possesses adequate knowledge of Central Excise, GST laws and procedures. The officer has maintained cordial relationship with his Junior and Senior Officers. The Officer is sympathetic and supportive towards weaker section.

4. क्या आप रिपोर्टिंग अधिकारी द्वारा अनुशंसित अधिकारक्षेत्र आवंटन से सहमत हैं?

Do you agree with the domain assignment recommended by the Reporting Officer?

Yes

5. 1-10 तक के पैमाने पर समग्र ग्रेड

Overall grade (on a score of 1-10)

[5(v) + 6(vi) + 7(vii)] जिस कि रिपोर्टिंग अधिकारी स्तंभ में दिया गया है

[5(v) + 6(vi) + 7(vii)] as given in Reporting Officer column

5.9

अ.क्र. S.No	विवरण Description	रिपोर्ट करने वाला अधिकारी Reporting Authority	पुनरीक्षण करने वाला अधिकारी Reviewing Authority
1	कार्य के प्रति दृष्टिकोण Attitude to Work	10	8
2	जिम्मेदारी की भावना Sense of Responsibility	10	8
3	समग्र आचरण एवं व्यक्तित्व Overall bearing and personality	10	8
4	भावनात्मक स्थिरता Emotional Stability	10	8
5	संघर्षण कौशल Communication Skills	10	8
6	पेशेवर दृढ़ता के लिए नैतिक असाहज और इच्छा Moral courage and willingness to take a professional stand	10	8
7	नेतृत्व गुण Leadership qualities	10	8
8	समय सीमा के भीतर कार्य को पूरा करने की क्षमता Capacity to work in time limit	10	8
	वैयक्तिक गुणों की सकल ग्रेडिंग Overall Grading on 'Personal Attributes' [(i + ii + iii + iv + v + vi + vii + viii) / 8]	10	8
	'वैयक्तिक गुणों' के ग्रेड के 30% महत्व के अनुवर्तन में ग्रेडिंग Grading consequent to 30% weightage of the grade on 'Personal Attributes'[6(ix) x 0.3]	3	2.4

1. क्या आप खंड-III में रिपोर्टिंग अधिकारी द्वारा कार्य परिणाम तथा विभिन्न गुणों के संबंध में किए गए मूल्यांकन से सहमत हैं? क्या आप रिपोर्टिंग अधिकारी की असाधारण उपलब्धियों/या महत्वपूर्ण असाफलताओं के संदर्भ में किए गए मूल्यांकन से सहमत हैं? (यदि आप गुणों के संख्यात्मक मूल्यांकन से सहमत न हों, तो कृपया उस खंड में आपके लिए निर्धारित कालम में अपना मूल्यांकन दर्ज करें तथा अपनी प्रविष्टि के नीचे हस्ताक्षर करें)।

Do you agree with the assessment made by the reporting officer with respect to the work output and the various attributes in section III? Do you agree with the assessment of the reporting officer in respect of extraordinary achievements and/or significant failures of the officer reported upon? (In case you do not agree with any of the numerical assessments of attributes please record your assessment in the column provided for you in that section and initial your entries)

Yes

2. मतभेद की स्थिति में, व्यौर तथा उसके कारण दिए जाएं।

In case of difference of opinion details and reasons for the same may be given.

N.A.

3. समीक्षा अधिकारी द्वारा शब्द चित्। कृपया अधिकारी के सशक्त तथा कमजोर क्षेत्रों और कमजोर वर्गों के प्रति उसके दृष्टिकोण को शामिल करते हुए उसके समग्र गुणों पर टिप्पणी (लगभग 100 शब्दों में) दें।

Pen picture by Reviewing Officer. Please comment (in about 100 words) on the overall qualities of the officer including areas of strengths and lesser strengths and his attitude towards weaker sections.

She is motivated, intelligent and hardworking officer having good knowledge Central Excise & GST Law and procedures. She is mature, decisive and accomplishes desired results within the given time frame. She is always willing to take responsibility of assignments given to her and completes the same within given time frame. She is committed to her work and always motivates her juniors to give out their best and maintained very good rapport with her colleagues. She is very sympathetic and approachable towards weaker sections.

4. क्या आप रिपोर्टिंग अधिकारी द्वारा अनुशंसित अधिकारक्षेत्र आवंटन से सहमत हैं?

Do you agree with the domain assignment recommended by the Reporting Officer?

Yes

5. 1-10 तक के पैमाने पर समग्र ग्रेड

Overall grade (on a score of 1-10)

[5(v) + 6(vi) + 7(vii)] जैसा कि रिपोर्टिंग अधिकारी स्तंभ में दिया गया है

[5(v) + 6(vi) + 7(vii)] as given in Reporting Officer column

8

Issues relating to Group B NG and Group C cadres

By

Kimabindu Mudumbai

JS Admn

Scheme of Presentation

- A perspective on vacancies
- Steps to fill up vacancies
 - Direct Recruitment (DR)
 - Promotional Quota (PR)
- Post wise snapshots
- Agenda points by CCAs

Vacancies in Group B NG and C : A perspective

- As on 1st Feb 2024, the [Vacancies](#) are 47% (SS of 53K, WS of 28K)
- Factoring in 4K appointment letters of CGLE 2023 issued in Mid Feb 2024 and presuming around 70% would join, Vacancy % would go down to 42% shortly
- An indent for about 4900 posts has been sent to SSC for CGLE 2024
 - Joining will start around end of 2024. Vacancies may be down to 35%
- The vacancies were 56 % as on 1st Jan 2021 and 57% as on 1st Jan 2022
- Appointments were issued to the tune of 5400 in 2022, 8400 in 2023 and 4000 so far in 2024

Vacancies remaining
unfilled due to non-joining /
attrition

Projection of vacancies

Local recruitment
(Drivers, Gr. C technical posts,
Compassionate Appt and Sports
quota)

Filling up of DR vacancies

Mission mode
recruitment

Enhancement of
vacancies

Special Recruitment
for Havalдар

Expectations from
CCAs

Promotions

Group	Jun 22 to Mar 23	Apr 23 to Mar 24	Total
Gr B to A	1113	1297	2410
B Gaz	1754	2490	4244
B NG	687	1773	2460
C	492	266	758
Total	4046	5826	9872

No eligible officials in
feeder grade
(criteria + No.)

Delay in DPCs

Non
finalisation of
Seniority

Litigation and stays

Filling up of PR vacancies

OTR and LDCE

Temporary
Downgrading of
Posts

Timely DPCs and
Litigation Mgt.

Seniority related
issues

Adequate man power for Dependant organisations

- Directorates depend on zones for man power and in turn each Directorate caters functionally to almost all the zones
- Field experience essential to work in Directorates / Board
- Loan postings to Directorates
 - 10 % of SS of Zones earmarked for posting on loan basis to Directorates, who may be posted to Directorates outside the jurisdiction of CCA also
 - Tenure of 3 years at CCA level, extendable by two more years by Board
 - AD IV section's letter dt 27th May 2020
 - Zones bound to provide this strength to Directorates on loan postings
 - DGGI requesting for Drivers repeatedly
 - 68 % of Driver posts in zones are vacant (98% in entry level)
- Most of Directorate own cadre posts are filled up by deputation
 - Eg. 75 % in Inspector / IO

Zone	Zonal Agenda Points	Remarks of JS Admn
LUCKNOW CX	Continuation of officials on Ad-hoc basis for not more than one year may be considered in light of DOPT OM dated 15.12.2023.	DoPT OM provides the conditions and method to fill a post on ad-hoc basis, as per which CCA can consider. But purpose and context here is not clear.
DELHI CUSTOMS (PREV.)	Reducing Litigation:-Whenever possible, In-rem implementation of various orders in service matters, to avoid litigations.	If order involves DoPT or other nodal ministry guidelines / instructions, we are bound by their advice.
NEW CUSTOMS HOUSE, DELHI	Digitization of service books of officers of all cadre.	Can be done by CCs.
NEW CUSTOM HOUSE, DELHI	To centralize/club disputes before principal bench of CAT(PB) on common seniority/promotion issue of same cadre, if spread over other CCA zone.	Facts of case may be different, hence not advisable.
BANGALORE CX	Despite “Mission Recruitment” Inspector and EA posts still have 27% and 47% vacancies. These are PR quota vacancies prior to new RRs, being carried forward.	Vacancies need to be carried forward under respective quota only. Possibility to improve promotional aspects of existing feeder grades, using the PR posts is being explored as first step.
DGPM	To align NACIN Training calendar with DPC Model calendar	The calendar is part of Draft SoP under finalisation. NACIN can start working on aligning training with this.

To be continued...

Post wise vacancies in Gr B NG and C

Post	SS	WS	Vacancies			
			Total	%	DR	PR
Inspector CGST	21306	12086	9220	43	5425	3795
PO	2885	1532	1353	47	822	531
Examiner	1595	1124	471	30	229	242
Stenographer-I	914	489	425	46	125	300
EA	4842	2637	2205	46	730	1475
Tax Assistant	6424	2958	3466	54	2656	810
LDC	1900	424	1476	78	0	1476
Head Hawaldar	6483	3423	3060	47	0	3060
Hawaldar	3794	2000	1794	47	1794	0



Mission Mode Recruitment

- A total of 17.9K appointment letters issued by CBIC as part of Rozgar mela (34% of total SS of Group B NG and Gr C)
 - Includes 11K of Inspector / PO / EO posts, against SS of 25.8 K (43%)
- Havaladar recruitment was initiated with joining of around 1900 Havalgars through 2021 Exam
 - First time after Havaldar became a 100 % DR post in CR 2013
- The first batch of DR EAs (around 100) joined through CGLE 2022
 - DR was introduced in EA RRs notified in Sep 2015
- Time for zonal allocation and pre-appointment formalities reduced significantly



Enhancement of vacancies

- Based on proposal of CBIC, DoR has taken up with DoPT and SSC :
 - To have a process in place to enhance vacancies, based on % of non-joining / attrition, while placing indent with SSC
 - To reduce validity of appt letter to 3 months (currently 6 months)

Special drive for Havaladar recruitment

- Despite efforts to recruit Havalgars through SSC, around 1800 (47%) vacancies remained unfilled
- Possibility of filling up Havaldar vacancies through a special drive is being explored and details will be shared with CCAs once we get approval of nodal ministries



Expectations from CCAs

- **Accurate and timely projection of vacancies**
 - Initial projections to be accurate as SSC does not generally accept revision
 - Timely response to DGHRD requests for data
- **Pre-appointment formalities**
 - To continue momentum created during Rozgar Mela to speed up joining process
 - Feed back on the Parallel process attempted for CGLE 2023
 - Zonal allocation and pre-appointment formalities completed in **25 days**
- **Focus on local recruitments**
 - Special drive to fill up vacancies in Driver posts and Gr. C Technical posts, carry out **sports quota recruitments**
 - Compassionate appointments to be made up to date



No Eligible officers in feeder grade

- Qualifying service for promotion from TA to EA is 10 yrs (3 yrs earlier)
 - 72% vacancies in EA in Aug 2021
 - EA is the main feeder grade for 10% PR quota of Inspector posts
- Around 4K vacancies in Head Havalдар and LDC
 - 90% vacancies in feeder grade of Havalдар before Havalдар recruitment started.
 - Around 2K Havalдарs joined in last year, will be eligible for promotion after 3 years of service



One-time Relaxation (OTR)

- Implemented for EA post in zones
 - 1680 TAs got promoted as EAs (SS of EA : 4850)
- Under process for
 - EA post in Directorate
 - Inspector/PO/EO posts in Zones and Directorates
- Under examination
 - For Steno Grade-I post in Zones and Directorates

EA OTR was implemented at different points of time by various CCAs, after issue of instructions by Board

Taking a cue, CCAs requested to keep dossiers ready for OTRs under process

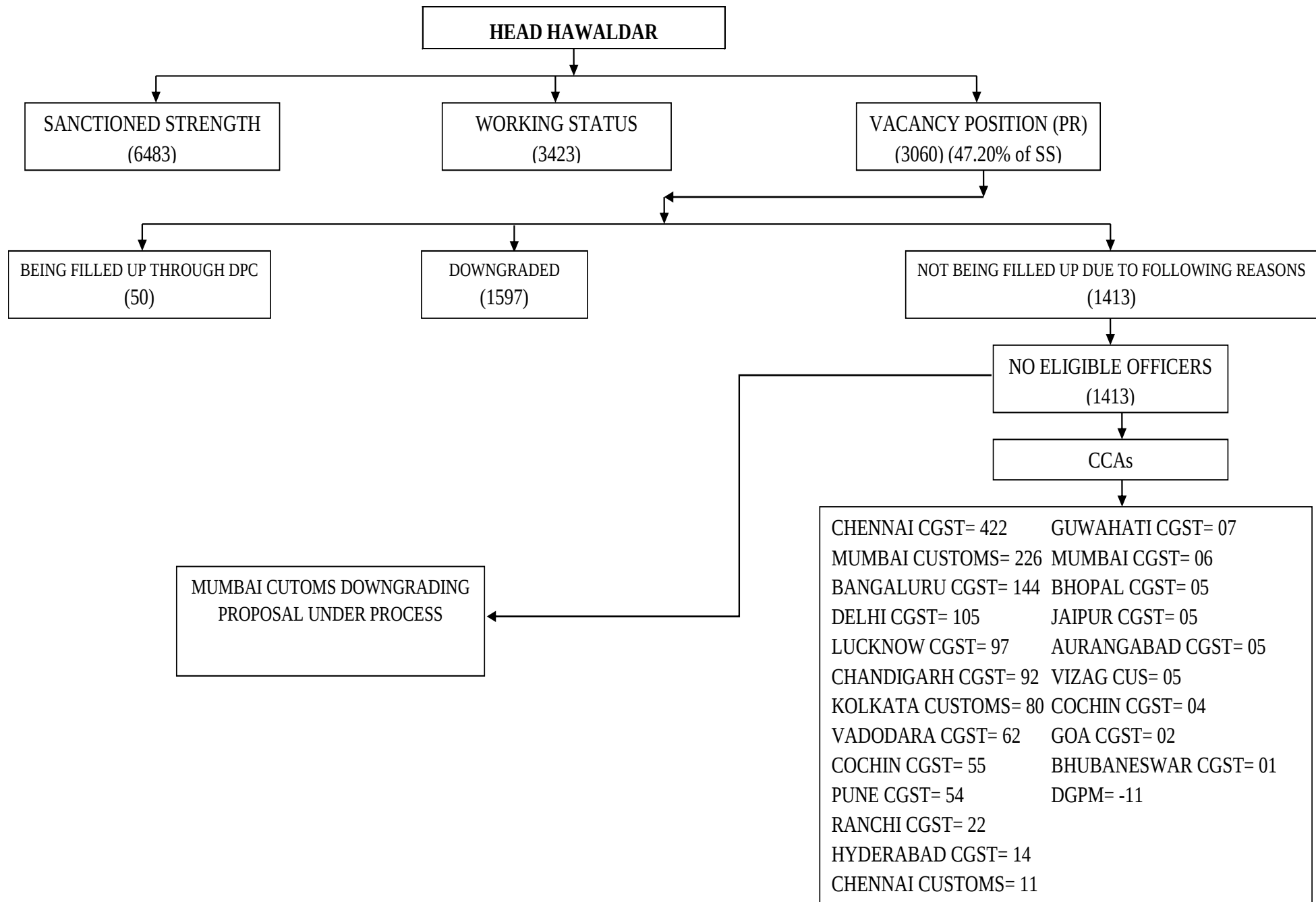
Limited Departmental Competitive Exam (LDCE)

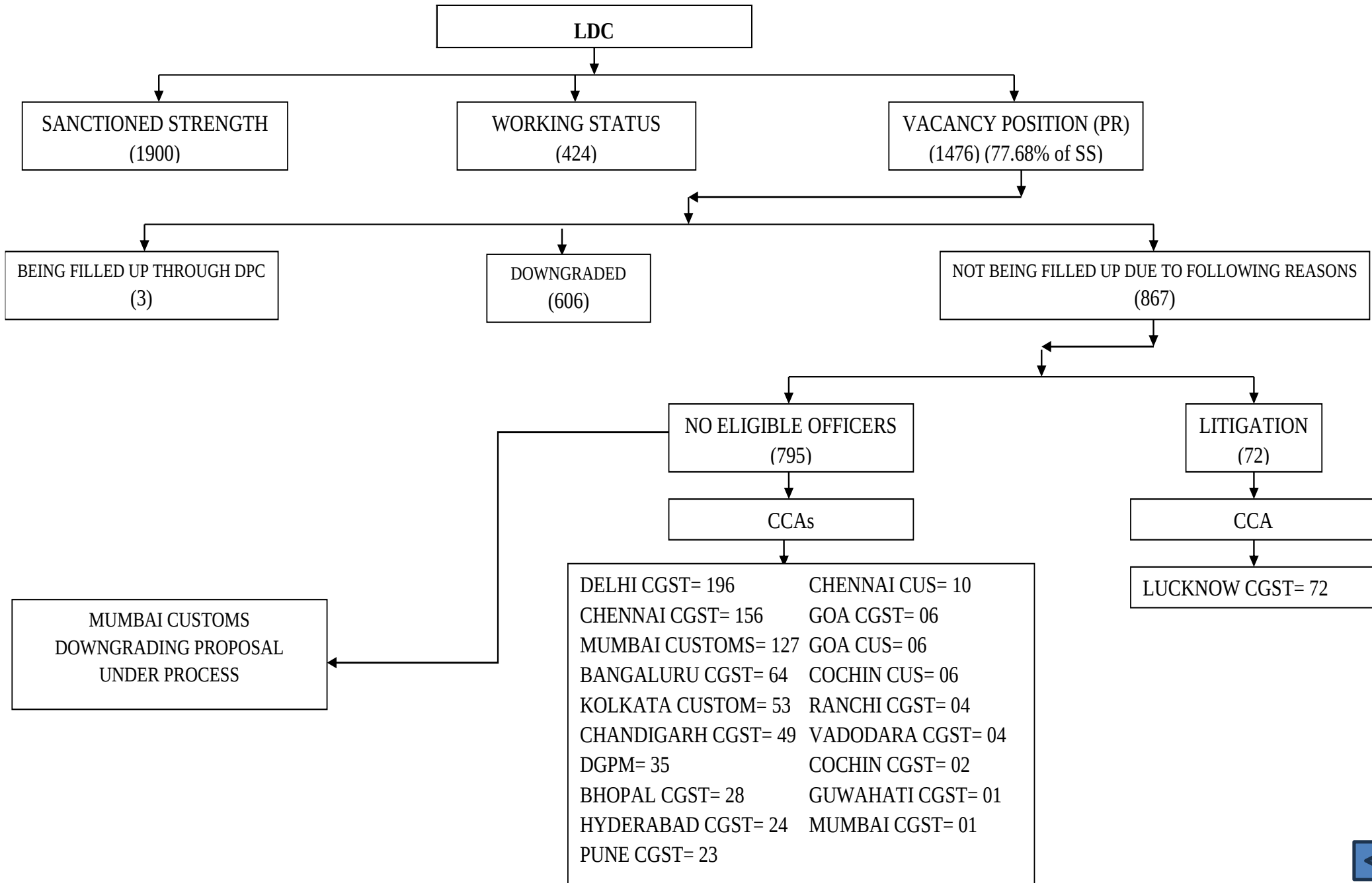
- Allows to promote officials in feeder grade with 50% QS prescribed for promotion, subject to
 - Clearing the Exam (separate from Departmental Qualifying Exam)
 - Possessing Edu. qualification prescribed for DR in promotional post
 - Under process to introduce LDCE in TA, EA and Inspector/PO/EO
-
- A committee consisting of representatives of NACIN, DGHRD and AD III B was formed to finalise Dept Exam Rules, which include the scheme and syllabus of Exams.
 - To keep the Exam Scheme and syllabus ready before RRs with LDCE get notified
 - Gives time to feeder grades and to NACIN to prepare for exams



Temporary downgrading of posts

- Proposal for temporary downgrading of PR posts, was pursued with DoE.
 - To address the problem of insufficient no. in feeder grade
- DoE issued guidelines for downgrading proposals
- Approval of IFU was obtained for temporary downgrading of around 2400 posts, so as to fill up the same in lower grade, mostly by DR.
 - Mainly Havaladar, MTS, Steno-II, TA and Driver OG
 - With provision for automatic upgradation by CCA ***when officials in feeder grade become eligible for promotion***
- Proposal for downgrading of around 500 more posts is under process.
- Still vacancies shown as remaining unfilled for want of eligible officers, in posts eligible for downgrading such as Head Havaladar, LDC





Inter se Seniority

- DoPT OM of Aug 2021 provides ample clarity on date to be reckoned for inter se seniority across time periods
 - Meghachandra ratio (date of appointment / joining) is prospective
- While circulating the above OM, all CCAs were asked to file MAs, if required to bring DoPT OM of Aug 2021 to the notice of legal fora and seek permission to finalise seniority in compliance with this OM
- ***We are bound by DoPT OMs for general implementation by all CCAs***
- Court judgements that go against DoPT guidelines have to be referred to Board for consultation with DoLA and DoPT
 - CCAs ***cannot*** implement them on their own



Timeline for DPCs (as per DGHRD Draft SoP)

Sl.No.	Events	Timeline (<u>of the year</u> <u>preceding the vacancy</u> <u>year</u>)
1.	Vacancy determination	1 st January
2.	Approval of proposal for conducting DPC and nomination of Members	15 th January
3.	Letter seeking data for DPC (APAR/Vigilance and Integrity)	31 st January
4.	Compilation of data	28 th February
5.	Self-contained note, with RRs, OMIs, roster, eligibility criteria	30 th April

Timeline for DPCs (as per DGHRD SoP)

Sl.No.	Events	Timeline (<u>of the year</u> <u>preceding the vacancy</u> <u>year</u>)
6.	Scheduling of meeting	15 th May
7.	Zone of consideration	15 th June
8.	DPC folder and self-contained note	30 th June
9.	Convening of DPC	31 st October
10.	Minutes and approval	15 th November
11.	Promotion Order	1 st January of vacancy year

Timely DPCs

- Essential for CCAs to follow DPC calendar
 - Non-CCA zones to provide APARs and other details in a timely manner
- ***Timely finalisation*** of Seniority lists, ***strictly*** in conformity with DoPT guidelines
- The requirement of convening annual meetings of the DPC/DCC should be dispensed with ***only after a certificate has been issued*** by the appointing authority
 - that there are no vacancies to be filled by promotion or no officers are due for confirmation during the year in question
- SoP on DPCs is under finalisation
 - DGHRD shared a draft SOP along with comments of CCAs
- DGHRD to develop dashboards to map vacancies and steps to fill up the same

Litigation Management

- Constant / special efforts needed to monitor court cases, mitigate litigations and minimise stay orders
 - It may be a good idea/ effort to place likely impact of a stay (big picture) before legal fora
 - Fines were imposed for non-filing of reply
 - When CAT orders were only ***to consider representations as per extant rules*** within fixed time frame, it was seen that no action on such orders led to cases decided against dept. later
- More than two decades after ban on engagement of casual labourers, we are still saddled with court cases on regularization / re-instatement of casual labourers
 - Most of these cases are those where CLs were employed after the ban, in blatant violation of GoI orders
 - Board sought fixing of responsibility for such a lapse and replies awaited

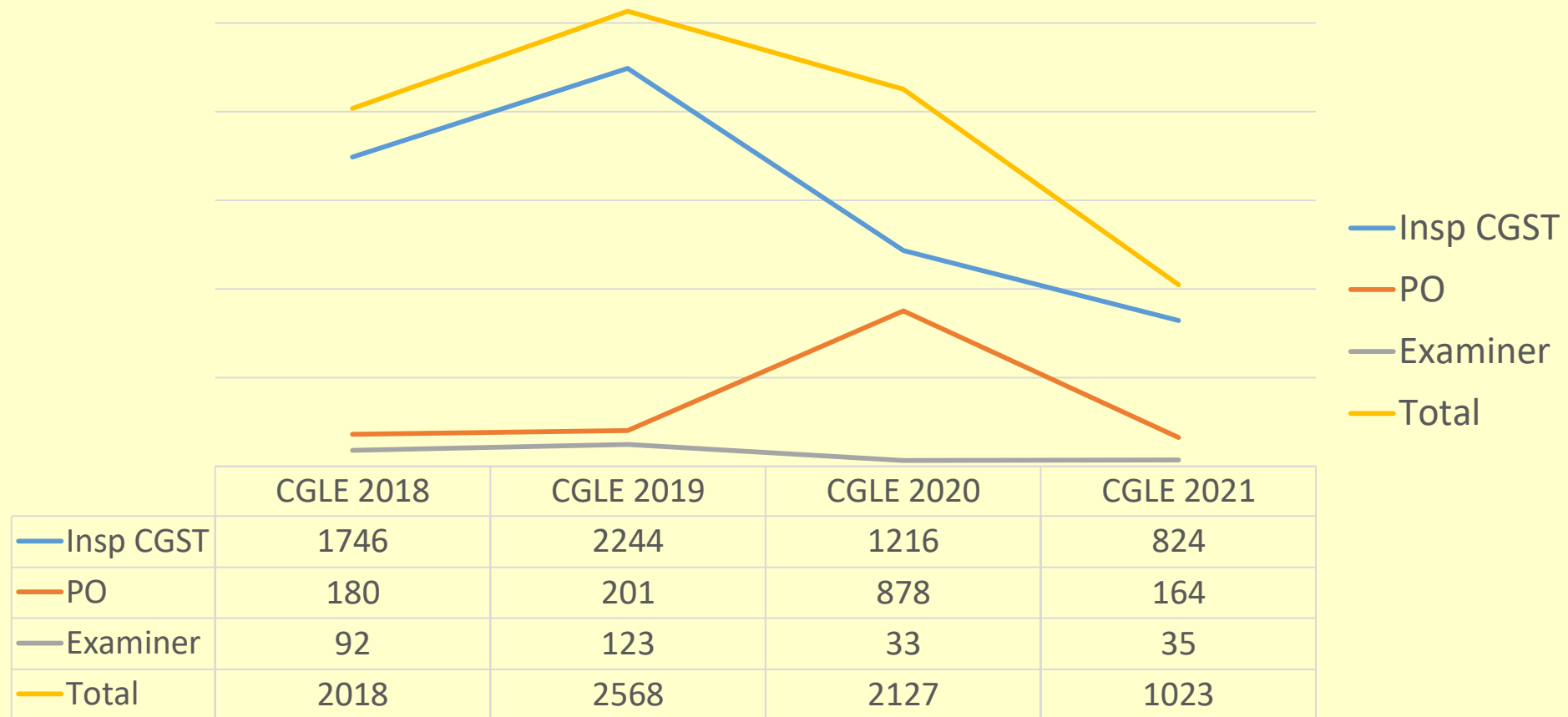
Litigation Management

- In spite of clear instructions of Board on handling court matters , repeated requests are made to provide / vet para-wise comments
 - To be avoided in matters of de-centralized cadre not involving policy issue
 - CCA to prepare para-wise comments and seek policy clarifications from Board
 - Vetting too only for the portion where policy is involved
- Interpretation of Orders
 - Where CAT directions were to ***consider*** the representations as per extant rules/law, interpreted as 'to dispose the representations in favor of the applicant'
- Implementation of orders
 - Cases decided in favor of the applicant and decision is against the Government policy - Not to be implemented by the CCA at their own level as these require the consultation with DoPT and DoLA



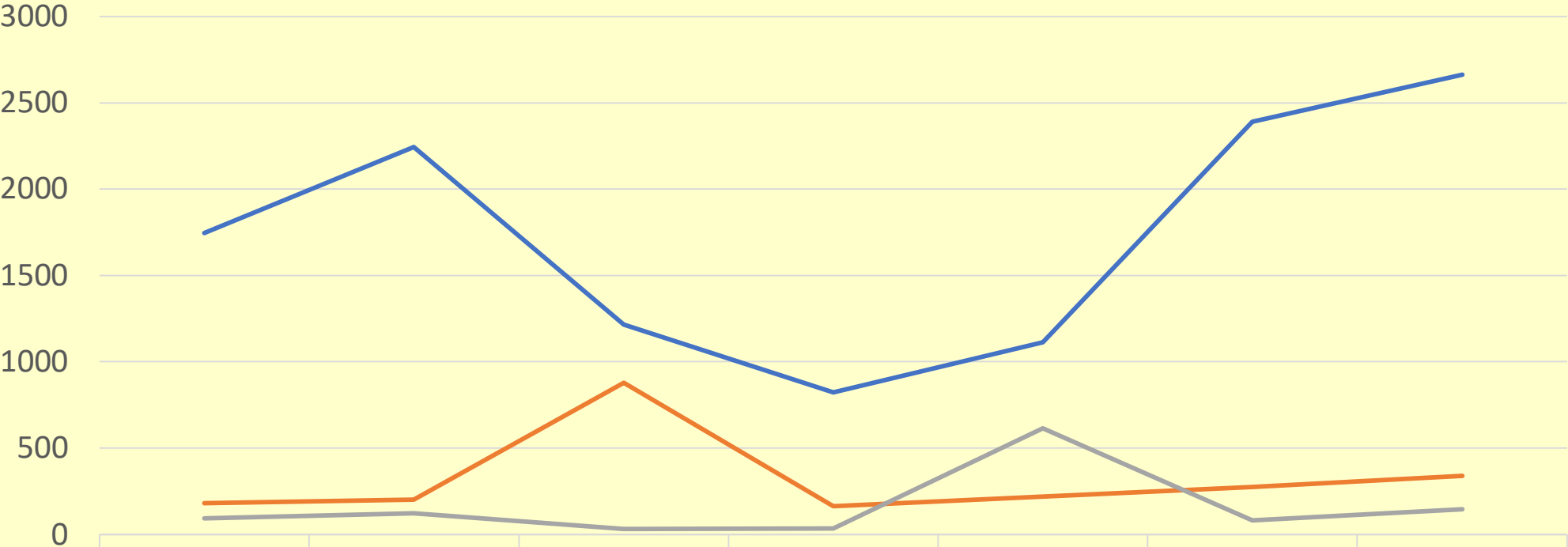
A slide from June 2022 HR conference

A declining trend in projection of vacancies vis-à-vis increase in no. of vacancies

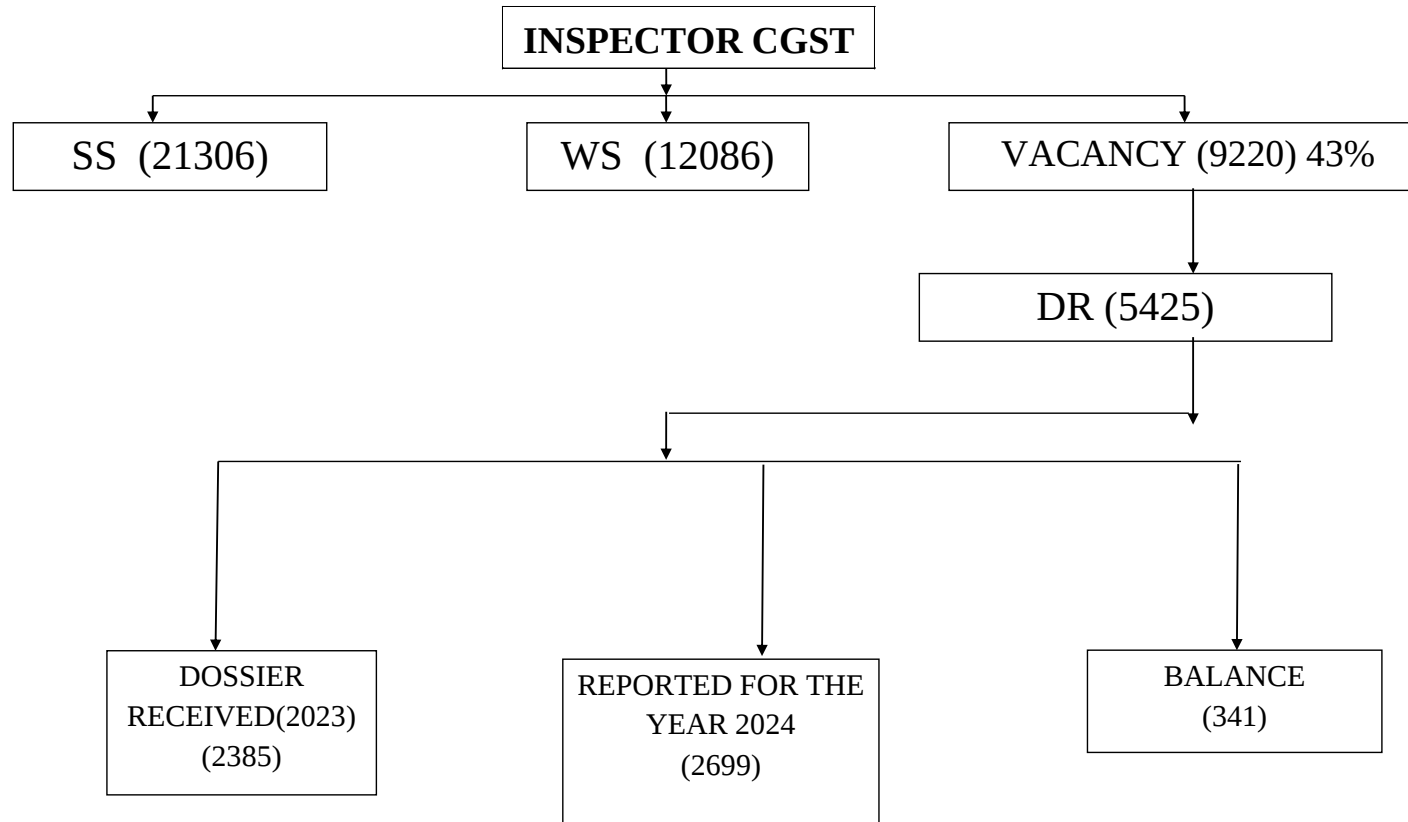


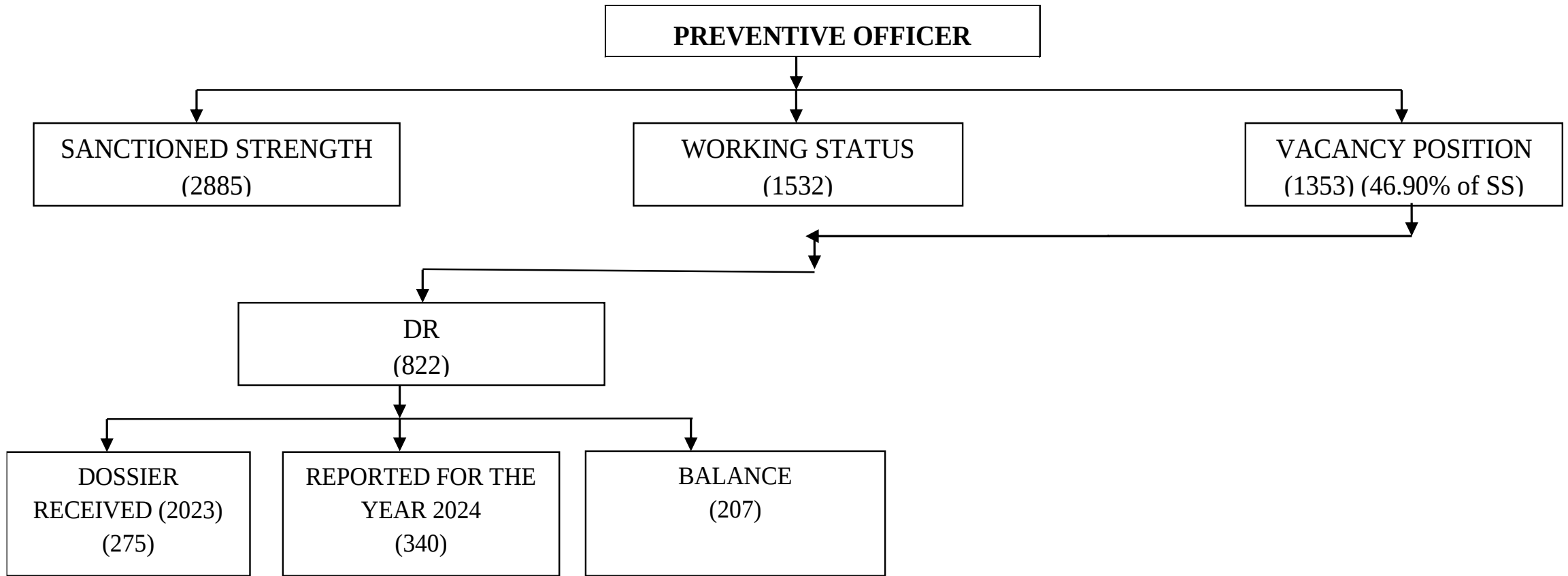
Current status

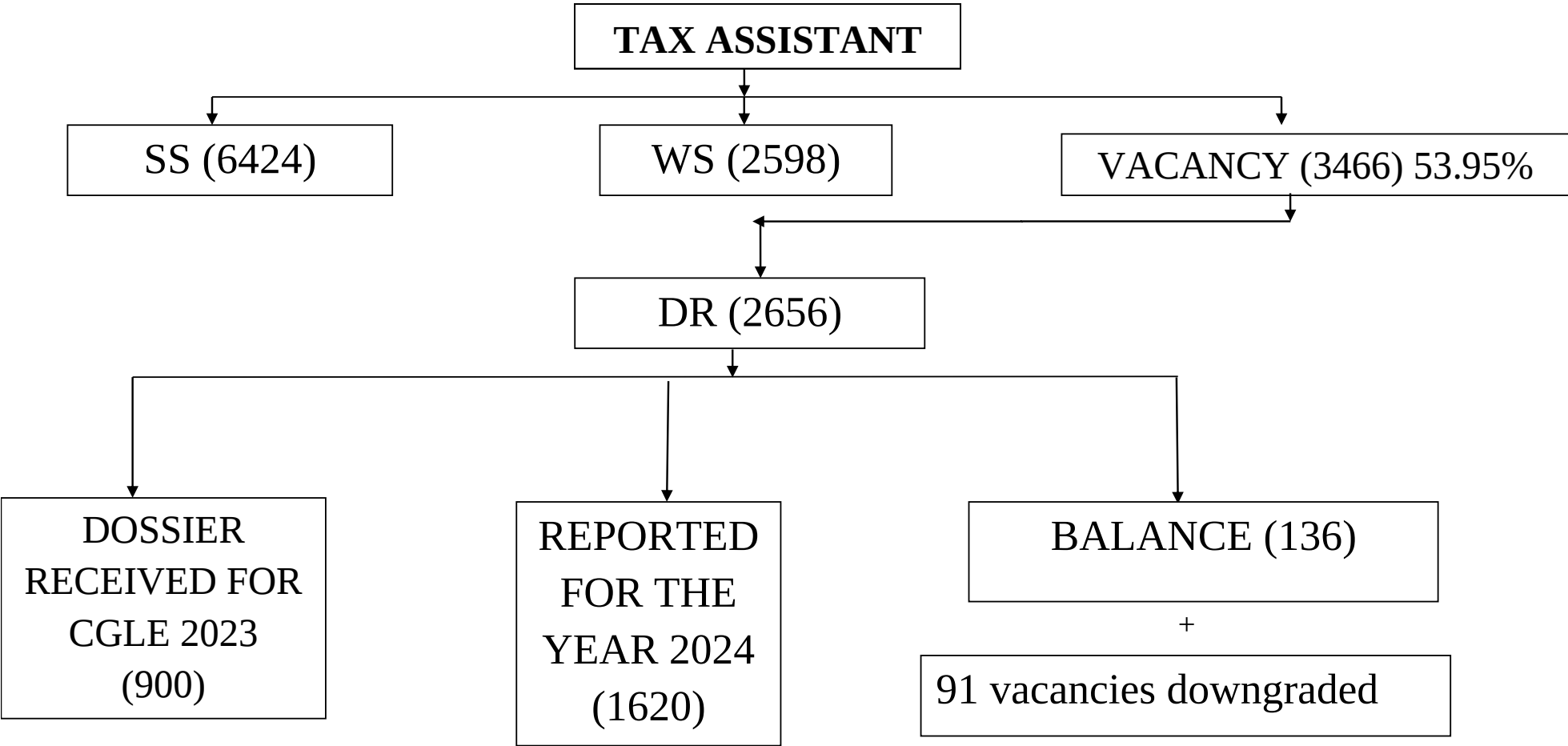
Trend in projection of vacancies



	2018	2019	2020	2021	2022	2023	2024
Insp. CGST	1746	2244	1216	824	1113	2389	2664
P.O.	180	201	878	164	220	276	340
E.O.	92	123	33	35	614	80	145









HR Conference at NACIN, Palasamudram on 17th May, 2024

Issues Related to Pension

by C P Goyal, CC, Bhopal



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Background

- DO letters dated 12.12.2023 and 12.04.2024 received from Principal CCA, CBIC-indicating that:
 - During the period from 01.04.2022 to 08.12.2023 (18 months), out of **3506 PPOs** issued for retirees of CBIC, **less than 0.2% (only 7)** were received in Time and complete.
 - In about 1106 cases (about 35%), the delay was more than 90 days.
 - During period from 01.04.23 to 01.04.2024 (12 months), out of **1957 PPOs** issued for retirees of CBIC, **only 9 cases** were received in time and complete.
 - As per timeline prescribed under Rule 60(4) of CCS (Pension) Rules, 2021, complete set of pension papers to be forwarded to Account Officer 4 months before the date of superannuation and to Central Pension Accounting Office (CPAO) on or before last date of month preceding month of retirement*.
- Member (P &V) DO letters dated 11.01.2024, 22.04.2024 and 10.05.2024 to all CCs on the above issue and VC Meeting held with CC on 28.04.2024.

*Rule 63(4)(a) of CCS (Pension) Rules



Present Position at a Glance (Period from 01.04.2023 to 31.03.2024)

Ministry/Dept	Total PPO Issued	PPO received on or before last day of preceding month of Retirement Date*	PPO received after last day of preceding month of Retirement Date	Delay details in days			
				>0 & ≤30	>30 & ≤60	>60 & ≤90	>90
Agriculture	179	26 (14.5%)	153	58	65	7	23
Atomic Energy	1091	251 (23%)	840	521	199	22	98
MOF	235	8	227	59	87	20	61
MOF-CBIC	1957	9 (0.45%)	1948	81 (4%)	901	352	614 (31.3%)
MOF-CBDT	1519	7 (0.46%)	1512	58	878	290	286
Home Affairs	21098	394 (1.86%)	20704	2035	4243	3685	10741

*Requirement as per Rule 63(4)(a) of the CCS (Pension) Rules, 2021.



PAO-wise Position (in terms of number of Pension Cases Processed in 2023-24)

Ministry/Dept	Total PPO Issued	PPO Received on or Before Last Day of Preceding Month of Retirement Date*	PPO Received After Last Day of Preceding Month of Retirement Date	Delay Details in days			
				>0 & ≤30	>30 & ≤60	>60 & ≤90	>90
PAO, Customs, Mumbai	132	0	132	9	60	18	45
PAO, Kolkata	77	0	77	1	47	8	21
PAO, New Delhi	74	0	74	1	31	19	23
PAO, Chennai	71	1	70	4	50	5	11
PAO, Pune	67	0	67	0	14	32	21
PAO, Jaipur	66	0	66	1	50	5	10
PAO, Hyderabad	65	0	65	0	40	18	7

*Requirement as per Rule 63(4)(a) of the CCS (Pension) Rules, 2021.



Key Timelines Prescribed under Pension Rules (1/2)

Pension Process Map and Timeframe				
SN	Process	Pending at	Time frame	Applicable CCS (Pension) Rules, 2021
1	Preparation of list of Government servants due for retirement within the next fifteen months of that date.	Head of Office	15 th day of every month	54 (1)
2	Communication of the list to the Accounts Officer Concerned	Head of Office	Before the last day of every month	54 (2)
3	Communication of the list to the Directorate of Estates/Admin Section in respect of employees General Pool accommodation with a view to obtain 'No Demand Certificate'	Head of Office	12 months before retirement	55 (1)
4	Verification and determination of qualifying service, and if necessary, in consultation with the employee; and Determination of average emoluments.	Head of Office in consultation with PAO	12 months before the retirement. The process to complete before eight months from the retirement.	57 (a) & (b)
5	Communication of facts to the retiring employees for action by the employees.	Head of Office	8 months before the retirement the retirement.	57 (c)
6	Submission of papers by the employee	Retiring Employee	6 months before retirement.	57 (2) (a)



Key Timelines Prescribed under Pension Rules

(2/2)

Pension Process Map and Timeframe				
SN	Process	Pending at	Time frame	Applicable CCS (Pension) Rules, 2021
7	Presentation of papers to Pay and Accounts Office.	Head of Office	4 months before the retirement.	60 (4)
8	Checking the pension and gratuity admissible and forwarding the PPO to the Pension Paying Authority.	PAO	Not later than two months in advance of the date of the retirement of a Government servant on attaining the age of superannuation.	63 (1) (a)
9	Dispatch of PPO to CPAO (for issuing Special Seal of Authority)	PAO	Not later than two months from the date of receipt of pension papers from the Head of Office	63 (4) (a)
10	Dispatch of Bank half of the PPO to CPPC* of Authorized Bank	CPAO	Not later than twenty one days from the date of receipt of the Pension Payment Order	63 (4) (b)
11	Handing over of pensioner's half of the PPO to the Retiring Employee	Head of Office	<u>Date of retirement</u>	DoP&PW's OM dated 01.08.2017
12	Completion of all formalities and crediting the pension to the Pensioner's Account.		<u>Last date of the month</u>	63 (4) (b)

*CPPC is Centralised Pension Processing Cell.



Question: Are our offices ensuring necessary action within the timelines provided in CCS (Pension) Rules, 2021?

If not, why not ?



Inputs Sought from CCAs/CC, Zones

- Primary reasons for delay in submission / processing of complete set of pension papers of retiring Officers to PAO
 - On part of retiring officer.
 - On part of Administrative Section.
- Nature of Queries raised by PAO.
- Suggested Check-list for Admin Section to minimize/eliminate the queries normally raised by PAO.
- Suggested DO's or DON'Ts.
- Any other inputs/suggestions to ensure timely submission of pension papers online as well as physically to PAO.



Major Reasons Identified for Delay

A. On part of Officer

- Lack of awareness of filling forms on Bhavishya Portal
- Non-submission of documents in time.
- Non-removal of discrepancies in documents in time

B. On Part of Admin

- Lack of supervision and monitoring by Senior Officers
- Lack of Expertise of officer dealing with pension work
- Incomplete Entries in Service Book
- Non-verification of service book in time
- Non receipt of vigilance clearance in time (Group 'A' last moment)

C. On part of PAO

- Communicating query in piece meal
- Re-verifying the service book already verified in the past

D. On part of Central Pension Accounting Officer (CPAO)

- Delayed receipt of complete papers from PAO office
- Improper verification of documents before forwarding application by PAO office, resulting in return of document with query.

Common queries raised by PAO/CPAO

- Discrepancies in the name & date of birth of Pensioner/Family Pensioner in PPO and other connecting documents.
- Discrepancies in the bank details in respect of BSR Code, IFSC Code and branch address.
- Pensioner to be primary account holder in A/C and a copy of first page of passbook in support of this claim to be attached with the pension case.
- Non-furnishing of Joint Photograph with the plea that spouse leaves separately but family pension claimed in PPO.
- Non-submission of photos of disabled person and declared guardian in Part IV of PPO in case of Co-authorization cases. Bank account also need to be opened in the name of disabled person and preferably be in same bank branch of pensioner.
- Improper uploading of E- PPO i.e. E-PPO is completely blank or without joint Photo and/or Signature.
- Non furnishing of Performa of Undertaking by Pensioner with two witnesses.
- Furnishing pension cases of those appointed as or after 01.01.2004 without Department's Order specifying their eligibility in old pension scheme.



Issues in Case of Delayed Pension Cases

- Furnishing of delayed finalized pension cases without paying the arrear of pension by Department/PAO.
- Processing the case in PFMS[^] instead of manually where payment is involved.
- Variations in details between E-PPO and manual PPO.
- Furnishing only disburser's copy of PPO with remarks at column 6 of **Special Seal of Authority (SSA)** that pensioner's portion of PPO to be handed over to pensioner by bank.
- Recording improper entry of arrear in both halves of PPO while paying arrear in delayed finalized pension cases.
- Omission of dates in respect of Payment of CVP* paid by PAO, restoration of commuted part, enhances rate of family pension and normal rate of family pension in PPO.

[^]PFMS stands for Public Finance Management System

*CVP stands for Commuted Value of Pension



Way Forward

(1/2)

On part of Administration

- Timely Communication with the Retiree Officer (at least one year before the date of retirement) making him/her aware of the various requirements under CCS (Pension) Rules, 2021.
- To Conduct Training Session (one year before date of retirement) virtually every month or every alternate month for Retiree Officers.
- To nominate one officer in Administration as 'Pension Mitra'.
- Greater monitoring of pension cases at Senior Level (Head of Office/Head of Department) on periodical basis.
- Capacity building of officers dealing with Pension work.
- Proper scrutiny of form submitted by Officers online as well as in physical mode.
- To ensure that all the requisite papers/enclosures are attached while forwarding the manual application to PAO.
- Ensuing Compliance with detailed list of reasons/objections in general, raised while returning fresh pension cases. The Head of Office and his team must ensure that all the checks have been completed.
- To recognize “timely submission of pension cases” as key activity for evaluation of performance of HOO/HOD.
- To ensure that the action is taken as per timelines prescribed in CCS (Pension) Rules, 2021.



Way Forward

(2/2)

For Retiree Officer

- To collect, examine and remove discrepancies in documents one year before retirement.
- To timely submit application in time on Bhavishya Portal.
- To timely seek assistance of Admin section.
- To be proactive in matter.

For PAO

- Regular meeting by HOO/HOD with PAO to discuss pending cases as well as identifying issues causing delay.



Points for Discussion

- What Steps could be taken to guide / assist Retiree Officer?
- How to expedite Vigilance Clearance which is given at last moment?
- How to ensure that the application submitted to PAO is complete?
- How to ensure that the timelines prescribed for different tasks as per CCS (Pension) Rules, 2021 are followed by Administrative Section.



Thank you!

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TRAINING

PRESENT TRENDS AND THE WAY FORWARD

DR. K. N. RAGHAVAN, DG NACIN

TRAINING

Format of Presentation



- Initiatives of CBC
- NACIN Hqrs
- NACIN ZTI's
- Capacity Utilisation and Additional requirements
- New initiatives and best practices
- NACIN Palasamudram. Current status and timelines
- Way Forward

Initiatives of CBC



Framework of Rules Activities and Competencies and its significance

- Role based competencies

Stage	No: of years	Role	Trainings needs
Early	First 10 years	Asst/ Deputy Commr	More of Domain competencies
Middle	10-25 years	Joint/ Addl Commr and Commr/ Prin Commr	Focus on functional competencies
Late	After 25 years	Chief Commr and above	Thrust on behavioural competencies

Initiatives of CBC

Mapping of Competencies



Domain	Functional	Behavioural
Knowledge about tax laws and procedures	Establishment and HR	Self awareness and Personal effectiveness
Legal acumen	Grievance redressal and citizen centric approach	Decision making
Audit and Accountancy	Digital fluency and data analytics	Communication
Intelligence and investigation	Management- Financial, Material and Project	Operational Excellence
International trade	Handling Parliamentary work and cabinet note preparation	Leadership- strategic, collaborative and team
Narcotics Control	Change management	Solution and outcome Orientation

Functional & Behavioural Competence

Initiatives of CBC

Challenges



- Framework of Roles Activities and Competencies (FRAC) not yet notified
- Position of Prin Commissioners/ Commissioners- middle or late?
- Dichotomy in powers of Commissioners in GST and Customs



Initiatives of CBC

Others

- Grievance redressal
- Citizen centric approach
- Training needs assessment
- Impact assessment
- Assessment of ZTI's



Details of Trainings

NACIN Hqrs



- Induction training for OT's of IRS
- In service training for IRS officers
- International cooperation
- Training for PGA's
- Mandatory Trainings



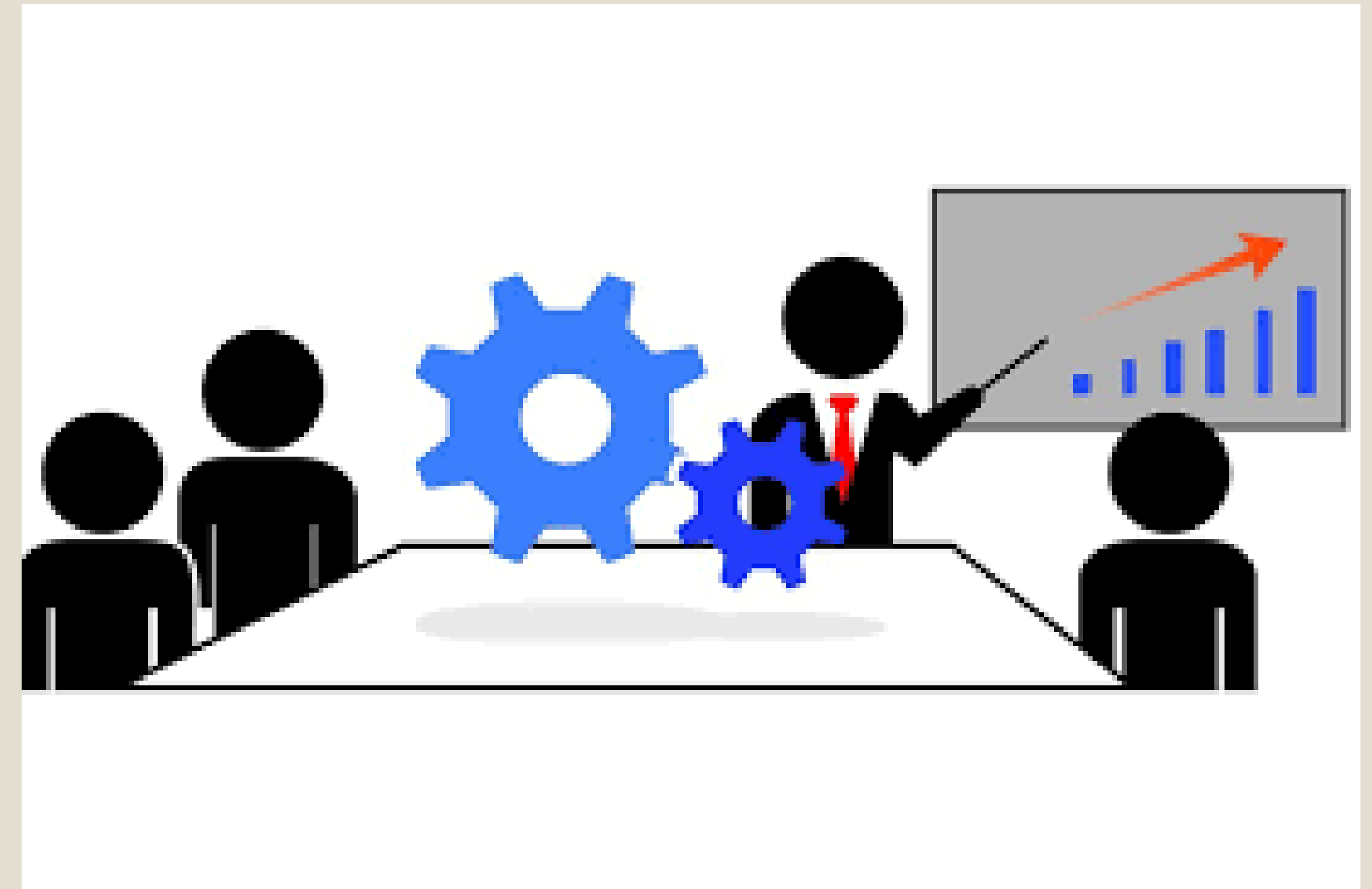
NACIN Hqrs

Induction Training for OT's



- 16 months long- 8 months in academy and 8 months outside
- Attachments to SSIFS, NPA, NADT, NAAA, WII, Coast Guard, Army, DRI, DGGI, CESTAT

Domain	Functional	Behavioural
Laws and rules of Customs and GST	Emerging technologies	Communication
Law, Audit and Accountancy	Structured Thinking	Integrity and Ethics
Enforcement, DRS Narcotics control	Data analytics	Executive Presence



NACIN Hqrs

New pedagogy for OT's



- OT's viewed as stakeholders and encouraged to take ownership of learning
- Flipped learning
- Continuous evaluation
- Use of immersive techniques
- Focused module on behavioural competencies



NACIN Hqrs In Service Training



- Induction training for officers promoted to Group A
- Sector specific trainings
- Demand driven trainings
- Development of I- GOT courses



NACIN Hqrs

Induction Training (new initiatives)



- Induction training for officers promoted to Group A from Supdts/ Appraisers
- Earlier done in ZTI's
- Done as 4 week programme
- Good response from officers



NACIN Hqrs

Induction Training (in-Service) course content



Topic	No: of sessions
GST	31
Customs	19
Behavioural skills	12
Functional skills	11
Wellness	21
Narcotics Control	2
Total	96



[DETAILS OF INDUCTION TRAINING](#)

NACIN Hqrs

Sector specific trainings (new initiative)



- Sector specific trainings conducted for audit of banking sector
- Joint trainings with SGST officers at Palasamudram
- Joint trainings with state officers at ZTI levels
- More sector specific trainings proposed in insurance, construction and real estate, Online gaming and OIDAR



NACIN Hqrs

Demand driven trainings



- Workshop series on Adjudication separately for different levels of officers
- Workshop for PGA's
- Webinars proposed for Adjudicators, Auditors, Investigators and IO/ PO
- Workshops on Insolvency and Bankruptcy and Digital Forensics
- Trainings for CONCOR, AAI



NACIN Hqrs

I-GOT



◦ Courses

Courses uploaded	24
Courses waiting for uploading	8
Course under preparation	40

◦ Users

Registered CBIC Users	50208
Mandatory courses	34571



[COURSES UPLOADED ON I-GOT](#)

NACIN Hqrs

Other Trainings



- Trainings for PGA

Trainings	Topic	Duration	Officers Attended
1	AEO	2 days	13

- Mandatory Training

Trainings	Topic	Duration	Officers Attended
1	CAO	21 days	135



NACIN Hqrs

International Cooperation



- Trainings for WCO, UNEP, UNODC, SASEC
- Trainings under ITEC programme of MEA
- Trainings under MoU: with Maldives, Russia
- Training of officers of Royal Bhutan Customs
- Training under IMF SARTTAC



International cooperation

Details of Trainings



◦ Details from 2019-20 till 2023-24

Organisation	Trainings	Officers attended
WCO	12	182
SASEC	4	94
UNEP	19	802
UNODC	3	105
ITEC	15	344
MoU with Maldives	12	301
On Request (US embassy)	21	647



NACIN ZTI's

Trainings conducted



◦ Induction trainings

ZTI's	Trainings	Officers trained
16	4	5206

◦ GST Trainings

ZTI's	Trainings	Officers trained
18	580	43630

◦ Other than GST Trainings

ZTI's	Trainings	Officers Trained
18	1100	64282



NACIN ZTI's Induction Trainings



- Details of trainings conducted

Cadre	Trainings	Officers Trained	Duration
Inspector	53	3224	14 weeks
Steno	4	93	2 weeks
TA	15	411	2 weeks
Havildar	21	1478	4 weeks
Total	93	5206	NA



NACIN ZTI's In-Service Trainings



Offline vs online (GST)

Offline Trainings			Online Trainings	
	No:	Officers trained	No:	Officers trained
GST	238	10754	342	32876
Others	634	23306	466	40976

Other than GST Trainings

Customs, Leadership, team work, Time Management, Game Theory, Communication, Ethics and integrity, Mindfulness, Art of Living, Emotional Intelligence, Motivation



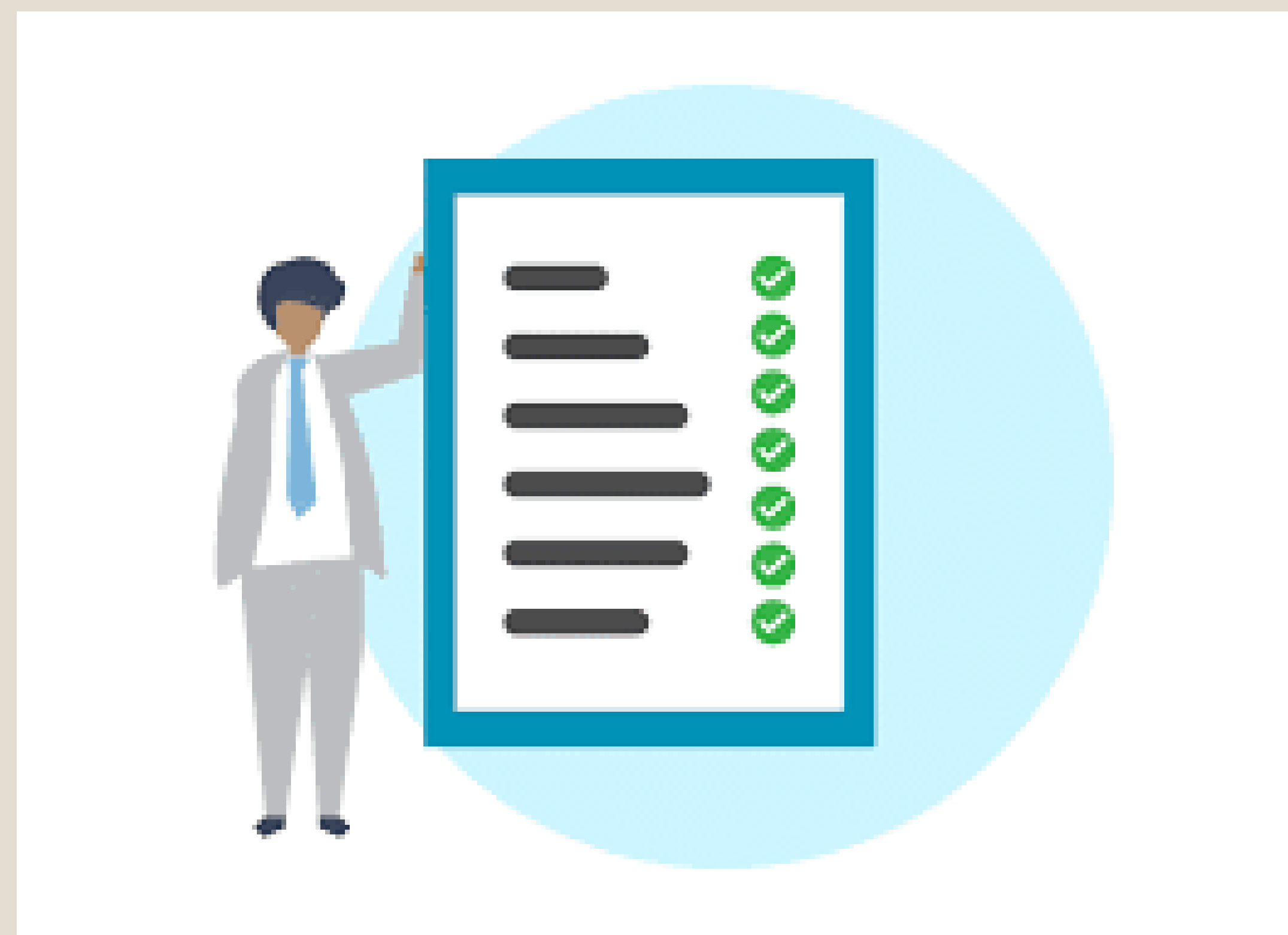
NACIN Palasamudram

Capacity utilisation and requirements

- Present status

Hostel rooms	Classroom capacity	Staff shortage	Capacity utilisation
100	8/ 978	55%	100%

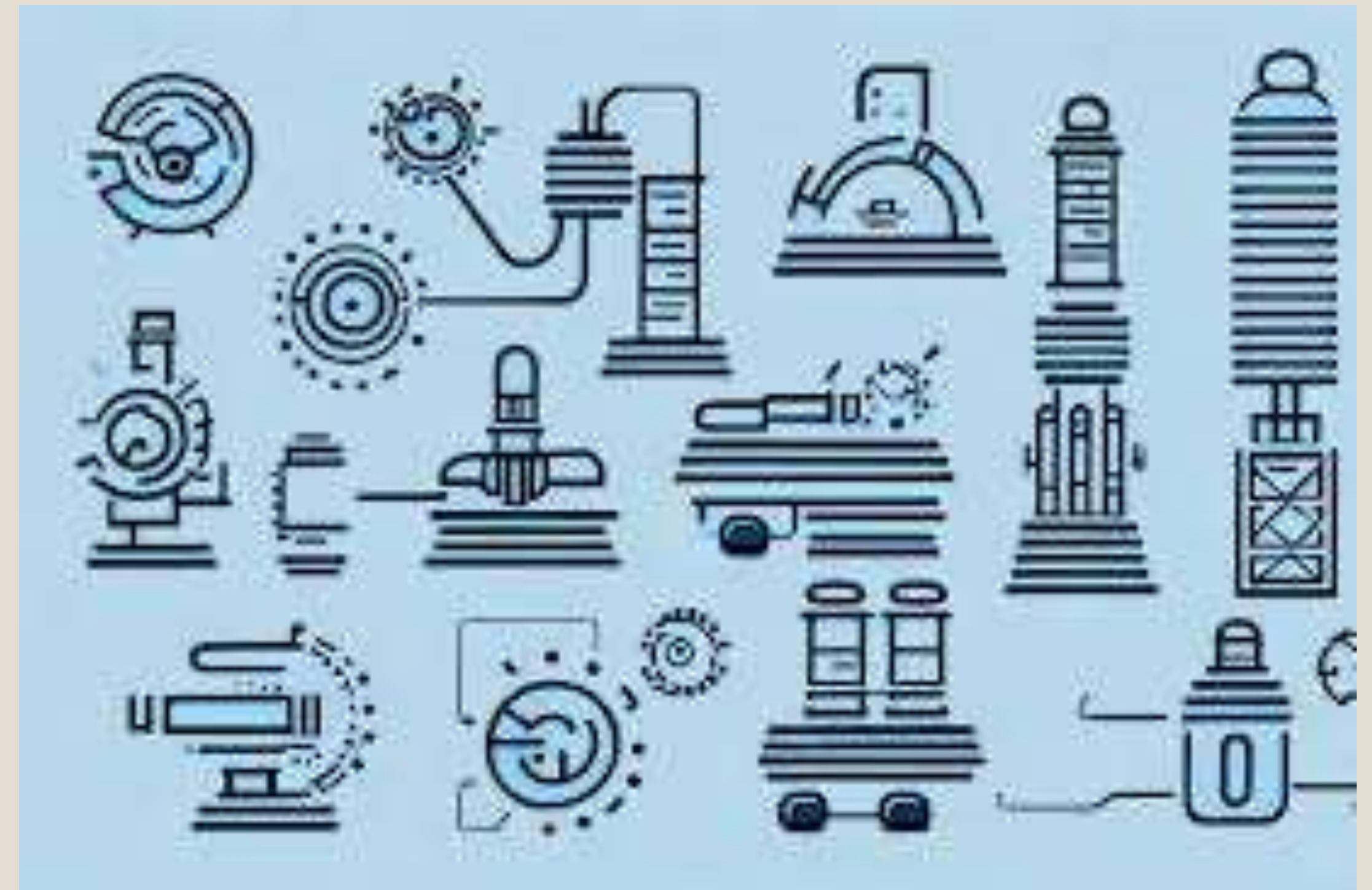
- Completely residential campus
- 100 more hostel rooms and 75 senior faculty rooms required to attain full capacity
- Staff deficiency (40% Group A and 66% Group B and C) to be rectified
- Early completion of construction of quarters



NACIN ZTI's Capacity Utilisation



ZTI	Hostels	Classroom capacity	Staff shortage	Capacity Utilisation
Bangalore	81 rooms	9/ 681	20%	45%
Bhopal	No	4/ 180	24%	100%
Bhubaneswar	No	2/ 80	33%	100%
Chandigarh	No	1/42	10%	100%
Chennai	33	3/ 220	Nil	100%
Kochi	No	3/ 135	10%	100%
Delhi (Faridabad)	96	8/ 578	30%	100%



NACIN ZTI's

Capacity Utilisation



ZTI	Hostel	Classroom capacity	Staff shortage	Capacity Utilisation
Hyderabad	No	2/ 75	22%	60%
Jaipur	No	3/150	Nil	100%
Lucknow	44	2/ 108	5%	70%
Kolkata	53	5/422	40%	100%
Mumbai	63	4/270	20%	100%
Patna	No	6/242	40%	100%
Shillong	3	1/50	45%	100%
Vadodara	No	4/154	50%	100%
Vizag	No	2/ 80	25%	100%



NACIN ZTI's

Additional capacity requirements

- Own Hostel facility is required in 11 out of 16 ZTI's
- Except in Chandigarh and Shillong class rooms are adequate for present requirements
- More class rooms needed in 11 out of 16 ZTI's for taking on additional work
- Proposals submitted by Chandigarh, Shillong and Chennai for construction of own campus
- Staff deficiency has to be rectified to take on additional work



New Initiatives of NACIN Collaboration



- MoU with NADT
- Attachment with SSIFS, NAAA, Logistics
- MoU of ZTI's with state governments
- MoU of Jaipur ZTI with IIM Udaipur and DG Audit (CAG)
- MoU of Kochi ZTI with Coast Guard and CIASL



New Initiatives of NACIN

Mentorship



- New Mentorship programme launched
- Mentors appointed for Officers of 73 and 74 batch IRS
- Training of Mentors conducted
- Mentorship programme for newly recruited inspectors by ZTI's



New Initiatives of NACIN

Best Practices of ZTI's

- Har Budh var GST var (Bhopal)
- SIKSHA (Chennai)
- Compilation of video play lists (Vizag)
- Big Picture (Vizag)
- Onsite trainings
- Leadership and behavioural competencies (Vadodara)
- Compilation of Handbooks



Challenges



- Absence of good faculty
- More recruitments at Group B and C levels in recent years
- Shortage of officers at level of Superintendent
- Cooperation from field formations
- Poor infrastructure in ZTI's



NACIN Palasamudram

Current status and timelines



- Construction started in June 2022.
- Commissioned in December 2023
- Inaugurated in January 2024
- Total built up area 95282 sq M
- Greening of campus undertaken in 375 out of 502 acres



NACIN Palasamudram

Current status and timelines



◦ Buildings completed

Buildings completed	Month of completion
Reception	November 2023
Field Training Centre	November 2023
Officers Hostel -1	November 2023
Officers Mess	November 2023
Academic Block	February 2024
Admin Block	February 2024
Auditorium	May 2024



NACIN Palasamudram

Current status and timelines



- Buildings under construction

Buildings	Tentative date for completion
Library	25-5-2024
Officers Hostel- 2	30-6-2024
Senior Faculty Hostel	30-6-2024
Quarters type 8 (1 No:)	31-5-2024
Quarters tye 6 (7 No:)	31-5-2024
Quarters type 5 (7 no:)	31-5-2024
Quarters type 4S (48 no:)	30-6-2024
Quarters type 4 (16 no:)	31-7-2024



NACIN Palasamudram

Current status and timelines



- Buildings under construction

Building	Tentative date for completion
Quarters type 3 (48 no:)	30-6-2024
Quarters type 2 (32 no:)	31-8-2024
Guest House	30-6-2024
Bank, post office and dispensary	31-7-2024
Dormitory	30-6-2024
Mock airport	31-5-2024



NACIN Palasamudram

Current status and timelines



- Other Amenities: Football field and running track are operational

Building	Tentative date for completion
Indoor sports complex	31-7-2024
Football stadium	15-5-2024
Cricket ground with pavilion	30-6-2024
Parade ground	30-6-2024
Water line with WTP	31-5-2024
Sewer line with STP	31-5-2024
UG sumps	30-6-2024



Way Forward

Training Management Software



- Centralised platform for digitising workflow
- Proposes to develop skill passport from APAR
- Integrate skill passport with faculty database, results of training needs analysis and results of impact assessment
- Includes Learning Management system



Way Forward

General



- Increase in period of induction training for Inspectors
- Conduct of confirmation examination for Inspectors
- Conduct of refresher courses after induction training
- Mandatory training before posting to Audit/ Anti evasion



Way Forward

Competencies



- NACIN Hqrs and ZTI's to retain expertise in domain area
- Hqrs to focus on behavioural competencies and specific functional competencies
- ZTI's to focus on functional competencies



Way Forward

MCTP



- Focus of functional competencies in Phase 4
- Thrust on behavioural competencies in Phase 5
- Reintroduction of Foreign component in phase 4
- MCTP for officers other than Group A
- Attendance may be made mandatory for promotion





THANK YOU



EXPEDITIOUS DISPOSAL OF DISCIPLINARY PROCEEDINGS

*NACIN , Palasamudram
17 May 2024*



ROLE OF FIELD FORMATIONS

- Most crucial component of the vigilance machinery of CBIC.
- Presently, **64%** case load of pending disciplinary proceedings are with field formations.
- Proactive engagement and enhanced oversight by Zonal heads is essential to maintain high standards of probity and efficiency.



ACHIEVEMENTS AND EXPECTATIONS

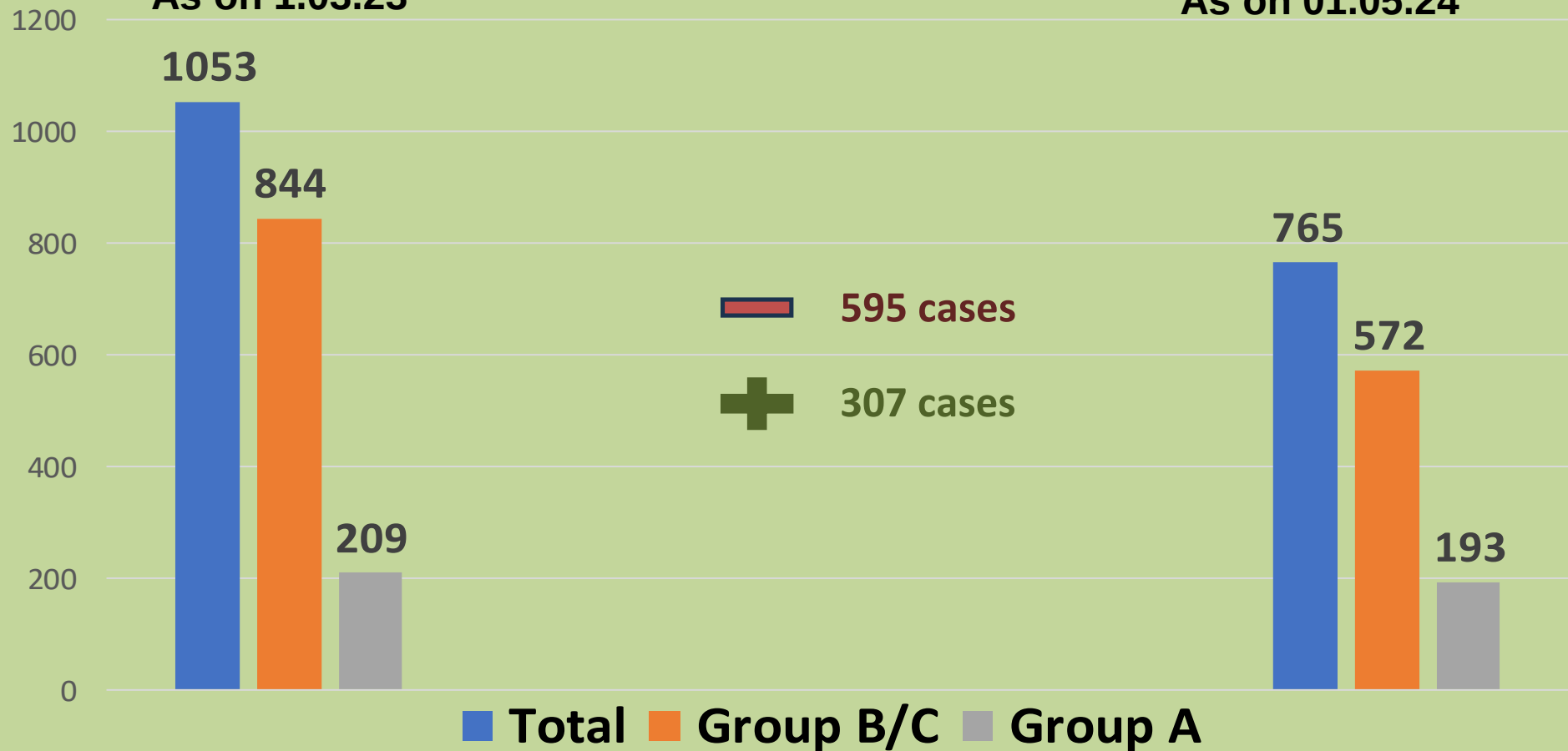
- In 2023, CBIC had attained all time highest disposal of vigilance cases in a year.
- Bettered our all time disposal record attained in 2022 by healthy margin of 30%.
- Dedicated and steadfast efforts by field formations made scaling of new heights possible and same has been appreciated at the highest level, including by CVC on multiple occasions.
- Need to maintain the momentum displayed by field formations in 2024 too.



BREAKUP OF PENDENCY POSITION

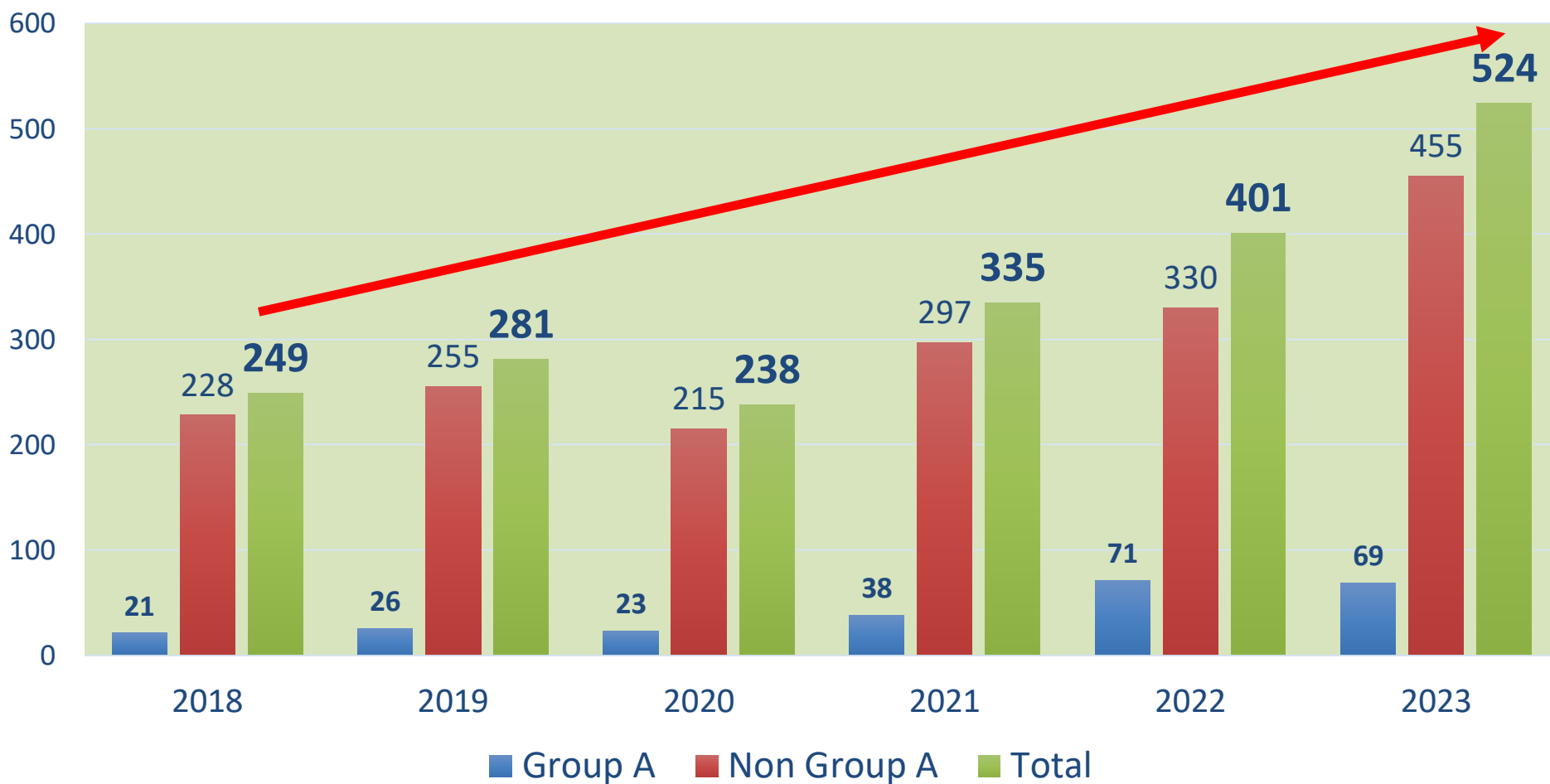
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As on 01.05.24



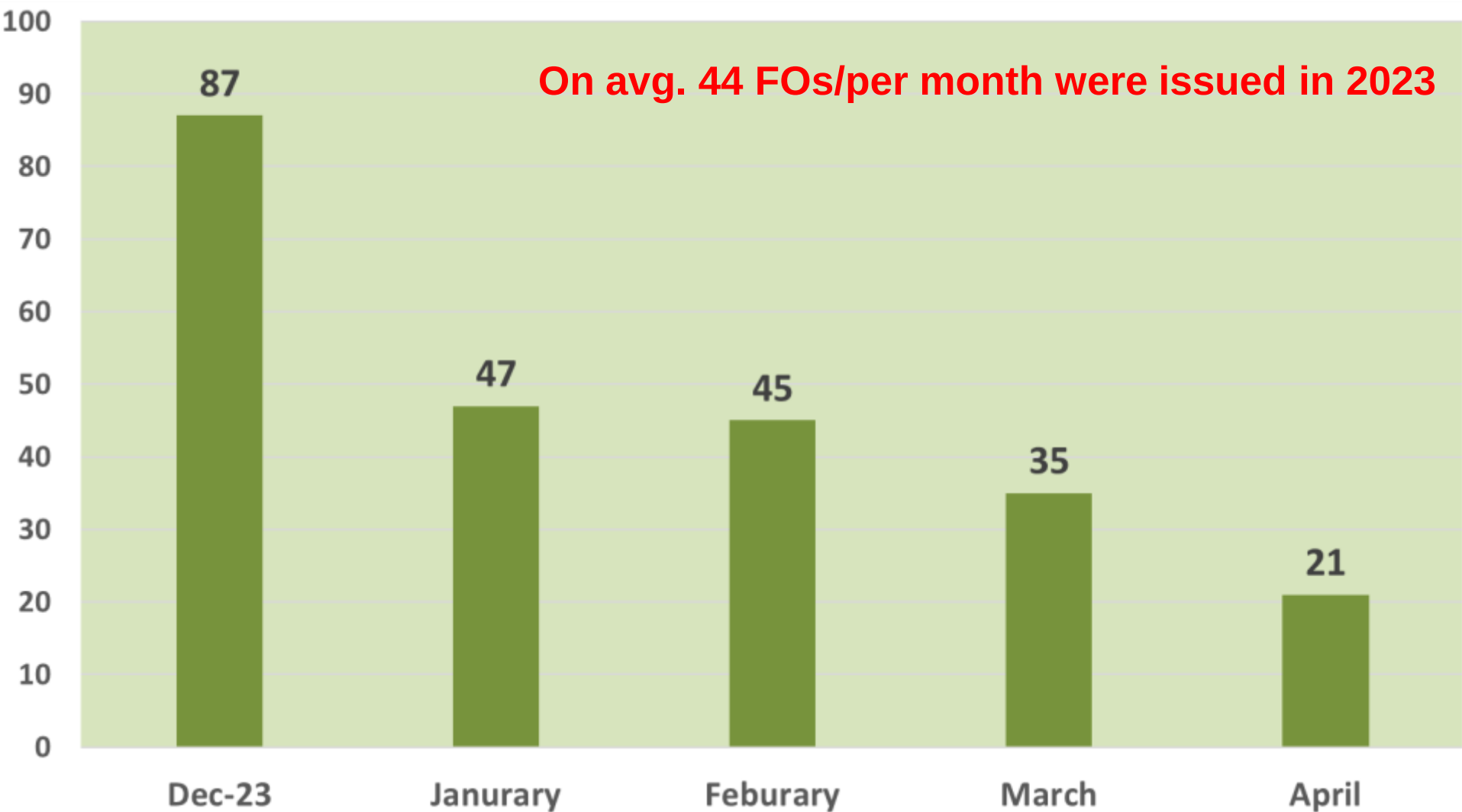


DISPOSAL OF DPs SINCE 2018





DISPOSAL IN 2024, SO FAR





ACTION OWNERS OF PENDING DPs

(As on 01.05.24)

CATEGORY	Actionable	Non Actionable	Total
Pending with field formations (Group B/C)	329	159	488
Pending with DGoV ZUs (Retd. Group B/C)	77	7	84
Pending with Ad.V (Group A)	159	34	193
Total	565	200	765



ACTIONABILITY STATUS OF PENDENCY IN THE FIELD

(As on 01.05.24)

Actionable Cases	C/M to be issued	IO/PO to be appointed	IR awaited (Less than 6 months)	IR awaited (More than 6 months)	Pending with DAs	Pending with DGoV for SSA
329	7	36	92	96	86	12

**IMMEDIATE
FOCUS AREAS**



TOP ZONES WITH MAXIMUM PENDENCY

(As on 01.05.24)

ZONE	Non Actionable	Actionable	C/M to be Issued & IP/PO to be appointed	Pending with IO (< 6 months	Pending with IO (> 6 months	With DA	With DGoV for SSA
Mumbai CGST	40	40	3	11	10	15	1
Kolkata CGST	6	30	1	7	12	9	1
Pune Zone	20	25	1	2	17	5	-
Bengaluru CGST	1	22	4	3	14	1	-
Hyd'bad Zone	4	18	2	4	8	2	2



TOP ZONES WITH MAXIMUM PENDENCY

(As on 01.05.24)

	Non Actionable	Actionable	C/M to be Issued & IP/PO to be appointed	Pending with IO (< 6 months	Pending with IO (> 6 months	With DA	With DGoV for SSA
Ranchi Zone	4	15	-	2	3	10	-
Ahm'bad CGST	7	14	1	6	3	4	-
Guwahati Zone	-	13	3	7	1	2	-
Thiruvananthapuram	2	13	4	6	2	1	-
Mumbai Cus - I	1	13	2	7	-	3	1
Mumbai Cus-III	-	12	2	5	-	4	1
<u>Pendency chart of all CC Zones</u>							



EXPECTATIONS



EXPECTATIONS

- ✓ C/M should be issued within **1 month of FSA**, wherever taken **or within 2 months** of receipt of Investigation report.
- ✓ IO/PO should be appointed within **30 days of issuance of C/M**.
- ✓ Inquiry report should be submitted within **6 months** of appointment of IO/PO. All efforts to conclude them within timelines should be made.



EXPECTATIONS

- ✓ Existing guidelines of DoPT on grant of **honorarium** to IO/POs must be widely publicised.
- ✓ All IO/POs should be advised to complete online training module on '*Conduct of enquiry in disciplinary matters*' on igotkaramyogi platform.
- ✓ All cases pending with IOs for **more than six months** should be prioritised and monitored on monthly basis.
- ✓ A **monthly progress report by IO** should be called by DAs.



EXPECTATIONS

- ✓ Existing guidelines of DoPT on grant of **honorarium** to IO/POs must be widely publicised.
- ✓ All IO/POs should be advised to complete online training module on '*Conduct of enquiry in disciplinary matters*' on igotkaramyogi platform.
- ✓ All cases pending with IOs for **more than six months** should be prioritised and monitored on monthly basis.
- ✓ A **monthly progress report by IO** should be called by DAs.



EXPECTATIONS

- ✓ The **extension of timelines** to IOs should be scrupulously monitored. Blanket extensions of 6 months in one go should be discouraged. Should be rationalised.
- ✓ Option of relieving the IO/POs from normal charges to enable them complete proceedings expeditiously should also be explored in appropriate cases.



EXPECTATIONS

- ✓ In case of minor penalty , FO should be issued within **60 days** from the receipt of defense statement.
- ✓ Copy of IR/DN should be sent to CO for his representation within **15 days** of receipt of IR.
- ✓ In cases where SSA is sought, FO should be issued within **60 days of SSA**.
- ✓ Mandatory consultation with CVC/CVO for SSA, wherever required.



EXPECTATIONS

IMPORTANT

Timely disposal of cases officers due for retirement. Generation of Rule 8 cases should be minimized.



EXPECTATIONS

- ✓ A system of monthly monitoring of pending disciplinary proceedings with DAs should be institutionalized.
- ✓ All DA's should be asked to submit specific timelines to dispose the case.
- ✓ A monthly disposal targets should be fixed for all DA's and their disposal performance to be evaluated against their targets.



EXPECTATIONS

- ✓ Stock of all non actionable cases should be taken and necessary remedial action to be taken on urgent basis to get the encumbrances removed.
- ✓ Serving of documents to Charged officers on request of Ad.V should be expedited.
- ✓ Inclusion of disposal of disciplinary proceeding by the DA's in your zone's SAADHIT targets.



EXPECTATIONS

- ✓ Handling of complaints as per CBIC's Complaint Handling Policy.
- ✓ Timely intervention by senior officers by way of advice/counselling/warning to prevent lapses.
- ✓ Integrity training for all the employees : Use of IGoT modules.

*‘Preventive vigilance function is
the duty of every employee.’*

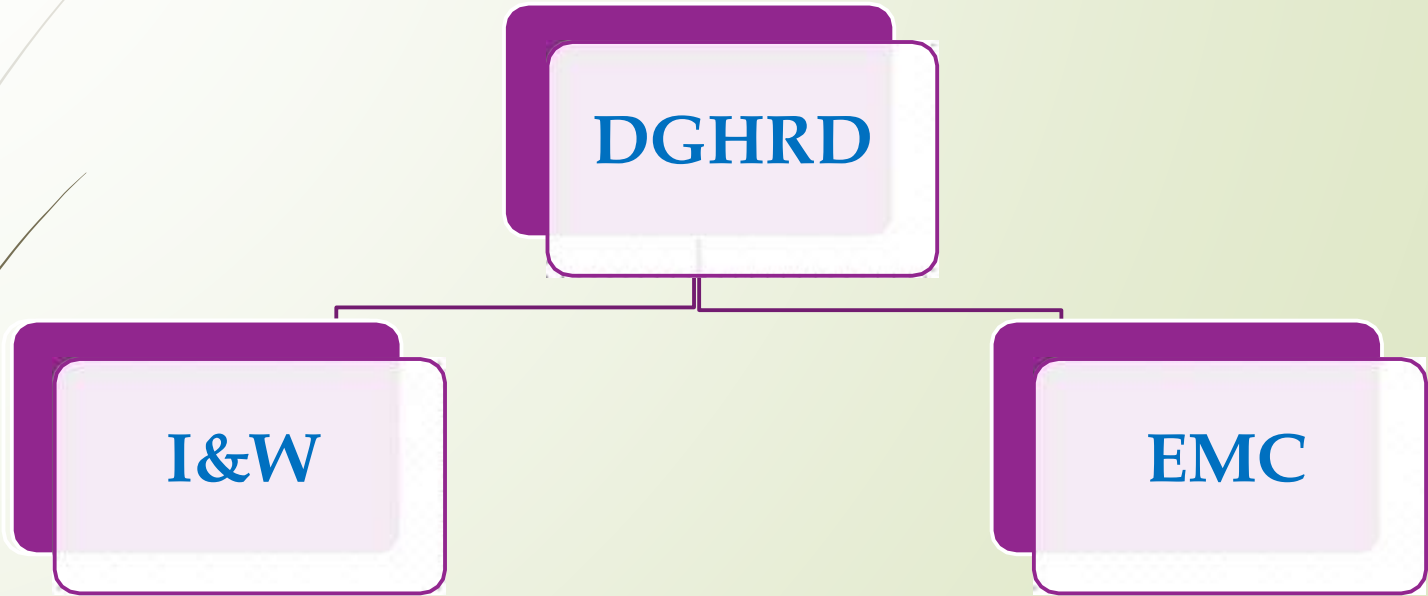
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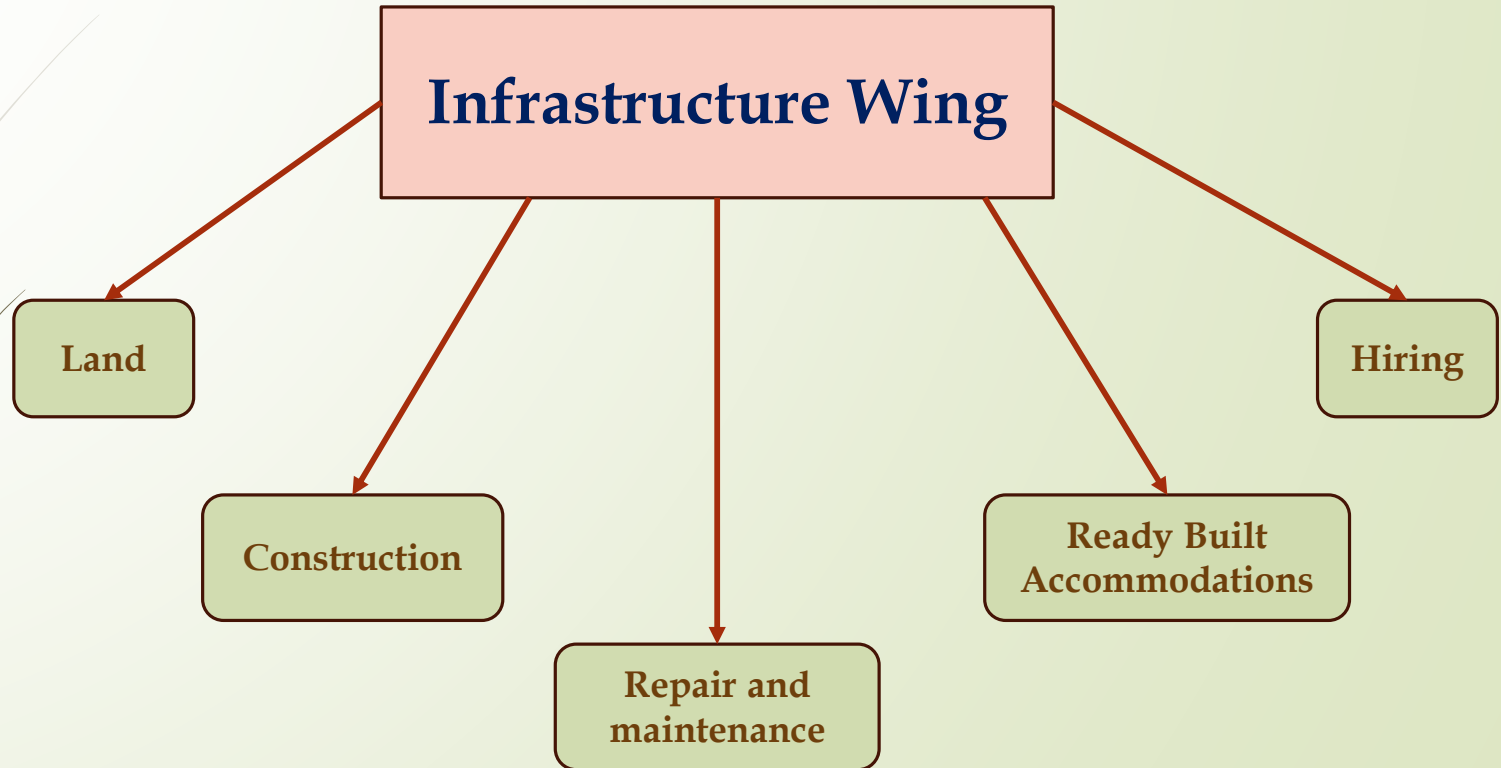


The H.R. Conference, 2024

**The Directorate General of Human
Resource Development
[Infrastructure & Welfare/EMC]**

Structure of DGHRD (I&W/EMC)





RESOLVE

- To ensure that Zones/Directorates have advance annual plan for Infrastructure development.
- To get the construction proposals of office buildings wherever offices are in hired premises **within 02 years**.
- To start building residential accommodation at deficient locations based on the Demand Survey **within 02 years' time**.
- To initiate repair/renovation work wherever required **within 6 months** and to take up demolition and reconstruction proposals **on priority**.
- To update Infrastructure Manual based on the feedback received.
- To update data regarding vacant lands.
- To ensure constitution of Welfare Advisory Committee in every HOD offices.
- To ensure that DDOs and HODs are onboard on BEAMS software **within 3 months**.

CAPITAL EXPENDITURE (OFFICE AND RESIDENCE)-CBIC

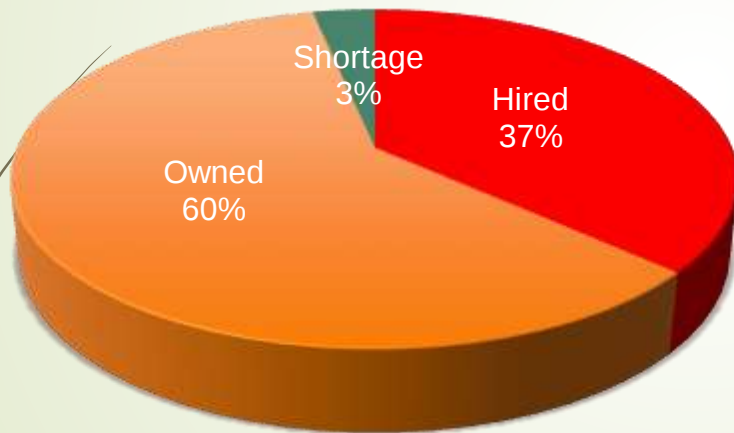
(Rs. In Crore)

FY	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24
Budget Head										
MH -4059 (Office)	108.85	43.20	81.02	125.5	122.33	165.03	62.21	309.39	504.68	525.32
MH -4216 (Residence)	1.65	10.3	41.09	169.6	53.78	107.22	148.41	300.15	176.06	246.59
Total	110.5	53.48	122.11	295.08	176.11	272.25	210.62	609.54	680.74	771.91

MH:- Major Budget Head

STATUS OF INFRASTRUCTURE : AVAILABILITY VIS-À-VIS CADRE STRENGTH

CBIC Office Space Requirement



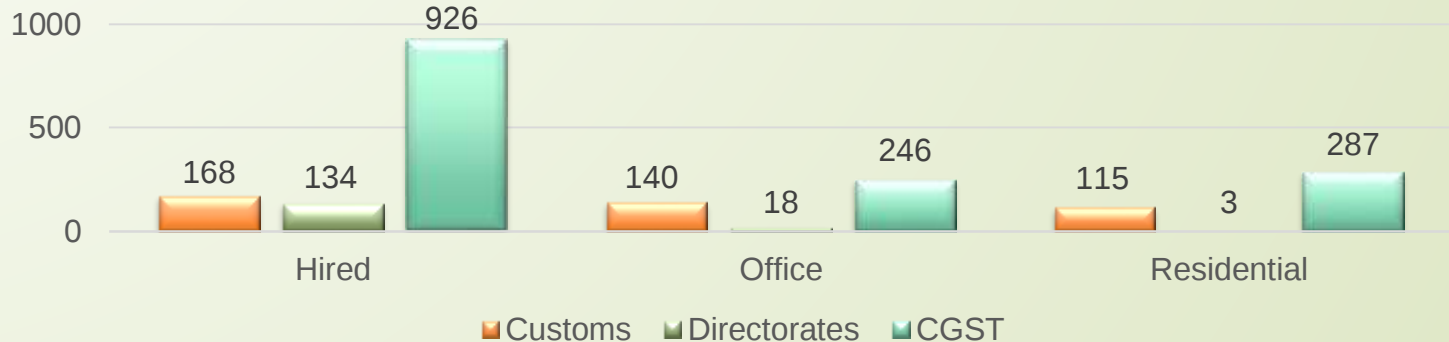
■ Hired ■ Owned ■ Shortage

Sanctioned Strength	91742
Working Strength	53885
Total Requirement	14 lakhs Sqm
Owned	8,40,265 Sqm
Hired	5,13,498 Sqm
Shortage	44,237 Sqm
Actual Shortage	5,57,735 Sqm

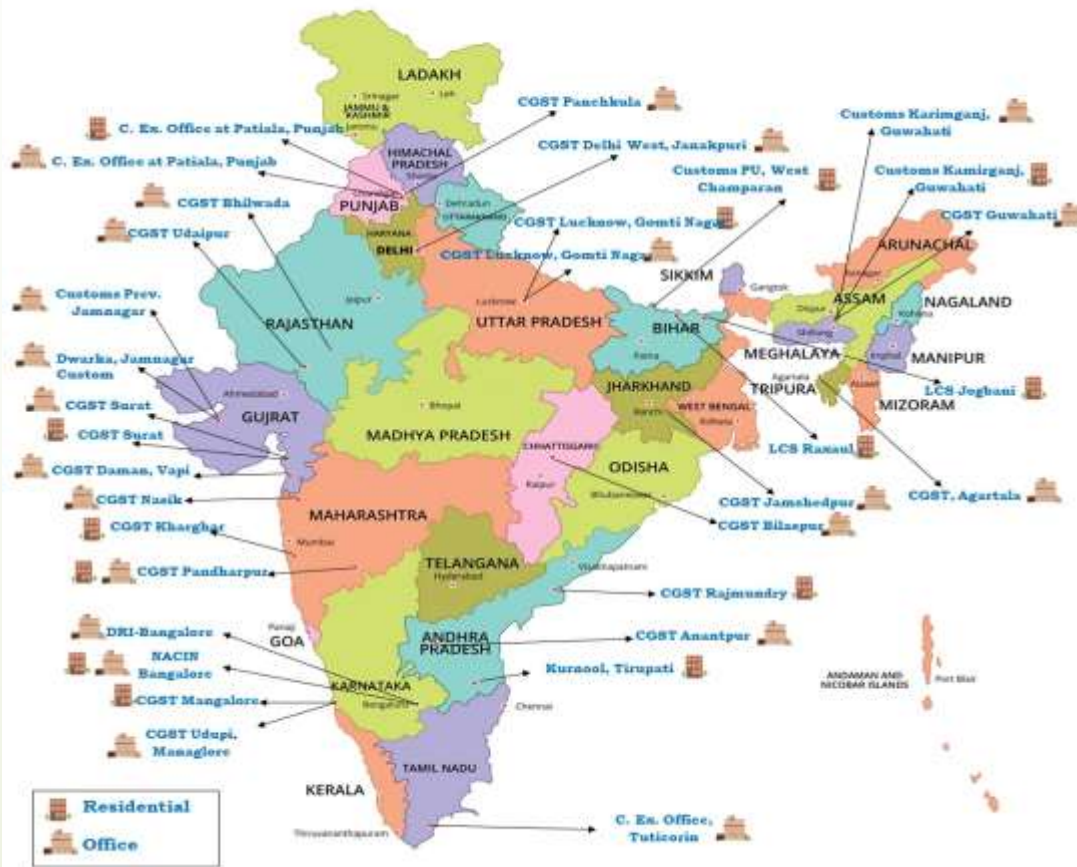
Nos. of Buildings in use by CBIC (As per Asset Register)

Formation	Office (Hired)	Office (Owned)	Residential (Owned)
Customs	168	140	115
Directorates	134	18	3
CGST	926	246	287
Total	1228	404	405
Grand Total	2037		

Nos. of Buildings in use by CBIC (As per Asset Register)



COMPLETED PROJECTS



COMPLETED PROJECTS

S.No.	Year of Construction	Type of Building (Office/Residential)	Place	Total Built up area (in Sq. Mtrs.)	Cost of Construction (Rs. in Crore)
A	B	C	D	E	F
1	2014-15	Office	CGST Office At Rajasamand, Udaipur Rajasthan	800	2.57
2	2014-15	Office	C. Ex. Office at New Harbour Estate, Tuticorin	1714	3.83
3	2014-15	Office	C. Ex. Office at Patiala, Punjab	1310	3.94
4	2014-15	Residential	C. Ex. Patiala, Punjab	3319	0.89
5	2014-15	Residential	Customs PU Bettiah, W. Champaran	8093	0.78
6	2014-15	Residential	Rajmundry CGST Division, AP	1812	10.25
Total				17048	22.26
7	2015-16	Office	DRI- BZU Bangalore	2346	13
8	2015-16	Office	CGST Jamshedpur	9430	18.63
Total				11776	31.63
9	2016-17	Office	CGST Nashik	5516.21	13.97
10	2016-17	Office	Customs Karimganj, Guwahati	496	14.39
11	2016-17	Residential	Customs Karimganj, Guwahati	890	1.7
12	2016-17	Residential	Gomti Nagar, CGST Lucknow	7756.3	37.7
13	2016-17	Residential	CGST Mangalore	5020.28	13.51
Total				19678.79	81.27
14	2017-18	Office cum residential	NACIN Bangaluru	4468.43	42.64
15	2017-18	Office	CGST Office Bilaspur, Chattisgarh	1371	4.29
Total				5839.43	46.93

COMPLETED PROJECTS

10

S.No.	Year of Construction	Type of Building (Office/Residential)	Place	Total Built up area (in Sq. Mtrs.)	Cost of Construction (Rs. in Crore)
A	B	C	D	E	F
16	2018-19	Office	CGST Guwahati	9656	93
17	2018-19	Residential	CGST Surat	8290	34
			Total	17946	127
18	2019-20	Office	CGST Daman Hq., Vapi, Gujarat	4189	39.85
19	2018-19	Office	CGST Surat	2664	12.74
20	2019-20	Residential	Kurnool, Tirupati	1363	4.52
			Total	8216	57.11
21	2020-21	Office	CGST Panchkula Office	6202	35.46
			Total	6202	35.46
22	2021-22	Office	Jamnagar Customs Prev Commissionerate	4131.37	43.67
23	2021-22	Office	CGST Office Bhilwara, Rajasthan	750	9.72
24	2021-22	Office	CGST Office at Anantapur, AP	1723.6	7.07
25	2021-22	Office	Shore guard Office at Dwarka, Jamnagar Customs	350	1.24
26	2021-22	Office cum residential	CGST Office and Residential quarters at Pandharpur, Maharashtra	146.5	2.05
27	2021-22	Residential	CGST Kharghar, Maharashtra	2000.32	110.11
			Total	9101.79	173.86
28	2022-23	Office	CGST Agartala	2793	28.04
29	2022-23	Office	CGST Office at Udupi, Mangalore	1236.42	5.29
			Total	4029.42	33.33
30	2023-24	Office	CGST Office, Gomti Nagar, Lucknow	17581	122.05
31	2023-24	Residential	LCS Raxaul, Patna Customs	5730	11.85
32	2023-24	Residential	LCS Jogbani, Patna Customs	4530	7.99
			Total	27841	141.89
			Total from 2014-15 to 2023-24	127678.43	750.74

APPROVED UNDER-CONSTRUCTION PROJECTS

11

Sl. No.	Year of Construction	Type of Building (Off/ res/)	Place	Total Constructed areas (In Sqm.)	Cost of construction (Rs. in Cr.)
1	2015-16	Office	CGST Rohtak HQ	6600	34.47
2	2017-18	Office and Res.	CGST Jalandhar, Chandigarh	17504	67.57
3	2017-18	Residential	Anna Nagar, Chennai	86872	348.77
4	2017-18	Office	CGST Delhi West Office at Nangal Raya, Janakpuri New Delhi	744	32.82
5	2018-19	Office	DRI, Kolkata Zonal Unit	2134.17	64.5
6	2018-19	Residential	Dwarka, New Delhi	17832	227
7	2018-19	Residential	Nungambakkam, Chennai	6346	49.02
8	2019-20	Office	Division offices, Boisar, Mumbai	4553	33.25
9	2019-20	Office	CGST Ghaziabad HQ	8658	116.42
10	2019-20	Office and Residential	Wadala, Mumbai	30000	975.72
11	2020-21	Office	Kolhapur, Pune	9244	42.44
12	2021-22	Office	Kodambakkam, Chennai	5212	31.38
13	2021-22	Office	Vasant Kunj, New Delhi	8134	74.8
14	2021-22	Office	CGST Udaipur HQ	3315	42.07
15	2021-22	Office	Aligarh	2340	13.08
16	2021-22	Office	DRI Hyderabad Zonal Unit	3366	24.14
17	2021-22	Office and Residential	Hindupur, Andhra Pradesh	98187	702.27
18	2022-23	Office	DRI Lucknow Zonal Unit	5913	36.68
19	2022-23	Office	JNCH, Nhava Sheva, Mumbai	8551	80.61
20	2022-23	Office	Office accommodation at Jaffer Syarang	11430	91.64
21	2022-23	Office	Bhavnagar CGST, HQ Gujarat	4807	56.3
22	2022-23	Residential	Jamnagar, Gujrat	4889	19.42
23	2023-24	Office	CGST Tirupati	3042	36.11
24	2023-24	Office	Hyderabad Customs HQ, Mamidipally	3643	44.62
25	2023-24	Residential	Alto-Porvorim, Goa	6070	21.82
26	2023-24	Office and Residential	Khajaguda CGST Hyderabad	84959.6	644.63
Total				444,345.8	3911.55

CUSTOMS ENCLAVE PROJECT WADALA FOR CONSTRUCTION OF 769 RESIDENTIAL QUARTERS FOR CBIC MUMBAI AT WADALA, MUMBAI

- **June, 2016-** Proposal received for construction of office building and 769 residential quarters (Type II - 180, Type III -300, Type IV -210 , Type V -35, Type VI-35, Type VII-07 & Type VIII-02) at Customs Enclave plot, Wadala, Mumbai on land measuring 46 acres.
- **Nov, 2019-** Administrative approval and expenditure sanction of Rs. 975.72 Cr. was granted.
- The proposed office buildings will house 10 CBIC formations: DGPM, Preventive Commissionerate (R&I) Zone -III, Customs Audit Commissionerate Zone-I, DGGI Zonal unit, Mumbai, CGST Audit- I, CGST Audit- II, CGST Appeal- I, CGST Appeal- III, CGST Mumbai-South & CGST Mumbai- East
- Proposal was duly appraised by the PIB and approved by the Hon'ble Finance Minister.
- The work was awarded to M/s Shirke Construction Technology Pvt. Ltd., the L1 bidder at a cost of Rs. 866.28 Cr. on 10.11.2022.
- The project is expected to complete by April 2026.

DWARKA PROJECT FOR CONSTRUCTION OF 256 RESIDENTIAL QUARTERS AT DWARKA NEW DELHI

- **August, 1996:** Land for Dwarka project measuring 17832 sqm. at plot no.IH-1, Sec - 9, Dwarka, New Delhi acquired by department from DDA.
- **April, 2017:** Proposal for construction of 256 residential quarter at Dwarka, New Delhi was conceptualized and M/s NPCC was selected as PMIC (Project Management & Implementation Consultancy) for planning, designing construction of residential complex.
- **July, 2018:** Administrative approval and expenditure sanction of Rs. 227.19 Crore was obtained for Construction of 256 residential quarters at Dwarka.
- Type-IV (168 quarters), V (52 quarters) and VI (46 quarters) quarters are being constructed under the project in total 7 residential towers.
- The project has been inaugurated by the Hon'ble FM on 01.03.2024. Allotment of flats will begin shortly.

CONSTRUCTION OF OFFICE BUILDING FOR CGST DELHI IN NANGAL RAYA NEAR DELHI CANT.

- **2004:** DDA transferred the title of the plot from Income Tax Department to CBEC.
- **June, 2016:** The project was given to M/s NBCC with an estimated cost of Rs. 32,82,54,566/-.
- **July & Oct, 2021:** Additional amounts of Rs. 3,99,74,045/- and Rs. 4,90,418/- were sanctioned for payment to BSES for providing new load of 1408 KW.
- **October, 2021:** The then Chairman (CBIC) during his visit to the building instructed to shift offices in the building by end of 2021.
- **April, 2024 :** Proposal submitted to the Revenue Secretary for the sanction of Rs. 1.21 Crore to Delhi Jal Board to provide Bulk Water Connection.

PURCHASE / HIRING OF MTNL / BSNL ASSETS

- Communicated to the field formations on 15.02.2023 and reminded on regular basis.
- The outcome of the meeting dated 22.02.2024 of CMD, BSNL with Member (Admin) :
 - CMD, BSNL informed that they have office as well as residential properties at all major stations.
 - List of hired premises and contact details of the nodal officers of CBIC were communicated to CMD, BSNL and the list of the BSNL/MTNL assets along with the contact details of the nodal officers of BSNL were communicated to the zones.
- The Member (Admin) reviewed progress through VC dated 03.04.2024.

List of **Hiring Proposal** received relating to BSNL/MTNL

S.No.	Zone/ Directorate	Commissioner ate/ Zonal Unit	Address of premises	Area in Sq. ft.	Rent p.m. in Rs	Recd in DGHRD and the Status
1	2	3	4	5	6	7
1	MEERUT GST	DEHRADUN	CGST Range IV Khatima & Range V Tanakpur on lease at 1st Floor, M/s BSNL at Khatima, Distt. Udham Singh Nagar, Uttarakhand	1156 sqft	28,900	DGHRD Query Letter issued on 05.02.2024 & reminder letter issued on 02.04.2024. Reply Awaited.
2	RANCHI GST	RANCHI	CGST & CEX, Hazaribagh Division of Ranchi Commissionerate on lease at 1st & 2nd floor, BSNL Admin Building (Sanchar Punj), Hazaribagh	6246	2,49,840	DGHRD Query Letter dated 19.02.2024. Reply received on 08.05.2024. Matter is under process with DGHRD.
3	DGGSTI	Ghaziabad	Hiring of office accommodation on rental basis in BSNL, Noida Sector-19, DGGI, Ghaziabad Regional Unit	8222	4,37,574	The proposal received on 16.02.2024. DGHRD query letter issued on 20.02.2024. Reply received. File resubmitted to IFU on 07.05.2024.
4	DG, NACIN	Bhopal	BSNL City Exchange, Hamodia Road, Bhopal	14840 Build Up area	7,56,840	The proposal received on 20.02.2024. DGHRD query letter issued on 29.02.2024. IFU Query conveyed to field formation on 07.05.2024. Reply awaited.

List of Land Proposal relating to BSNL/MTNL

S.No.	Zone/ Directorate	Commissione rate/ Zonal Unit	Address of premises	Area in Sq. ft.	Recd in DGHRD and the Status
1	2	3	4	5	6
1	DGGI	Lucknow Zonal Unit	BSNL Regional Telecom Compound, Vibhuti Khand, Gomti Nagar, Lucknow	30,484 sqm	Received on 01.03.2024 after approval from the Chairman, CBIC, letter sent to CMD BSNL with copy to field formation conveying expression of interest for joint purchased of land by CBDT and CBIC No reply received so far.
2	DGGI	Chennai Zonal Unit	Telephone House , Flower Bazaar Complex , No- 1 NSC Base Road, Chennai.	4047 Sq. m.	Received on 14.03.2024, some more documents received on 26.03.2024. Under examination.

BSNL PROPOSALS PENDING WITH DGGI

S. No.	Name of the DGGI Formation	Proposal	Description	Area (in Sq. mtr.)
1	DGGI Hqrs. & Delhi Zonal Unit	Purchase of office building	Under examination	13431
2	Ludhiana Zonal Unit	Renting of office premises	Ludhiana Zonal Unit is currently stationed in a hired building and the lease is going to expire in October 2024. Rent Negotiation Committee has been formed to negotiate the rent with BSNL	929
3	Bhopal Zonal Unit	Purchase of Office building at Bagmugalia Extn.	Under examination in DGGI (HQ)	4713

DGGI PROPOSAL FOR PURCHASE PENDING WITH BSNL

19

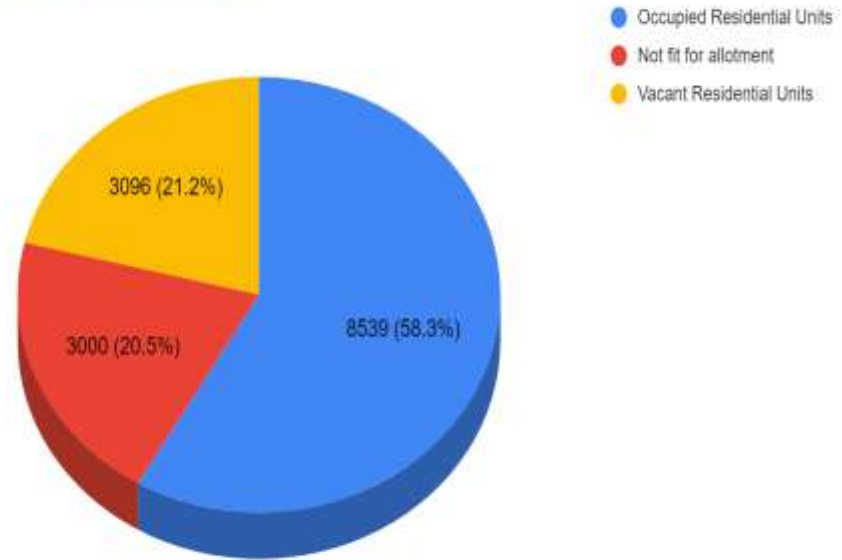
S. No.	Name of the Formation	Description
1	Jaipur Zonal Unit	Land offered by BSNL and JZU found suitable at Vaishali Nagar (2104 Sq. mtr.). JZU has requested BSNL to seek NOC from JDA.
2	Chandigarh ZU (Shimla RU)	Pr. Director General, DGGI, held a meeting with BSNL Officers on the issue of acquisition of BSNL land/building in Shimla on 06.05.2024. BSNL offer is pending.
3	Vishakhapatnam Zonal Unit	BSNL offered land parcels in Kommadi Plot (Requirement 2500 Sq. mtr., plot available is 2259.38 sq. mtr.). Pending since Dec. 2023 with BSNL Corporate office for ascertaining valuation and payment schedule.
4	Vijayawada Regional Unit (Visakhapatnam Zonal Unit)	Plot identified at Satyanarayanapuum TEB (1000 sq. mtr.). Pending since Dec., 2023 with BSNL Corporate office for ascertaining valuation and payment schedule.
5	Hyderabad Zonal Unit	ZU identified land allotted to BSNL by APIIC. Land has still not been registered in the name of BSNL. Further, valuation of land is still pending at BSNL Hqrs., New Delhi
6	Patna Zonal Unit	ZU requested BSNL to provide details of vacant land and ready build office space available with BSNL Patna for hire/outright purchase. BSNL offer is pending.
7	Siliguri Zonal Unit	Land identified at Fulbari, Siliguri (Requirement 3716 sq. mtr. Approx.). BSNL has informed that status of land in possession and its valuation will be confirmed and reply will be sent in May 2024.
8	Kolkata Zonal Unit	The ZU found land at Kasba (1337 sq. mtr) suitable for them and requested BSNL to confirm whether BSNL has absolute ownership of land and whether the land is free from all encumbrances. Matter is pending with BSNL, Kolkata.
9	Jabalpur Regional Unit (Bhopal Zonal Unit)	Reply from BSNL for availability of the land parcel at CTO Building, Near Jabalpur High Court, Jabalpur is still awaited.
10	Guwahati Zonal Unit	BSNL Corporate Office vide letter dated 14.02.2024 has informed that BSNL can offer 1230 sq.m. land parcel at T-III Staff Quarter, T-II Staff Quarter and Compound Wall at BSNL Exchange Compound, Amingaoan, Guwahati with a tentative value of Rs. 4.41 Crores which is less than Space required by DGGI. Alternate space of 5000 Sq. Mtr. to be provided by BSNL.

UNINHABITABLE RESIDENTIAL BUILDINGS: WAY FORWARD

- CBIC desires to use their uninhabitable residential buildings to mitigate the shortage of quarters for their staff. In this regard, an exercise was initiated in December, 2023 to identify such residential units.
- Field formations were asked to submit the data of uninhabitable residential buildings. A total 3000 such units have been identified.
- Data was further divided into 03 categories based on their intended use-
 - Repairable
 - Beyond repair
 - No demand
- Proposals related to uninhabitable residential buildings need to be expedited.

Status report of the Residential Units of CBIC	
Description	Number
Total Nos. Of Residential Units	14635
Occupied Residential Units	8539
Not fit for allotment	3000
Vacant Residential Units	3096

Residential Units of CBIC



Details of Dilapidated Residential Units



Summary of Dilapidated (not fit) Residential Units, in use by CBIC Formations

Nos. of Units	Total Numbers of Dilapidated Residential Units	Demolition proposed	Repair proposed	Surrender Proposed
As per Field Formations	3000	1063	1699	238
Proposal submitted to DGHRD	1141	157	984	0

WELL BEGUN IS HALF DONE: EXPENDITURE MANAGEMENT FOR INFRASTRUCTURE DEVELOPMENT

- Proposals should be submitted well in advance so that funds can be provisioned accordingly.
- Better communication between the field formation and CPWD/ other executing agencies for proper booking of expenditure.
- Works Committee should be constituted with Civil Engineer, CPWD for monitoring of work.
- Monthly meetings between the Works Committee and CPWD to ensure that the work is completed on time.
- All efforts should be made to avoid surrender of allotted funds.

COMMON SHORTCOMINGS OBSERVED IN INFRASTRUCTURE PROPOSALS

The Common deficiencies noticed in proposals are as below:-

- Timeline for completion and phasing of expenditure not indicated.
- Proposals not routed through the jurisdictional Chief Commissioner/Director General.
- Check-List either not submitted with the proposal or not in prescribed format.
- Incomplete Checklist forwarded and/or not signed by the HoD.
- Proposals not submitted with proper justification.

COMMON SHORTCOMINGS OBSERVED IN REPAIR AND MAINTENANCE PROPOSALS

- Preliminary estimates (PE) from CPWD not submitted and validity of the PE not mentioned.
- Annual Repair Maintenance Operation (ARMO) proposals not submitted during the initial quarter of Financial Year.

COMMON SHORTCOMINGS OBSERVED IN CONSTRUCTION PROPOSALS

- Proposed area of construction not in conformity with the prescribed norms and on the basis of sanctioned strength (**not working strength**).
- Proposals having more than one office must share essential components such as canteen, library, entrance hall, parking etc.
- Latest certificates (non-encumbrance, minimum requirement of land, reasonableness of cost etc.) from the concerned authorities not enclosed.
- Worksheet depicting calculation for space requirement not enclosed.
- Proper justification with facts and figures for auditorium, guest houses, sports facilities etc. must be provided.
- Running expense/recurring expense/expense on housekeeping etc., are not mentioned in proposals of guest houses.
- Footfall of visiting officers/dignitaries of last three years needed for guest house.

COMMON SHORTCOMINGS OBSERVED IN LAND PROPOSALS

- In case of documents written in local languages, authentic translation of these documents to be provided.
- In case different units of measurements are mentioned in the documents issued by various authorities, the same may be converted in uniform units of measurement giving conversion values.
- Updated data related to Revenue Collection, cost benefit calculation etc. should be furnished with the proposals.
- The Land Suitability Certificate and Certificate of minimum requirement of land both should be provided
- Demand survey of eligible officers/officials is the prerequisite for any residential proposal.

COMMON SHORTCOMINGS OBSERVED IN HIRING PROPOSALS

- Proposal must be submitted 06 months prior to expiry of current lease agreement.
- Current Rent Reasonability Certificate (**RRC**) must be attached.
- The Lease Agreement should be in prescribed format and signed by the lessor.

RESOLVE

- To get the construction proposals of office buildings wherever offices are in hired premises **within 02 years**.
- To ensure that Zones/Directorates have advance annual plan for Infrastructure development.
- To start building residential accommodation at deficient locations based on the Demand Survey **within 02 years' time**.
- To initiate repair/renovation work wherever required **within 6 months** and to take up demolition and reconstruction proposals **on priority**.
- To update Infrastructure Manual based on the feedback received.
- To update data regarding vacant lands.
- To ensure constitution of Welfare Advisory Committee in every HOD offices.
- To ensure that DDOs and HODs are onboard on BEAMS software **within 3 months**.

SCHEMES UNDER THE WELFARE FUND

- ❖ Medical Assistance
- ❖ Annual Medical Examination (Gr. 'B' & 'C')
- ❖ Ex-gratia financial assistance
- ❖ Preventive and Welfare Measures for fighting against COVID-19
- ❖ Cash Awards for Winning Medals/ Awards in Sports
- ❖ Promotion of Adventure Sports
- ❖ Setting-up/refurbishing of Guest Houses
- ❖ Hostel Accommodation
- ❖ Setting up/refurbishing of Canteens/ kitchenettes
- ❖ Setting up/refurbishing of Creche
- ❖ Setting up/refurbishing Gyms
- ❖ Financial Assistance for Persons with Disability (PwD)
- ❖ ~~Cash Awards to the meritorious children~~



THANK YOU

Seamless Execution of Infrastructure Projects

Presentation by

**Sandeep Prakash
Chief Commissioner**

NACIN, PALASAMUDRAM

A Time Line

- Announced in the Budget 2014-15.
- Bhoomi puja for Construction of New NACIN Campus was performed on 11th April 2015 by **Hon'ble Finance Minister Shri Arun Jaitley**
- Compound Wall/Main Gate/Rear Gate started – January 2019 and completed in June 2021.
- Appointment of CPWD as PMC – March 2018.
- Appointment of Private Architect M/s Muralage – March 2021.

Time Line Contd..

- June 2021 – Presentation of way forward to Hon'ble FM –with a timeline for completion of Project by Sep 2024.
- User Requirement, Master Plan, Preliminary Estimate by August 2021.
- PIB meeting – held on 02.11.2021 – AA & ES received on December 2021.
- Tender for EPC Contractor floated on 28.02.2022
- Foundation Stone Laying Ceremony held on 05.03.2022 by **Hon'ble Finance Minister Smt. Nirmala Sitharaman.**

Timeline – Contd..

- ▶ DEC Infra Pvt Ltd was appointed as EPC Contractor w.e.f. 14.05.2022 with 24 month tender period.
- ▶ **Excavation at Academic Block started at 13th July 2022.**
- ▶ **Operationalisation with arrival of OTs – 3rd Dec, 2023. (16 Months 20 Days)**
- ▶ **Inauguration held on 16.01.2024 by Hon'ble Prime Minister Shri Narendra Modi.**
- ▶ Contractual amount – Rs. 444 Cr. For 24 months.
- ▶ Value of Work done till March 2024 – Rs. 488 Cr

Timeline – Contd..

- ▶ Additional work (over & above Rs. 444 Cr) expected is Rs.164 Cr.
- ▶ Time admissible to EPC contractor as per General Contractor Conditions – Clause 12.1 of agreement is $164/444 \times 24$ months = 11 Months plus 4 months for possible delay in design approval etc totalling to **15 months**.
- ▶ **As per GCC – Phase I to be completed by 15th Aug 2025. However, all efforts are being made to complete it by Sep 2024.** (10 months ahead of stipulated execution period)

GST & Customs- Hyderabad Projects

- Customs House, Shamshabad – Rs. 44.06 cr, AA&ES received on 26.09.2023 and the project is likely to be completed by Dec,2024



- New GST Bhavan, Khajaguda - Rs. 644.63 Cr, AA&ES received on 15.03.2024, Tender process will be completed by 05.08.2024 for designated completion of the project by Aug,2026.



New GST Bhavan- Chronology of Events

1. 17.01.2014 - Advance possession of land admeasuring 3 Acres.
2. 05.09.2018 - G.O.M No 192 issued by State Govt. for alienation of the land.
3. 20.02.2020 - AA & ES by Ministry for purchase of land.
4. 28.07.2022 - First proposal submitted for construction of Office Building
5. 27-12-2023 - Letter addressed to CCLA requesting for road access
6. 02-02-2024 - Consent received from Centre for Good Governance
7. 06-02-2024 - G.O. M.S 192 dated 06.02.2024 issued by Govt. of Telangana notifying the exchange of land.
8. 07-02-2424 - Conveyance Deed Executed
9. 09-02-2024 - Plans and preliminary estimates received from CPWD.

New GST Bhavan- Chronology cont..

10. 13-02-2024 - Proposal forwarded to DGHRD.
11. 20/21-02-2024 - VC conducted by FA and Clarifications sought by IFU.
12. 21-02-2024 - Replies furnished to the queries raised by IFU
13. 23-02-2024 - Draft PIB note submitted to IFU/DGHRD.
14. 27-02-2024 - Final draft PIB note vetted by IFU forwarded to Ministry
15. 07-03-2024 - Received Comments from DOE
16. 08-03-2024 - Replies furnished to DOE
17. 08-03-2024 - PIB meeting
18. 15-03-2024 - Administrative Approval and expenditure sanction conveyed by the Ministry.

29

SKETCH SHOWING THE SURVEY NO. 28 OF
KHAJAGUDA (V) SERILINGAMPALIT (M) R.R.DIST.

27

ROAD

28/P

ROAD

39

37

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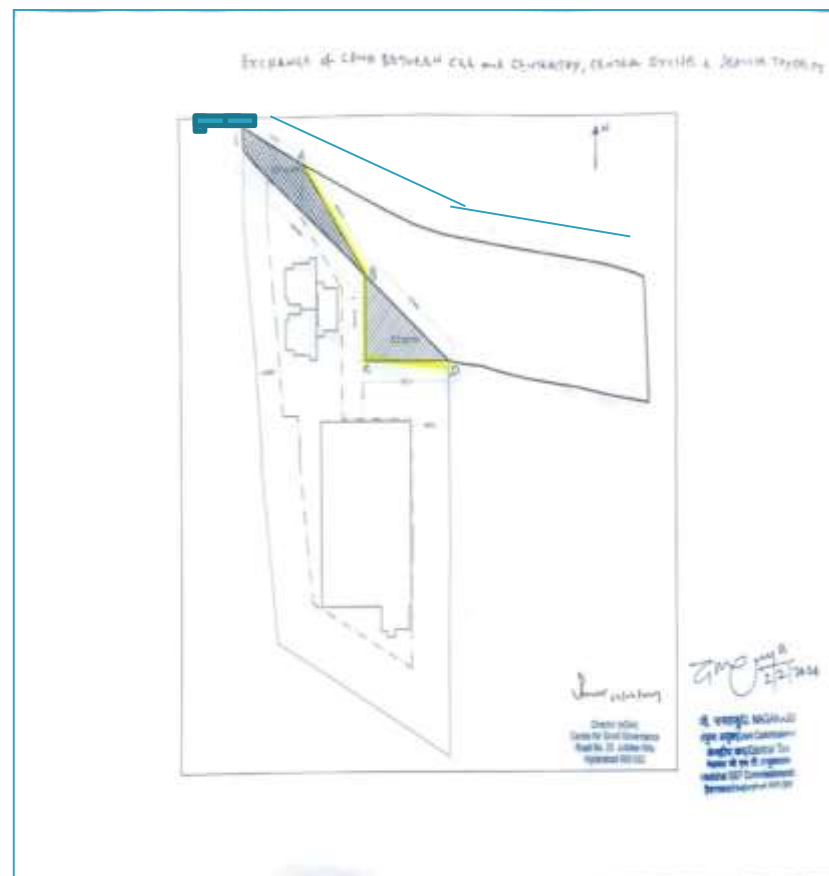
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N

Gopal
20/10/17

A. Hoshal
10/11/17

DEPT LAND PROPOSED FOR
CHANGING A CENTRAL EXCISE OFFICE



Offices to be Accommodated

- 6 Commissionerates , 15 Divisional Offices, 16 Circle Offices (for Audit), 71 Range Offices, 61 Group Offices (for Audit).
- 1549 Executive & Office Staff to be accommodated in the proposed building.
- With this project, all the CGST offices of Hyderabad Zone (except Mofussil formations) will be accommodated under one roof.

Khajaguda - New GST Bhavan

- **Office Building:**
2 Basement + (Stilt+ 3 Parking floors) +21 Office floors)
Built Up Area 77008.86 sqm , Cost- Rs.599.58 Crores.
- **Residential :**
Basement + One Stilt+ 11 floors
Built Up Area 7950.73 sqm, Cost - Rs. 45.05Crores.
- **Total Area :** 84959.59 Sqm
- **Total Cost of the Project:** Rs. 644.63 Cr

Takeaways

- All hands on deck, all boots on ground.
- Communication is the key.
- DGHRD/IFU compliment us.
 - Vetting from procedural and financial angle.
- Compliance was required yesterday.
- Close monitoring helps.

Recommendations

- Motivating, Nurturing & Training of Officers
- Institutionalization of Project Monitoring
 - PMU (Project Monitoring Unit) involving Board, Zone/Directorate, DGHRD, CPWD



THANK YOU