

Government of India  
Ministry of Finance  
Department of Revenue  
Directorate General of Human Resource Development  
Indirect Taxes & Customs  
CR-4, Ground Floor, IRCON Building, District Center, Saket  
New Delhi- 110017

F.No.712/01/HRD/WF-II/21/

Date: 03.05.2021

To,

The Pr Chief Commissioner/Pr Director General, (All)

The Chief Commissioner/Director General (All).

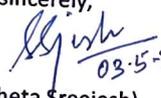
Subject: CBIC AASHVAASAN- CBIC's COVID RESPONSE AND OUTREACH PROGRAMME.

Sir/Madam,

Kindly find attached CBIC's COVID response and outreach programme: **CBIC AASHVAASAN**. This document has been prepared through a consultative process and has been approved by the Chairman CBIC.

It is requested to kindly go through the same and take immediate necessary action. It is also requested that the CBIC AASHVAASAN and the contact details of the respective response teams be widely circulated among CBIC officials.

Yours sincerely,

  
03.5.2021  
(Sucheta Sreejesh)  
ADG(I&W)  
DGHRD

Enclo- As above

**CBIC AASHVAASAN**  
**CBIC's COVID RESPONSE AND OUTREACH PROGRAMME**

As a welfare measure, a coordinated response by CBIC to the COVID pandemic and its fall out for medical aid and humanitarian assistance both in financial terms and by way of supplies of essentials including food and transport to all members of the CBIC fraternity, is the need of the hour.

2. Zonal PCCs/CCs and the PDGs/DGs have already set up self-help groups to assist their officers and families. In order to bring individual and local community efforts by our officers on to a single nation-wide platform, and to assure the CBIC fraternity and their families that their welfare is paramount for CBIC, the following measures are sought to be institutionalised under the aegis of 'CBIC Aashvaasan', or CBIC's National COVID Response and Outreach Programme.

3. The measures are aimed at :

- i) Monitoring the Covid status of personnel, both serving and retired, and enabling/assisting them/families and taking all possible steps to ensure they are vaccinated as per eligibility.
- ii) Facilitating assistance as quickly as possible for testing, medical consultation, medical equipment delivery, meals delivery as necessary, and other aspects such as transportation or hospitalisation etc.
- iii) Utilising, amongst other uses, the funds allocated by CBIC under the grant of Financial Assistance for Preventive and Welfare Measures for fighting against Covid-19, for above purposes, but not being restricted by it.
- iv) Having a dedicated response team to carry out the above, which also keep information about doctors who may be consulted, hospitals for treatment, other facilities for quarantine, ambulance providers etc.

- v) In relevant cases providing assistance with the subsequent submission of medical bill or obtaining any permission for CGHS.
- vi) Ensuring speedy vaccination for all officers and their families, including retired officers.

4. The Programme is sought to be institutionalised by setting up of COVID Response Team(s) in each Commissionerate/ Zonal units of Directorates. A broad spectrum SOP is as under:

- (i) A National Response Team (NRT) comprising Member (Admn. & Vigilance), DGHRD and ADG HRD shall monitor the Zonal Response Teams and ensure timely relief, co-ordination and management at the central level;
- (ii) The Zonal/Directorate Response Team (Z/DRT) will be headed by the Zonal/Directorate head, one Principal Commissioner/ Commissioner/Principal ADG/ADG on a rotation basis and an optimum number of officers reporting to her/him;
- (iii) The Regional Units of the Directorates and the Directorates themselves may consider combining their efforts and available funds with the efforts of the ZRTs in their city/region for a collaborative response;
- (iv) The ZRTs will have dedicated Voluntary Ground-level Response Teams (GRTs) in charge of ensuring linkages with and relief regarding :
  - a. A panel of competent doctors for consultation.
  - b. A list of hospitals with adequate facilities.
  - c. Database of suppliers of medicines and equipment and plasma bank donors.
  - d. Dedicated vehicles to transport medicines and equipment, monitored through a virtual control room.
  - e. Details of ambulance services.
  - f. Resource base for home cooked meals to affected families.



6. There are several available options to fund the above efforts. The funds allocated under the Grant of Financial Assistance for Preventive and Welfare Measures for fighting against COVID-19 in CBIC can be supplemented at the ground level by voluntary donations by the officers and staff. This aspect is specially to be given personal attention by the Heads of Office/Departments for each afflicted officer and family.

7. The instructions above are indicative only, the formations may make changes to cater to their local requirements.

8. Matters of All-India nature which need resolution at the central level or through partner government agencies, or matters needing policy decisions may be taken up through DGHRD. Best practices adopted by respective teams may also be brought to the notice of DGHRD for dissemination across teams.