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17/6/2026

**Minutes of Senior Officers Meeting held under the Chairmanship of Shri Gopal Meena, IAS, Development Commissioner, NSEZ, with all officers under DC, NSEZ at 3 pm on 08.06.2026 in the Conference Hall, NSEZ and subsequent review meetings held with Sr. Officers.**

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The **Senior Officers Meeting (SOM)** focused on ensuring implementation of the Zero Pendency framework across all sections of NSEZ. The Development Commissioner, after reviewing the pendency position and inputs received from the various Sections, issued the following directions:

## 1. PROJECT SECTION

**1.1 Disposal within stipulated Timelines:** The status of pending applications for setting up of units, renewal of LoAs, exit from SEZ Scheme, amendment of LoAs and commencement of production was reviewed. All pending matters shall be processed and disposed of within the timelines prescribed under the SEZ Act, 2005 and Rules made thereunder.

**1.2 Observations/Objections:** Applications received from units shall be scrutinized immediately upon receipt. Within Two days, Observation/Objections/Deficiencies, if any, shall be put up to the DC for perusal and after approval, concerned ADC will communicate to the applicant promptly to prevent avoidable delay.

**1.3** The Section shall adhere to the directions issued in the Minutes of Meeting dated 02.06.2026 and maintain zero pendency at all times.

**1.4** Cases pending beyond prescribed timelines shall be brought to the notice of the competent authority with reasons for delay and proposed course of action.

(ACTION: DDC (GP)/ADC (AE))

## 2. ADMINISTRATION, VIGILANCE AND HR MATTERS

The issues raised by JDC regarding vigilance and administrative reforms were discussed.

**2.1** DC directed that **rotational transfer policy** in respect of sensitive posts shall be implemented strictly in accordance with CVC, DoPT and Department of Commerce instructions with an aim to harmonise objectives of institutional memory, avoid development of vested interest and provide exposure to employees in different sections. Postings in sensitive positions shall be reviewed periodically to prevent development of vested interest, inter alia ensuring overall growth of an officer and to uphold transparency, accountability and integrity.

**2.2 Performance of outsourced manpower** shall be reviewed periodically. Appropriate administrative action shall be taken against non-performing personnel. Rational deployment

of manpower shall be ensured, but without hampering mission mode work/Continuity of work.

### 2.3 Contract Management:

The Administration/EM Section shall prepare, update and maintain procurement, purchase, contract management/Enforcement of terms and Conditions. Also comply **Vigilance Manual** and applicable Government of India instructions.

**2.4 Aadhaar-based Biometric Attendance** System shall be restored and implemented expeditiously across all NSEZ offices. Attendance records shall be maintained and integrated in the prescribed manner.

**2.5** All regular officers and employees shall update service records, reporting hierarchy and requisite details on **eHRMS** within prescribed timelines. Compliance shall be monitored by the Administration Section..

**2.6 Any leave/duty leave to any officer/staff shall be applied/approved through eHRMS only.**

(ACTION:DDC (GP)/ADC(K)/DDC(NH)/ADC(PK))

## 3. ESTATE MANAGEMENT SECTION

**3.1** The pendency position of the Estate Management Section was reviewed. The Development Commissioner expressed concern at the **extent of pendency**, especially the **pending payments of the services providers**.

**3.2** All pending matters shall be examined on priority and disposed of in a time-bound manner. The service provider to be **directed to submit the bills by 10<sup>th</sup> of subsequent month** and all the bills to be examined and **processed within 7 days of receipt**. The Section shall prepare an action plan for clearance of pendency and achieve Zero Pendency within the prescribed timelines.

**3.3** DC directed that **EIL should immediately resume work** consequent upon meeting with EIL held on 08.06.26. First of all EIL should focus on drainage work due to fast approaching monsoon.

**3.4** Contractors who are violating the terms and conditions of contract need to be issued **SCN with evidence** and strict action needs to be taken against them with opportunity of natural justice before any punitive action.

**3.5** Horticulture team should develop **Miyawaki forests** whereas some mini space is available in the zone to boost greenery and beauty of the zone. EM section to identify such areas and take action.

**3.6** NSEZA should explore installation of **solar panels** on its buildings including sports complex, SDFs to bring the electricity bill of common areas to zero by using reverse/net metering.

**3.7 Auction process** of available plots should be done on priority.

**3.8** Court cases to be handled properly to augment the usage of unutilized land.

**3.9** Efficient use of space is required by clustering similar types of industry e.g. **IT units should not be mixed with tobacco** producing units.

**3.10** Work of **retrofitting/Renovation of SDFs** to be restored on priority.

**3.11 Rent collection** software developed through HDFC should be implemented for automation of whole process. Besides, similar modules should be developed for Gate Entry, management and Maintenance services embedded with **features like c-vigil of election** commission for timebound grievance redressal.

**3.12** Resource mapping for **disaster resilience** should be done with provision of M.I. Room, ambulance etc within the zone.

**3.13** It was discussed that EM section needs services of Consultant, civil engineer in a more effective way to implement and monitor various ongoing and future development works being undertaken by NSEZ Authority. Take work from him, as per Advertisement and Contract terms, keeping in view of his seniority.

**3.14 All banks** shall be asked to ensure **facelift of their front** at ground floor with cleanliness, standard sized signboards to give an aesthetic look to the place. Besides, all minor repairs of building/façade to be done.

**3.15 DC chamber/Lobby facelift:** It requires major renovation and the waiting area portion also needs to be refurbished. Waiting area, in corridor outside the DC room, needs to be equipped with neat and clean water dispenser and uniform sofa colour, flower pots. Madhubani paintings and lampshades, Famous Quotes on Customer service may be considered to be put in corridors/chamber for better aesthetic look/working environment.

**3.16** A **testimonial point** needs to be developed with compatible background. Besides, standi with motivating slogans suited to a work place may be installed along with a TV screen with auto play (airport type) of content related to facilitation in NSEZ under single window system.

**3.17 Disposal of Scrap/Discarded Furniture/Wood** - EM section shall ensure that all waste wood and other scrap is auctioned and goods kept in godown is also auction after necessary inventory/list. Useful goods if any, may be retained and waste may be listed for auction.

(ACTION: DDC (NH)/ADC (EM)/EM SECTION)

#### 4. PRIVATE SEZ SECTION

4.1 Pendency relating **Private SEZs** such as including LoA renewals, extension cases, broad-banding proposals, APR/QPR matters, SCN proceedings and UAC matters was reviewed. All concerned must submit **PENDENCY Report**.

4.2 All pending **scrutiny cases** shall be examined and submitted with clear analysis, applicable rules and **specific recommendations**. Generic noting such as "Submitted Please" without examination shall not be recorded.

4.3 Urgent time-bound matters shall be attended to even during holidays/weekends as required to prevent accumulation of pendency.

4.4 Agenda items for UAC and Zonal Committee meetings shall be finalised well in advance to facilitate timely decision-making.

(ACTION: DDC (GP)/ADC (SK)/ADC (K))

#### 5. EOU SECTION

5.1 The **pendency position** relating to EOUs, including LoA renewals, extension cases, APR/QPR matters and SCN proceedings, was reviewed.

5.2 Pending APRs, QPRs, LoA renewals and extension-related matters shall be disposed of within the stipulated timeframes. Urgent matters shall be attended to even during holidays/weekends, as required, to prevent accumulation of pendency.

5.3 Cases involving **negative NFE and SCN proceedings** shall be examined expeditiously and processed in accordance with the applicable provisions.

(ACTION: DDC (GP)/ADC (SK)/ADC (K))

#### 6. JAIPUR SEZ

6.1 All pending SCN cases, UAC matters and LoA renewal applications shall be processed and disposed of on priority within the prescribed timelines.

6.2 **Expeditious action** shall be taken in respect of **non-operational capital equipment** in accordance with applicable provisions, and the matter shall be placed before the competent authority where required.

6.3 Matters requiring coordination with Customs or other stakeholders shall be pursued proactively to ensure timely resolution.

(ACTION: DDC(NH)/ADC(K))

## 7. MORADABAD SEZ

7.1 All pending matters relating to renewal of LoAs, compliance issues and other statutory applications shall be processed and disposed of within prescribed timelines.

7.2 Cases involving non-compliance with the SEZ Act, 2005 and Rules shall be examined expeditiously and appropriate action taken under the applicable legal framework.

7.3 A D.O. letter shall be addressed to the Chief Secretary, Government of Uttar Pradesh, with copy to DM, Moradabad, requesting intervention for removal of encroachments and improvement of road infrastructure near Pakwara Flyover, Moradabad, to ensure unhindered movement of export cargo.

(ACTION:DDC(NH)/ADC(AE))

## 8. ZERO PENDENCY AND TIMELY DISPOSAL OF CASES

8.1 All officers and officials shall ensure prompt examination and disposal of files, applications, representations and references within the prescribed timelines. Time-bound matters shall receive particular attention.

8.2 As a general rule, **no file shall remain pending (from Womb to tomb i.e receipt of communication to final disposal/dispatch of letter )at any level beyond 03 working days**. Where disposal within this period is not feasible, specific reasons shall be recorded on file and brought to the notice of the supervisory officer.

8.3 **Supervisory officers** shall undertake **periodic review of pendency in their Sections** and ensure timely disposal. Responsibility for avoidable delays shall be fixed at the appropriate level.

8.4 All Sections shall maintain an **updated pendency status** and submit concise agenda notes, including action taken on pending matters and issues requiring DC's directions sufficiently in advance of each SOM. It is observed that in DGFT cases, not put up timely.

8.5 All Grievances, complaints, references related to **Parliament/Assembly etc**, received, if any, to be put up on top priority so as to review the same in SOM.

(ACTION: ALL OFFICERS/OFFICIALS)

## 9. UAC, SCN AND PERFORMANCE MONITORING

9.1 The functioning of the Unit Approval Committee (UAC), issuance of Show Cause Notices (SCNs) and performance monitoring of units was reviewed.

9.2 **UAC agenda** items shall be finalised and circulated well in advance of each meeting.

9.2.1 **Draft minutes** of UAC shall be prepared in advance with observations/objections and shall be finalized during the UAC meeting itself recording decision of the UAC.

**9.2.2 UAC SOP, FAQs based on FROs and Master-checklists** shall be finalized in timebound manner. All compliance shall be ensured through NSDL, wherever relevant module is available. **NSDL** shall provide all data related to any unit/developer in systematic way so as to ensure proper follow up action. Reports in format requested and **dashboard for the DC** with all details.

**9.3** All **SCN**-related matters shall be processed in a **time-bound manner** in accordance with the SEZ Act, 2005 and Rules made thereunder and/or FTP, as the case may be. Every SCN shall contain **-Date, Time & Venue** for PH in SCN itself. Correctness of Facts, Data Source, etc must be cross-verified. **Service of SCN** – must be valid and as per Order V of CPC 1908, and record of it must be maintained in it. PH Preparation must be done in advance.

**9.4** Concerned Sections shall strengthen **UNIT performance monitoring mechanisms** and undertake periodic compliance review of units to identify cases requiring corrective action.

**9.5 Monitoring:** Monitoring of performance of SEZ units shall be done through holding **special meetings of UAC** wherein concerned sections shall ensure to have details of unit, data of APRs, NSDL, Icegate, softex; along with details of earlier lapses, extensions, SCNs, warnings etc. Relevant rule position shall be specifically mentioned in each case.

**9.6 Adjudication of SCNs:** All cases where SCNs have been issued for violations of section 2(z)(iii) of SEZ Act, 2005 by units by selling services to DTA against payment received in INR, shall be heard and disposed of through **special drive on 30.06.26**. SCNs with violations other than of section 2(z)(iii) shall be discussed in details by concerned team with DC and time slot shall be accordingly allotted for PH for such cases. Cause list shall be prepared for all pending cases of SCNs for hearing/adjudication on 30.06.26. In case of time paucity, remaining cases shall be heard within next one week.

**9.6.1 Process for conducting PH and issue of Adj. orders:** Two teams of officers & staff shall be formed which will examine the replies received from noticee units as per cause list and verify all related facts/rules along with unit representative before moving to DC for final PH to the unit. Crux of representative/written statements/facts/rules/replies received shall be kept ready and incorporated in draft orders along with details of attendees. **Draft adjudication orders shall be kept ready beforehand** with all relevant details, operative/decision part of adjudication shall be completed after PH is held with DC. Uniformity shall be maintained in adjudication process in terms of nature of violation.

**9.7 In case of Noida SEZ**, wherever required, fresh SCNs with comprehensive details/facts of matter shall be prepared and put up to DC for approval.

(ACTION: CONCERNED OFFICERS/SECTIONS/NSDL)

## 10. CAPACITY BUILDING AND KNOWLEDGE SHARING

**10.1** Senior Officers shall **mentor junior officers** and staff in file examination, application of rules and drafting of official notes.

**10.2** Internal knowledge-sharing sessions shall be conducted periodically to strengthen institutional capacity and improve quality of decision-making.

**10.3** All officers shall maintain high standards of efficiency, accountability and responsiveness in the discharge of official duties.

(ACTION: ALL OFFICERS/STAFF)

## 11. MISCELLANEOUS

**11.1** DC reiterated his instructions given in detailed minutes dated 02.06.2026 and emphasised the need of expeditious implementation of action plan for the same without loss of time by all concerned section.

**11.2** DC also took serious view that some sections, did not share the pendency report/agenda for SOM meeting. He directed that all sections shall provide their agenda will in time. Pendency reports for review in SOM may be compiled through google sheet in advance. Minutes of meeting shall be prepared same day. ATR on last meeting's minutes shall be reviewed.

**11.3** DC directed **CA firm** to follow the principle of **zero pendency** in respect of work assigned to them in respect of APRs/QPRs etc. **One day** is the time to give comments to the Section, if any matter is referred to them.

(ACTION: ALL OFFICERS/STAFF/CA FIRM)

**11.4 Advance intimation of LOA expiry:** NSDL shall ensure that units are automatically informed well in advance about imminent expiry of their LOAs. Copy of such alert/intimation auto generated by NSDL system shall also be sent to concerned DDC, and they must follow it with them in advance.

**11.5 Customization of NSDL system:** NSDL shall customize its software on priority to provide useful dashboard with easy access to various customized reports required by officials of DC offices with provision of **reports based on KPI**. NSDL shall make its software duly synced with administrative needs of office of DC for its optimal use. The NSDL shall try to integrate the software with various Govt. Departments to fetch updated data of units registered in SEZ to make the things easy for taking note of any changes by competent authority viz it should be integrated with MoCA w.r.t. to various updations like change in directors, change in shareholding, change in constitution, change in name of entity, change in registered office etc so that paper free environment is created with such integration and multiplicity of works could be minimized e.g. for change of directors, the details updated at MoCA portal should be reflected automatically in NSDL against the unit's

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dashboard so that there is no need for separate paper work by unit or DC office and alert should be received by DC office for taking action as soon as any such changes happen in another Departments integrated with NSDL. NSDL needs to provide **easy and user-friendly interface** to office of DC with dynamic and customized options for various needed reports, so as to fully utilize the administrative modules of SEZ online system.

**11.5.1 Issuance of SCN through NSDL:** NSDL needs to provide all necessary features containing provisions for complete details of a unit like NFE, APRs, data from ICEGATE, softex, earlier SCNs, if any, extensions, warning etc so that SCNs are generated through the software itself and sent to defaulter units from the system itself without the need to put up such cases separately on e-office. Likewise adjudication orders may also considered to be prepared/issued from NSDL portal itself with all facilities of recording of written statement of noticee firm, adjudication process within the software.

(ACTION: IT/NSDL TEAM)

**11.6 Compliance of Labour Laws:-**Strict Compliance must be ensured by Labour Department, NSEZ for implementation of provisions of Factory Act, Boiler Act, Labour Laws. EPCES has been separately advised to ensure that units in NSEZ comply with all applicable laws in the Zone. **EPCES** has assured that they will depute labour laws expert on their own for ensuring implementation of respective laws in letter and spirit by the NSEZ Units voluntarily. Labour section should take help from EPCES to ensure strict implementation of labour laws. **"Safety First"** is the guiding light for all of us.

**11.6.1** In order to spread awareness about labour laws amongst the dealing officers/staff, VVGNIL, Noida may be contacted by Labour Section for imparting training on labour laws implementation.

(ACTION: LABOUR SECTION)

**11.7** Meetings of DC with CEO, NOIDA, EE, PVVNL, Resident Commissioner of J&K, Uttarakhand, Himachal Pradesh and Chief Secretary and said States, if required, shall be fixed for discussion for resolution of issues/boosting exports activities. Besides, DC has decided to visit one unit every week under the SEZ/EOU scheme, including SEZ Developer to know their working and issues, if any, for providing better services from office of DC, NSEZ.

(ACTION: OSD to DC/CONCERNED OFFICER)

**11.8 NSEZ Facts/Statistics:** DC directed to provide - the **fact sheet** with statistics about export, import, employment, NFE, types of Units/EOUs, Top 100 units – volume wise, NFE wise along with status of their compliance. He also directed to keep such facts sheets/data **fully updated**. Need to relook to facts presented in PPTs, with **detailed breakup**, as directed in meeting. **Monthly Reports sent to DoC** should also be verified, before it is put up in file for approval.

**11.9** DC directed to identify chronic or low-hanging compliance disputes and classify them as "Fire & Forget Cases" for immediate, decisive action and closure.

बैठक धन्यवाद प्रस्ताव एवं निम्नलिखित quote के साथ समाप्त हुई।

**Why put off something till tomorrow  
when you can do it today?**

Digitally signed by  
GOPAL MEENA  
Date: 17-06-2026  
12:51:24

(Gopal Meena)  
Development Commissioner

To:

1. JDC, NSEZ
2. All DDCs NSEZ
3. DCC, NSEZ
4. All ADCs
5. All Specified Officers/All ADCs/All Customs Officers/Staff posted in other SEZs falling under DC, NSEZ

