



नौएडा विशेष आर्थिक क्षेत्र
NOIDA SPECIAL ECONOMIC ZONE

भारत सरकार

Government of India

वाणिज्य एवं उद्योग मंत्रालय, वाणिज्य विभाग

Ministry of Commerce & Industry, Deptt. of Commerce

नौएडा-दादरी रोड, फेस-II, नौएडा-201305 (उ० प्र०)

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ORDER

Sub: Constitution of Grievance Redressal Committee for Customs related Issues and any other issue Related to SEZs.

With the approval of the Development Commissioner, NSEZ it has been decided to constitute a Grievance Redressal Committee (GRC) in order to ensure timely disposal of cases in the customs, timely disposal of other cases, efficient & transparent operations in the customs and in the zone, monitoring the timelines of disposal of requests and to supervise the performance of officers. The composition of committee is as follows:

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|---|---|----------|
| 1. Sh. S. S. Shukla, Jt. Development Commissioner | : | Chairman |
| 2. Smt. Mala Rangarajan, Dy. Development Commissioner (Vig.) | : | Member |
| 3. Sh. Rakesh Kumar, Dy. Development Commissioner | : | Member |
| 4. Asstt. Commissioner/Dy. Commissioner, Customs
(Specified Officer) of Noida SEZ. | : | Member |

2. Grievance Redressal Committee (GRC) shall meet on first Tuesday of every month at 3.00 P.M. in the Conference Room of NSEZ. Chairman can also decide to hold meeting on specific issue with any individual/any association/organization as per his convenience.

3. Grievance Redressal committee will address grievances related issues to the Customs/other issues in NSEZ as well as in all SEZs coming under the jurisdiction of Zonal Development Commissioner, NSEZ. Chairman of GRC can decide to hold meeting in any other SEZs where a need is felt.

The terms and reference of the Committee shall be as under:-

I. GRC will have interaction with trade and industry on monthly basis on a predecided date and time i.e. first Tuesday of every month at 3.00 P.M. to resolve and redress the grievances. In case first Tuesday of the month happens to be holiday the meeting will be held on next working day at 3.00 P.M.

II. GRC will put up a box on every floor of the zone with a specific marking as "Grievance Redressal Box". It will be kept locked and will be opened only by DDC, Vigilance. Near the box, following instructions should be distinctly displayed:

P.T.O.

- (a) Any grievance should be on the letterhead of the firm.
- (b) It should be signed and indicate the name and designation of the signatory.
- (c) Identity of the person having given the grievance shall be kept confidential.
- (d) These boxes shall be opened only by DDC, Vigilance.

III. GRC will examine all grievances received in accordance with rules and regulations and will resolve the issue. GRC will take suitable action/make recommendation for suitable action wherever considered appropriate.

This issue with the approval of Development Commissioner, NSEZ, Noida.

(Mala Rangarajan)
Dy. Development Commissioner

Copy to:

- (1) All Committee Members, NSEZ, Noida.
- (2) All Notice Board/NSEZ Website
- (3) All Members of Trade & Industry.

A. mala.

Dy. Development Commissioner