भारत सरकार GOVERNMENT OF INDIA
वित्त मंत्रालय MINISTRY OF FINANCE
राजस्व विभाग DEPARTMENT OF REVENUE
केन्द्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS
प्रधान आयुक्त का कार्यालय OFFICE OF THE PRINCIPAL COMMISSIONER
केन्द्रीय कर एवं केन्द्रीय उत्पाद शुल्क CENTRAL TAX & CENTRAL EXCISE
केन्द्रीय राजस्व भवन, CENTRAL REVENUE BUILDING
आई .एस .प्रेस रोड, कोच्चि, I.S. PRESS ROAD, KOCHI-682 018
E-mail: cexcochi@nic.in Fax: 0484-2390608 Phone: 0484-2390404

GEXCOM/II/(39)/26/2025-ESTT **Date: *As E-signed***

Sub: Appointment of Grievance Redressal Officer - Reg.

As per the provisions in Para 7 of Equal Opportunity Policy (EOP), the Principal Commissioner of Central Tax and Central Excise, Kochi, has appointed Shri. Sachin Kamath Alake, Joint Commissioner (P&V), Headquarters Kochi, as the Grievance Redressal Officer in respect of Central Tax and Central Excise, Kochi Commissionerate for Group 'B'/'C' (Gazetted/Non-gazetted) officers.

2. A copy of Equal Opportunity Policy (EOP) is enclosed for information.

Digitally signed by
Maya Kurian
Date: 17-07-2026
12:11:03

(Maya Kurian)
Deputy Commissioner [P&V]

To

The individual.

Copy submitted to:

1. **The Chief Commissioner of Central Tax, Central Excise and Customs, Thiruvananthapuram Zone.**

Copy to:

1. **All Additional/Joint Commissioners, Central Tax and Central Excise, Kochi Commissionerate.**
2. **All Deputy/Assistant Commissioners, Central Tax and Central Excise, Kochi Commissionerate.**
3. **The CAO/PAO/AO (DDO), Central Tax and Central Excise, Headquarters, Kochi.**
4. **The Assistant Director (OL), Central Tax and Central Excise, Headquarters, Kochi.**
5. **All Section Heads in Central Tax and Central Excise, Headquarters, Kochi.**
6. **The Superintendent (Systems), Central Tax and Central Excise, Headquarters, Kochi – for uploading on the website of Thiruvananthapuram Zone.**

(By Mail)

A.32012/45/2022-Ad.IIIA
भारत सरकार/Government of India
वित्त मत्रालय/Ministry of Finance
राजस्व विभाग/Department of Revenue
केंद्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड/Central Board of Indirect Taxes & Customs
*****

5वीं मंजिल, हुडको विशाला बिल्डिंग,
5th Floor, Hudco Vishala Building,
भीकाजी कामा प्लेस, आर.के. पुरम,
Bhikaji Cama Place, R.K. Puram,
नई दिल्ली, सितंबर , 2025
New Delhi, Sept. , 2025

सेवा मे /To,

सीबीआईसी के अंतर्गत सभी कैडर नियंत्रण प्राधिकरण(महानिदेशक सहित)
All Cadre Controlling Authorities under CBIC (including Director Generals)

विषय : समान अवसर नीति (EOP) के संबंध में ।

Sub: - Equal Opportunity Policy (EOP) -reg.

महोदय / Sir,

मुझे उपर्युक्त विषय पर बोर्ड कार्यालय (Ad-II) के दिनांक 29.07.2022 (प्रति संलग्न) के पत्र का संदर्भ देने का निर्देश दिया गया है।

I am directed to refer Board office (Ad-II) letter dated 29.07.2022 (Copy enclosed) on the subject mentioned above.

2. इस संबंध में, EOP के पैरा 7 में दिए गए प्रावधानों के अनुसार क्षेत्रीय/आयुक्तालय स्तर पर एक समर्पित शिकायत निवारण अधिकारी (GRO) नियुक्त करने का अनुरोध के साथ EOP को पुनः प्रसारित किया जा रहा है। यह भी अनुरोध किया जाता है कि नामित अधिकारी का विवरण रिकॉर्ड और आगे की आवश्यक कार्रवाई के लिए 07 कार्य दिवसों के भीतर बोर्ड को प्रस्तुत किया जाए।

In this regard, the EOP is being re-circulated with a request to appoint a dedicated Grievance Redressal Officer (GRO) at the zonal/commissionerate level in accordance with the provisions laid out in Para 7 of the EOP. it is further requested that the details of the designated officer be furnished to the Board within 07 working days for record and further necessary action.

3. यह सक्षम प्राधिकारी के अनुमोदन से जारी किया गया है।

This issued with the approval of Competent Authority.

भवदीय,

संलग्न: यथोपरि

Digitally signed by
Ravish Kumar
Date: 22-09-2025
11:07:28

(रविश कुमार)
अवर सचिव, भारत सरकार
E-mail: usad3-rev@gov.in

EQUAL OPPORTUNITY POLICY

The Government of India has enacted the Rights of Persons with Disabilities Act, 2016 (RPwD, Act) and Rights of Persons with Disabilities Rules, 2017 to give effect to the principles enshrined in the United Nations Convention on Rights of Persons with Disabilities (2006). In pursuance of the mandate given in Section 21(1) of the RPwD, Act 2016 read with Rule 8 of RPwD Rules, 2017 the Equal Opportunity Policy is adopted by the CBIC.

2. PREAMBLE

The Central Board of Indirect Taxes and Customs (hereinafter referred as CBIC) recognises the value of a diverse work force and the need to provide an inclusive and enabling work environment. We are committed to ensuring equal opportunities for people with disabilities and to provide an environment and work culture which is inclusive of them. We seek to act proactively to facilitate their full participation in the work of the Department. We are also committed to ensuring that individuals with disabilities can interact with the Department in an environment which is optimal for their needs.

3. SCOPE

The Policy shall apply to all the employees of Central Board of Indirect Taxes and Customs (CBIC).

This policy shall apply to all properties and buildings under the ownership and/or functional control of this Board, located both within and outside India.

4. **PURPOSE**

The Equal Opportunity Policy of CBIC is to provide equal opportunities to the specially-abled employees without any discrimination, on the ground of disability and shall strive to maintain a working environment that is conducive for specially abled employees. This Equal Opportunity Policy is subject to applicable regulations, qualifications, and merit of the individuals concerned.

5. **DEFINITION**

The definitions of different terms used in this Policy will be as prescribed under the Rights of Persons with Disabilities Act, 2016 and the Rights of Persons with Disabilities Rules, 2017.

6. **RIGHTS AND ENTITLEMENTS:**

The CBIC is committed to provide the following for the persons with disabilities:-

(I) CBIC shall ensure that the persons with disabilities enjoy the right to equality, life with dignity and respect for their integrity equally with others.

(II) CBIC will ensure a work environment free from any discrimination against persons with disabilities.

(III) Placement/Posting of Officers with disabilities.

CBIC will frame policies for posting / transfer of employees with disabilities in the following manner:

(a) Postings of persons with disabilities will be considered sympathetically to the extent possible and in accordance with the extant instructions of the Government of India and applicable provisions of statute /Recruitment Rules by the Placement /Local Transfer Committee subject to the administrative constraints.

(b) Special consideration shall be given for officer who is a care-giver of 'Divyang', differently-abled dependents and covered under DOPT's O.M. dated 08.10.2018 and subsequent modification, if any, subject to administrative constraints.

(IV) Preference for allotment of residential accommodation:

Request of persons with disabilities for allotment of residential accommodation may be given preference to the extent possible and they will be preferred for allotment of ground floor accommodation.

(V) Infrastructure

Physical Infrastructure:

CBIC is committed to providing physical infrastructure, furniture, facilities, amenities, and services in the building/campus as per the accessibility standards prescribed by the Government. This shall include, but not limited to, the following:

(a). CBIC will endeavour that barrier free access is provided to persons with disabilities in all buildings and offices under administrative control of CBIC by way of providing ramps with railings, accessible stairs/ elevators, enabled washrooms, tactile paths, wheelchair accessibility, wider doorways to enable access to buildings and workplaces, parking facility near suitable access point, etc.

(b). Parking spots, reserved near suitable access points for the exclusive use of persons with disabilities.

(c). Suitable furniture like adjustable desks, wheelchair, desktop enabled biometric attendance system, assistive devices like low vision aids, hearing aids with battery etc.

(d). Ensure that care givers (when people with disabilities have to be accompanied by caregivers) are provided with requisite access or facilities to enable them to assist the said person.

DIGITAL INFRASTRUCTURE:

(a). CBIC shall endeavour to ensure that its documents, websites, communication system adhere to the accessibility standards as may be prescribed by the Government.

(b). AIO systems used by CGST and Customs formations to be upgraded and synchronised for making it compatible to NVDA and JAWS applications for visually retarded disabled employees.

(VI). No promotion shall be denied to a person on the ground of disability subject to eligibility of promotional posts identified suitable for bench mark disabilities and provisions of Recruitment Rules;

(VII). CBIC shall not dispense with or reduce in rank of an employee who acquires a disability during his or her service. However, if an employee after acquiring disability is not suitable for the post, he/she was holding, shall be shifted to another post with the same or similar pay scale and service benefits:

(VIII) Awareness Campaign

The Equal Opportunity Policy shall be prominently displayed on the department's website and wide publicity should be given to the Policy to create awareness about the policy amongst the officers of CBIC.

7. **Grievance Redressal**

As per the mandate of the RPwD Act, 2016 CBIC shall appoint a Grievance Redressal Officer. An officer not below the rank of Commissioner shall be appointed

as Grievance Redressal Officer at Group 'A' level and an officer not below the rank of Additional /Joint Commissioner shall be appointed as Grievance Redressal Officer in respect of Group 'B' /'C' (Gazetted/Non-gazetted) officers, by all the Cadre Controlling Authorities of CBIC. The details of the nominated officers to be immediately shared with Chief Commissioner appointed under the provision of Section 74 of the RPwD Act, 2016 *and placed on website of CBIC/Zones /Directorates.*

The officer shall be the nodal point for receiving and disposing of all grievances filed under this policy. He shall maintain a register of complaints in the manner as prescribed by the Central Government. The Grievance Redressal Officer shall investigate the complaint and shall take up the matter with the establishment for corrective action. Complaint shall be inquired within two weeks of its registration.

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F.No. C.50/39/2021-Ad. II/ मि.स. C.50/39/2021-Ad. II

Government of India/ भारत सरकार

Ministry of Finance/ वित्त मंत्रालय

Department of Revenue / राजस्व विभाग

Central Board of Indirect Taxes & Customs / केंद्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड

*****

47-B, नॉर्थ ब्लॉक, नई दिल्ली - 110001

दिनांक: 29.07.2022

सेवा में,

All Principal Chief Commissioners/ Principal Directors General/
Chief Commissioners / Directors General under
Central Board of Indirect Taxes and Customs

विषय: **Equal Opportunity Policy–reg.**

Sir/Madam,

Section 21 of Rights of Persons with Disabilities Act, 2016 mandates that every establishment shall notify Equal Opportunity Policy detailing measures proposed to be taken by it for Person with Disabilities and register the copy of the same with the Chief Commissioner for Persons with Disabilities.

2. In pursuance of the aforementioned provisions, Central Board of Indirect Taxes and Customs (CBIC) has adopted Equal Opportunity Policy which shall apply to all the employees of CBIC and to all properties and buildings under the ownership and/or functional control of the Board, located both within and outside India. A copy of the Equal Opportunity Policy is enclosed.

3. Equal Opportunity Policy may be widely circulated in the establishments under your charge to promote awareness and sensitization among the officers and staff of Central Board of Indirect Taxes and Customs. It is requested to ensure compliance of the provisions of the Equal Opportunity Policy in the Zones/Directorates.

भवदीय

(कुँवर बलवन्त राव)
अवर सचिव, भारत सरकार
दूरभाष-23095520

Copy to:

1. The Website Manager, Directorate General of Systems, New Delhi- with the request to upload on the CBIC website.
2. The Chief Commissioner, Court of Chief Commissioner for Person with Disabilities (Divyangjan), Sarojini House, 6 Bhagwan Dass Road, New Delhi- 110001.

(कुँवर बलवन्त राव)
अवर सचिव, भारत सरकार