

Minutes of Senior Officers Meeting held under the Chairmanship of Shri Gopal Meena, IAS, Development Commissioner, NSEZ at 3:30 pm on 29.06.2026 in the Conference Hall, NSEZ.

The meeting was held in hybrid mode. The meeting was attended physically by JDC, DDCs, DCC and ADCs from NSEZ whereas Officers from outside Noida were connected through V.C. The SOM focused on reviewing NSDL pendency, compliance, unit-related issues and administrative matters. The discussions held and decisions taken during the meeting are as under:

1. Renewal of Letter of Approval (LoA) not to be in piecemeal in deserving cases

- i. **Feedback from Units in PH:** The matter relating to renewal of LoA was discussed with reference to the Jaipur SEZ, wherein invariably extension is granted for a period of six months due to some discrepancies being observed. It was observed that grant of extension on a six-monthly basis is causing avoidable inconvenience to units, as delays in issue of UAC Minutes, Issue of LOAs, Submission BLUT and acceptance of it, many permissions, etc. make it difficult for the Unit to get orders from clients.
- ii. **Compile FAQs based on FROs** – and Send to All Units which will be required to renew their LOA in next 3 months, must be sent reminder with **FAQs based on Frequently Raised Objections** by our office, so that they get information in advance about it. This is to be ensured by concerned ADC/DDC.
- iii. **Guidance to Units and Compliance with Empathy:** It was decided that such practice amounts to undue harassment of the unit concerned, not business-friendly and shall not be continued. Henceforth, before any decision on extension of LoA is put up, the matter shall be discussed at DDC/JDC level. They will guide unit, get all required documents and ensure no deficiencies of documents. If proposal to renew is only for 6 months, they must mention **efforts made by them to minimise deficiencies of documents/compliance**. LOA is granted for the period of six months, proper reasons shall be mentioned regarding the same, otherwise in all such cases where a unit is meeting the **NFE/prescribed value addition, Developer's rent is cleared and nothing adverse is noticed including from Customs** against the unit, **minimum renewal period for LOA shall be for two years to provide stability to the working of the units**.
- iv. **Update of LOA/Renewal on NDSL portal** on Same day – by the ADC/Dealing Assistant.

2. Standardisation of Process for monitoring of Units/EOUs

- i. **Reports and Review:** The DC presented **5 excel sheets** containing all relevant columns for monitoring of Performance of SEZs Developers and Units therein including for the purpose of LOA renewal, performance monitoring, issuance of SCN and adjudication thereof. The DC directed to all concerned officers to maintain the same with the help of NSDL. NSDL shall periodically provide the same to all officers of SEZs for effective monitoring and timely action in such cases by concerned ADC/DDC.
- ii. **Provisional offer of space** shall be granted on the basis of Rule 18(2) of the SEZ Rules

BLUT Processing: Acceptance of Bond-cum-Legal Undertaking (BLUT) shall be completed within 7 days by all concerned- from the day of receipt in our office.

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- iii. **Deemed Lapse- Cases** : In case of LOAs which have **neither been implemented nor have come for further extension** would be reviewed at two stages, namely (i) **acceptance of terms & conditions of LOA**, and (ii) **execution/acceptance of BLUT**. **Deemed Lapse- Cases** must be reviewed by the Concerned DDC and must issue SCNs to the concerned units. Either get the LOA cancelled or do needful.
- iv. **Follow up of Cancelled LOAs-** Concerned DDCs must review and ensure all cancelled LOAs are taken to logical conclusion as per **Rule 77 of SEZ Rules** and other applicable provisions, as per law.
- v. **Review of Shortfall of NFE/FOB Value (Rule 80)** -All Concerned DDC must review all cases under one's area **-where NFE or FOB value shortfall** – Enlist cases, review, if required issue SCNs and take it to logical conclusion as per rule 80 by complying Principles of Natural Justice.
- vi. **Unit-wise consumption/bill amounts** shall be monitored by the SOs and ensure it is used by the Unit in SEZ and for authorised operation only. **Statistical data analysis** should be done by the SO w.r.t. NFE Projections, Workers, Floor Space, Etc.
- vii. **Reports by CA Firm-** Must prepare comprehensive reports based on APRs, Balance Sheets, NSDL, ICEGATE Data, Physical Reports, Inputs from SO (Specified Officers), Ministry of Corporate Affairs Portals, etc. Reports by it must not be just checking sign /CERTIFICATE of CAs but analysis of it. DDCs must review it and randomly **deep -analysis/Scrutiny** must be done to ensure reports/Certificate submitted by units/Developers are as per rules.
- CA Firm shall prepare a **Master Check-list** to evaluate cases and examine all cases through that Process.
 - Prepare a **Comprehensive Detail Sheet of each Unit** - Single Point of Reference.
 - DDC will randomly select and give 5% cases for deep analysis to CA Firm
 - CA Firm – **Shall not interact directly with the Units**, if any clarification/Documents required, it should be requested through concerned ADC/DDC.
 - Before every UAC meeting- **Evaluation Sheet** of Each Application, with analysis must be submitted to the Concerned DDC.
 - **Timely Scrutiny and Observation on APRs** to the unit by the ADC, within 7 days of Receipt of APRs.
- viii. **NSDL Dashboard & Reports:** NSDL representative has been directed to compile frequently required reports/Customised Reports and a Dashboard for the DC and the SOs. In co-ordination with his seniors communicate requirements of NSEZ. It was also decided that all ADCs/DDCs/JDC/SO/CA Firms will provide -Required Reports with Formats, changes in Software, Flow, Additional Fields/Features etc. to NSDL Representative, who has shared a Google sheet.

ix.

Reports Subject
<ul style="list-style-type: none"> • LOAs Issued but Not Accepted by the Units (10 Days, 1 Month, 6Motnths or More) • LOAs Accepted but BLUT not signed (10 Days, 1 Month, 6Motnths or More) • BLUT signed but not commended operation • No NFE in Current Year/ Previous Years • Unrealised forex/NFE • Units with Multiple LOAs/Multiple Plots • IT Units – DTA sale of Services • Analysis of APRs submitted by Unit • One Holistic Report of any Unit – Not Just by Financial Years But Complete in all respect • Pendency of any Approval with DDC/ADC

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- **Static/dynamic Reports – As requested by DDC/DC customs**
- **List of Units – under EXIT process**
- **Reports for Effective Monitoring Under Rule 54**

- x. **List of IT/ITES Units - sale in DTA in INR:** NSDL Representative, CA Firm and concerned ADCs/DDCs must prepare all such IT/ITES units -which supplied services in DTA in INR. This List be put up before the DC in one go, with agreed uniform formula of penalties as per FT(D&R) Act.
- xi. **Assist the DC in exercise of Duties and Responsibilities:** As per SEZ Act, Rules and Instructions, several responsibilities are assigned to the DC and the SOs but seems we are not acting in letter and spirit. For Example **Compliance of Rule 12(2) and 12(6) is not being done.** All concerned DDCs will enlist such Duties and Responsibilities of the DC and facilitate compliance/Monitoring/Review/Placing before UAC as per rule.
- xii. **Cross-verify Reports of Chartered Engineers –** List of goods and services certified by Chartered Engineers and submitted by Developers for approval by Approval Committee, need to be cross-checked to avoid any conflict of interest by certifying Chartered Engineers. For the purpose, hiring of a Chartered Engineer for such works may be explored. Services of such CE may also be required by NSEZ Authority for its various works in EM section. Customs empanelled CEs are more suitable, may give fee for per verification. Also find out practices in other Zones. This may be discussed by DDC(GP) and DDC(NH) and examined/put up accordingly.

3. Minimise Pendency – Files

- i. **Zero Pendency :** DC directed that all officials shall ensure to clear their pendency before proceeding on any type of leave. When on CL, can process office files from home. All DDCs must ensure continuous review of pendency in their Logins but also in their Team members login. Processing Time should be compared from the date of Receipt of request/Letter from applicant and final decision on such receipts.
- ii. **Link Officer:** when an officer remains on **earned leave**, his Link Officer shall ensure that flow of work disposal in concerned section whose officer is on leave, does not break. Pendency should not remain at any cost, if required may consult the officer concerned.
- iii. **Complaints against NSEZ Officials:** All Complaints should be taken to logical conclusion, within one week as per rules & CVC guidelines. If files are not put up for decision, SCN will be issued to the concerned in-charge of it.
- iv. **Pending Reports to DoC –** If I get reminder from DoC or Other Departments, it is indicator of our inefficiency. We must reply or furnish report within stipulated timelines.
- v. **Lok Sabha/Rajya Sabha Questions.**
- vi. **RTI Reply**
- vii. **Unaddressed Representation of Units in our Office –** Gems & Jewellery Units in Jaipur, Stone Waste Disposal in DTA by Jaipur Units during Review or any other representation

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- viii. **Unaddressed Submissions of the Units-** Many Units submit written documents and demand some or other relief from us, but we don't process. Litigant Units take such cases in court and take benefit of it saying it was pending in our office. This practice should be minimised. Each such representation must be taken to logical conclusion as per rule after approval from competent authority.
- ix. **Events with Stakeholders in TEE:** As per Trade Policy 2023, Four Towns of Export Excellence (TEE) were announced viz. **Faridabad, Moradabad, Mirzapur and Banaras**. All these four towns are in our Zone. We should coordinate with State, DoC and prospective stakeholders and have event to promote export.
- x. **Unrecovered Rent from Units/Shops/Banks by NSEZA-** As reflected in New Accounting System. We must take it to logical conclusion as per law. If have to request other authorities, we must follow up. It should not become CAG Para by our negligence.
- xii. **NSEZA- Approvals from Statutory Authorities as required for a developer**
- xiii. **Pendency of Labour Licence – CLRA or any other Labour Laws**
- xiii. **Reports by the DC (as per Instruction 44)**
- **Format A to I and G to H**
 - **Approval Activities Under SEZ Rules -17,18,19**
 - **Other Permissions**
 - **Permissions Under Rule 74**
 - **Permissions under Rule 74A**
 - **Monthly Data on Export Duty, Import Duty & Duty Foregone**
 - **Import/Export Data**
 - **Statement of the SEZ Developers coming under the Jurisdiction of the DC**
 - **Info on CST Claims & Drawbacks.**
- xiv. **File Note/DFAs to be authenticated by E-sign/DSC sign by each Govt. employee – Hindi Version is better.**

xv. **Important Matters Pending with following Officers**

Officer Name	Pending Issues
Sh. Noman	<ul style="list-style-type: none"> • Rent Collection Software -Software of HDFC • E-auction of SDF /Plots (Details of Plots on Map) • Process Survey of Closed Units done by DDC 3 to Logical Conclusion • Eviction Cases • Tendering of Planned Civil Works, PMU, etc. • Payment of Work – done by EIL; Processing Old Bills by Committee • Timely Payment to Service Providers-from Womb to tomb process • Coordination with Project Div • Preparation for Next Authority Meeting – Agenda, Comparative Study of other SEZs practices, etc. • Empanel – Independent Valuer/CE • Statutory Approvals as Developer – Fire, CPCB, SGWB/CGWB, etc. (as Per Form B) • Closure of City Office-Complete Formalities • SEZ/EOU Related Cases – Jaipur PH, SCN, Closed Units, etc.

	<ul style="list-style-type: none"> • SCNs- Conclude to logical Conclusion
Sh. Gya	<ul style="list-style-type: none"> • Reports; Compliances; • SCNs- Conclude to logical Conclusion • Finalise Master Check List; • FAQs based on FROs • Checklist for ADCs – What to Check in Which Type of Case, in What Scenario • Plan Visit of SEZ/EOUs
Sh. - Ashish	<ul style="list-style-type: none"> • PMIS Scheme – Onboarding of Maximum Units; Work-shop with MCA; • Assist in issuing SCNs to Units found Closed/Defunct
Sh. Ravikesh	<ul style="list-style-type: none"> • Gate Management Systems • Pendency in Customs • Unit exit SOP • Compliance of SEZ Rule 79 in Letter & Spirit
Sh Pramod	<ul style="list-style-type: none"> • Minutes of Meeting on Same day of Meeting • Visit Reports of the DC, within Two days • Letters to CP/CEO Noida/ CS UP • Schedule Meeting with Developers

4. SEZONLINE Pendency

- i. **Pendency with NSEZ Customs:** DC shared the data of huge [pendency of 63180 Request IDs](#) being shown in NSDL on the part of Customs officials in NSEZ. Below is a table of user IDs having [highest pendency](#).

User ID	No. pending request ID	User ID	No. pending request ID
rameshcus	12498	ncdadarwal	4113
rkarorapo	10642	poprakashs	3971
apaliwal	7796	pomanishd	1830
aakanksha	7644	rajnishao	1754
ransingh	6014	popankajk	1100

- ii. DC (Customs) NSEZ explained the reasons for display of such pendency against multiple officers (some of them are retired) and assured the Chair to look into the same for updating in system on priority and update the status in next SOM. He further apprised that from [15.06.26 to 29.06.26 NSEZ Customs disposed of 44730 Cases](#). The Below is the table of users [who disposed highest RIDs in last 15 days](#).

User ID	No. pending request ID	User ID	No. pending request ID
apaliwal	5269	pomanojk	3391
himanshucus	5264	aakanksha	3382
bkchoudhary	4725	poanujk	3052
rohitkpo	3969	vinaypo	2948

kuldeepspo	3910	saurabhpo	2713
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- iii. DC re-emphasized the need of **Zero Pendency** in all section/with all officials.

5. Compliance of Directions given in previous SOMs

- i. A **compliance matrix** shall be submitted by concerned DDC to the Development Commissioner against each point raised in this meeting - Wherever relevant points concerned to them.
- ii. **Standard and approved Slogans** shall be incorporated in the minutes, and a suitable quote shall be included in each Minutes of Meeting and proceedings by concerned section..
- iii. **'Employee of the Month'** for the month of June 2026 shall be decided. Shri Aashish Rawlani has been designated as the observer for this exercise.
- iv. **Inspection of units by Labour Officers** has to be carried out by ALC/DLC, NSEZ as per prevailing labour laws

6. Vehicle/House Management

- i. **Vehicles in use in NSEZ** shall be categorised into three types, namely Government vehicles, vehicles hired by NSEZ Authority and vehicles provided to officers by SEZ Developers. ADC(K) shall compile the complete list of all such vehicles and present a factsheet regarding the same to DC, NSEZ on priority basis. Rationalise Number of Vehicles and Drivers.
- ii. **Flats/Houses** – Stocktaking of it should also be done. NDRF should also be requested to vacate, as their presence in living area with family intrudes in privacy and in the light of Housing plan for officers.

7. Energy Audit and Electricity Management

- i. An **energy audit** shall be conducted to ensure that the electricity bills of the zone remain as low as possible.
- ii. **Electricity Bills:** The Estate Management Section shall ensure that bills raised by UPPCL are in sync with actual meter readings being shown in meters. Besides, electricity consumption shall be kept minimum and waste of electricity shall not be allowed in office and zone area. Besides, immediate action shall be taken to **settle the outstanding hefty amount** of outstanding dues being shown in all electricity bills of NSEZ Authority.
- iii. The Caretaker **shall record meter reading of each meter** and submit the same to EM section for cross check with the reading in the bill.
- iv. Matter shall be taken up with UPPCL to explore **feasibility of installation of prepaid meters** against postpaid meters for better monitoring of expenditure.
- v. **Houses in NSEZ:** Details of officials/Staff occupying Government quarters shall be obtained by EM section and shared with DC viz. name, along with confirmation as to whether they are regularly paying their electricity bills, and whether House Rent Allowance (HRA)/Licence fee is being recovered.

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8. Quality and Clarity in Drafting of Files

- i. **File Note** – It should contain facts of the case, relevant rules, instructions and opinion/recommendations, on all issues, shall be given in files by all Officers for appropriate decision by DC.
- ii. **Error Free DFA** : In cases where DFAs are attached by Section, it shall be clearly mentioned on file by each officer that the **draft has been read/checked** and found as per rules and formatting is proper.
- iii. **Numerical Figures/ Currency values** mentioned in any DFA/File Note shall be with **proper commas/separators** and shall invariably be expressed in INR by all officials.

9. Other Points discussed for Monitoring of units

- i. **Unrealised forex/NFE**: All concerned ADC/DDC to ensure that realization of foreign exchange against export made by units is made within prescribed timelines and positive NFE is achieved by units as per SEZ provisions.
- ii. **Units with Multiple LOAs/Multiple Plots** : Cases of multiple plots held under single/multiple LOAs were also discussed, where **one plot is being used for export, installation of machinery while the other plot lies vacant**. We allot plots for business, not for real estate. Recently this exercise was done under the leadership of DDC Shri- Aashish. After due verification, examination of videography, feedback of SEZEPC, **Project and EM sections to initiate action as per rules and take it to logical conclusion**.
- iii. **Physical Verification**: The list prepared by DDC(AMR) shall be taken as the parameter, along with physical verification of plot details, including a joint visit by DDC(AMR), YP (Civil Engineer) and EM Section staff for further review.
- iv. **Statical Analysis of Units** – Exports, NFE, Employment w.r.t. Area/Space held by the Units to be ensured by concerned DDC while placing any proposal relating to any functional unit, before the Approval Committee.
- v. **Fact – Sheet of Each Unit**
- vi. **Fact sheet of each SEZ**
- vii. **Fact Sheet of the ZONE**
- viii. **Reports in 5 Excel Sheets Shared with officials (Annx1)**

10. Exit Formalities of Units

Developers/Units highlighted to simplify and expedite EXIT process smooth and easy. Let us make SOP and get it scrutinised by Experts and then implement. SO- Sh. Ravikesh is entrusted to draft SOP in consultation with other stakeholders.

- i. **SOP for exit formalities** including book-keeping and access control aspects shall be prepared. Exit applications shall be disposed of within fifteen days, with provision for deemed approval thereafter. DDCs to jointly prepare this SOP with help from DCC, NSEZ and share with the DC.

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- ii. **NSDL to provide all necessary form and formats** viz online form for exit and NOCs to be applied for/issued by office of DC on the online platform, following which NSDL shall prepare the exit order format in the online system with complete step wise flow of exit process..
- iii. **Coordination** shall be maintained by different sections viz Customs, EM, Labour etc to facilitate timely disposal of exit requests of units.
- iv. **A matrix shall be maintained** for applications received from units along with NOC issued through NSDL.
- v. **List of units which have applied for exit**, shall be provided by DDC(GP).
- vi. As per NSEZ data compiled by DCC, exit formalities are pending in respect of 14 units, of which **10 units remain pending** in Customs which need to be expedited by DCC.
- vii. **Custom House Agents** handling such units shall be made to understand the formalities and methodology to be followed for early disposal.
- viii. **Exit letter** to unit shall be sent through NSDL online system only.

11. Show Cause Notice (SCN) Procedure

- i. **Identify Units – flouting Rules.** A single-window system shall be adopted for issuance and processing of Show Cause Notices. Use of **NSDL platform to be expanded** and made comprehensive to incorporate important matters. **Updation and customization of sezone** system to be ensured by NSDL.
- ii. **Time to reply to SCN:** Show Cause Notices shall provide a period of **15 days to the noticee for response.**
- iii. Three **modes of service of notice** shall be adopted: (i) verified/regd. e-mail, (ii) registered office and (iii) service of notice to factory address.
- iv. In case of **Lapsed LOA, notice to units' promoters** to also be issued at residential address in compliance of rules to ensure principle of natural justice.
- v. The Show Cause Notice along with the recommendation shall be kept on record on a permanent basis.
- vi. All concerned dealing with issuance of SCNs to **ensure compliance with above.**

12. Dak/Dispatch, Website and Uniform letterhead

- i. **Dak Entry/E-Receipt:** DDC(GP) shall ensure to issue necessary orders to the effect that each dak received in physical form at Reception shall be immediately converted into e-receipt at Reception itself and from there **shall be directly sent to the inbox of concerned Dealing Hand**, who will examine and put up the same without loss of time to ensure zero pendency. After creating e-receipt, each physical dak shall be routed through DC>JDC>DDC>ADC>D/A as per current practice.

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- ii. **Letter Despatch System:** DDC(GP) shall examine/ensure that **all approved letters are despatched through inbuilt email system in e-Office** and **shift the despatch system from manual to eOffice module**. For this, the concerned Dealing Hand shall handle dispatch pertaining to his/her section/assigned work. No delay shall be permitted in dispatch of approved/digitally signed letters.
- iii. **The website of NSEZ** shall be reviewed and kept updated. DDC (AMR) and DCC (RT) shall be incharge regarding the website upgradation and maintenance.
- iv. **Uniform Letter-head:** Currently different design of letterheads are being used in various Sections. Hence the logo of letterhead and other information to be displayed on letterhead for office of DC, NSEZ, including field offices, and office of Chairman & CEO, NSEZA shall be got approved from DC/CEO and thereafter each Section/field offices shall only use such approved design in official letterheads. Concerned DDC shall ensure this to be implemented with a week time.

13. General Directions

- i. **Data of eOffice Pendency and monitoring** average time taken in from receipt to final disposal and dispatch of letter shall be compiled by Shri Ksrishna of Computer Section and provided to the DC.
- ii. **Digital sign/e-sign only:** All officials shall **sign the approved letter only through digital sign or e-sign (both options are available on eoffice)**. **No physical signature** shall be done on approved letter except in exceptional cases with recording of justification of circumstances leading to physical signature by the officer.
- iii. **Labour law compliance:** The Regional/Chief Labour Commissioner shall be approached for any inputs relating to effective implementation of labour laws, in order to avoid audit objections, for proper monitoring of units and vendors. ALC/DLC to ensure this.
- iv. **Leave through e-HRMS only:** Leave of all Government officials shall be processed through the e-HRMS portal only. No leave shall be sanctioned otherwise.
- v. **Visit of DC in each SEZ of the Zone:** EA to DC shall communicate with all Developers (Govt/Pvt) one-by-one to facilitate visit of DC to each SEZ to have insight in respect of working in such SEZs and know their issues, if any.

vi. Visit of Other Zones- Emulate Best Practices

It was decided that, with a view to studying and adopting the best practices being followed in other Central Government Special Economic Zones, two teams shall undertake exposure visits to the following SEZs:

1. **Team-I:** Shri Ravikesh, SO shall visit SEEPZ Special Economic Zone, Mumbai, to study its Security, Gate Management, administrative, operational, estate management, and other best practices.
2. **Team-II:** The DC and SO Jaipur will visit Chennai Zone.

- vii. **SOP under SEZ Rule 11B:** SOP for streamlining the process of demarcation of Processing and Non processing area of SEZ shall be prepared in terms of SEZ Rule 11B by DDC(GP).

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- viii. **Compilation of DOC Instructions:** All Instructions issued till date by Department of Commerce, shall be compiled DDC(GP) and DDC(AMR).
- ix. **Electricity camp** shall be arranged by pursuing with UPPCL to **facilitate their NOC** to units which are under exit process. Project Section to write a letter to UPPCL and follow up on this.
- x. **Unimplemented LOAs** issued to units which have not taken off, along with status of their premises allotted by NSEZA shall be jointly reviewed by DDC(GP)/DDC(NH) and appropriate action to be taken by concerned Section.
- xi. **KYC/Contact details of all units** with registered email shall be compiled by concerned Dealing Hand/ADC (Project) and updated in website in addition to providing a soft copy of same to the DC.
- xii. **Standardised Signboard:** DDC, Estate to ensure that each unit in NSEZ has standardised signboards at entry gate with important information displayed on it like LOA No./LOA validity, Plot/SDF No, Main authorised operations and GST number etc. Besides, EM Section shall ensure that proper and standardised numbering is there in office building and on all SDFs/shop/Restaurant in the zone.
- xiii. **CWC** – Many Times Units have complained against CWC for exorbitant Rates, even for work not done by them like loading/unloading, etc. JDC- Shall have joint meeting with CWC officials and stakeholders to sort-out problem.
- xiv. **Post-Office/FedEx type of Agencies** may be empanelled to compete with CWC. Explore Practices in other Zones, if suits us. In Rajasthan Two PSUs are entrusted this responsibility by the Developer.

14. The DC directed that **all concerned officers/staff shall ensure action against above decisions.**

15. **The Next SOM meeting** shall be held strictly with reference to **compliance of decisions** taken herein as well as in earlier meetings.

16. बैठक का समापन अध्यक्ष के प्रति आभार व्यक्त करते हुए निम्नलिखित प्रेरक उद्धरण के साथ हुआ:

"Don't put off until tomorrow what you can do today"

(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

“सत्यमेव जयते”
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