



मुख्य सीमाशुल्क आयुक्तकार्यालय, मुंबई अंचल II

OFFICE OF THE CHIEF COMMISSIONER OF CUSTOMS, MUMBAI ZONE II

जवाहरलाल नेहरू सीमाशुल्क भवन, JAWAHARLAL NEHRU CUSTOM HOUSE,

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F.No. S/V-30-Misc-07/2018 CCO M-II ('A' Cell)

Date: 06.06.2018

**Standing Order No. 18/2018**

**Subject: Formation of “In-house Training Cell” in Mumbai Zone-II in line with National Training Policy 2012 (NTP) issued by the Department of Personnel and Training – reg.**

The National Training Policy 2012 (NTP) was issued by the Department of Personnel and Training vide OM No. 12021/8/2011-Trg.1 dated 19 January 2012. The overarching training framework enunciated in the National Training Policy (NTP) 2012 is 'Competency Framework'. Implementation of this concept by the Ministries/Departments would bring to light the various 'Competency gaps of employees that need to be bridged through a range of 'Training interventions' to enhance their performance. To meet the quantum of training requirement arising out of the adoption of 'competency framework', each Ministry/Department/Cadre Controlling Authority would have to undertake the training and development activities of employees as stipulated in the NTP 2012.

2. Accordingly an “In-house Training Cell” under Chief Commissioner of Customs, Mumbai Zone-II is being created to institutionalize the training and development activities for Officers of Group A and Group B (Gazetted & Non gazetted), when posted in JNCH. The Additional Commissioner of Customs/ Chief Commissioner Office has been appointed as Training Manager for Mumbai Zone-II vide Office Order no. 06/2018 dated 10.05.2018.

3. The objectives of the “In-house Training Cell” would be:

- Capacity building of Officers
- Knowledge Management
- Coordinating with other agencies, both PGA & Private Trade organizations to arrange training programs.
- Provide Soft skills and effective communication programs.
- Keeping a record of Employee profile and Designing Training Needs Analysis (TNA) forms for reporting officers to point out the areas wherein the subordinate officer requires training or capacity building.
- Conduct Stress management and holistic development courses periodically.

4. To implement the objectives of the In-house Training Cell, the following procedure is being devised:

- i. All Officers of Group A and Group B (Gazetted & Non gazetted) cadre joining Mumbai Zone-II, JNCH have to mandatorily fill form Annexure A (copy enclosed) Employee profile and submit to the reporting establishment department. The reporting departments would then forward all the forms to Training Manager through their respective Commissioners.
- ii. The overarching training framework enunciated in the National Training Policy (NTP) 2012 is 'Competency Framework'. The basis of this concept is to identify and bridge the various 'Competency gaps' of employees through a range of 'Training interventions' to enhance their performance. In this regard a “Training

Needs Analysis” form (TNA) is being introduced (Annexure B, copy enclosed). The underlying principle of such an analysis is to provide for training which is need based and linked to the competencies required for their current and future jobs. Accordingly, each reporting officer for Group A and Group B (Gazetted & Non gazetted) respectively, in every quarter of financial year, would analyse the competency of the Officer being reported upon and fill the TNA Form and forward it to the Training Manager. The In-house Training Cell would collect all the forms and make clusters of common training needs and then initiate training session programs for each cluster of officers. This would be communicated to the respective reporting departments i.e. CC Office, P&E Section and Posting Section. The Commissioners of Customs of respective Commissionerates are to ensure that the list of Officers communicated by In-house Training Cell shall mandatorily attend all the training sessions. Any Officer failing to attend the Training session would be reported to the respective Commissioner of Customs through Training Manager.

- iii. Every Group A and Group B (Gazetted & Non gazetted) Officer joining Mumbai Zone-II, JNCH shall mandatorily attend Induction training module of In house Training Cell. The respective sections that issues posting orders for Appraisers, Examiners and Preventive cadre shall coordinate with In-house Training Cell. After the posting orders are issued, it would be mandatory for all officers to complete their training in the schedule drawn by In-house Training Cell. An **Induction folder/booklet** would be given to every Group A and Group B (Gazetted & Non gazetted) Officer, on joining JNCH, which would give details of the organisation structure, revenue details and other important information required for functioning. This would ensure that the officers are well trained and are made aware of the challenges they would face in their new areas of postings. They would also be sensitised in line with the vision and mission statement of CBEC when they assume their functional responsibilities.
  - iv. Every department and section shall create a brief of its working incorporating relevant sections of the Customs Act and other Allied Acts; and annex all the Trade facility notices and Standing Order instructions governing the individual department/section. The administration in charge of the department/section would be responsible for maintaining the same and communicating the same to all the officers posted in the section. A copy of this shall be forwarded to In-house Training Cell, that would act as a repository of all such working brief.
  - v. The Officers selected and attending Training programs organised by NACIN in India & abroad would submit copies of the training materials and PPT they have received to IHT Cell and also train the other Officers in JNCH on the topics covered by the training programs they have attended.
5. This issues with the approval of the Chief Commissioner of Customs, Mumbai Zone-II, JNCH.

Sd/-  
(Dhirendra Lal)  
Addl. Commissioner of Customs  
Chief Commissioner's Office

Encl: As above.

Copy to

1. The Chief Commissioner of Customs, Mumbai Zone-II
2. All Pr. Commissioner/ Commissioner of Customs, JNCH
3. All Addl./Jt. Commissioner of Customs, JNCH
4. PS to the Chief Commissioner of Customs, Mumbai Zone-II
5. Office Copy.

**ANNEXURE 'A'**  
**EMPLOYEE PROFILE**

1. Name:
2. Designation:
3. Employee Code:
4. Date of Birth:
5. AGT Order No. & Date:
6. Last Posting Details:
7. Educational Qualification
  - Name of Course:
  - University/College:
  - Batch/Year of passing out:
8. Training Programmes attended (in last 3 years):
  
9. Whether you are an accredited trainer of WCO or any other organisation: (if yes, specify details)
  
10. Area/Field you propose to acquire training

SIGNATURE

DC/AC (IHT Cell)

**ANNEXURE 'B'**

**TRAINING NEEDS ANALYSIS FORM**

1. Name:
2. Designation:
3. Employee Code:
4. Posting Order No. & Date:
5. Posting Place/ Section :
6. Reporting Officer Name:
7. Reporting Officer Designation:

| S.No. | Description of competency for which capacity building required | Training area proposed |
|-------|--|------------------------|
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|       |  |                        |
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**Remarks:**

**Reporting officer**

**DC/AC (IHT Cell)**