

**A FRAMEWORK FOR TRANSPARENCY AUDIT(2025-26)**  
**(DC OFFICE, SEEPZ-SEZ, MUMBAI)**

**1. Organisation and Function:**

Sr. No.	Item	Details of Disclosure
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	<p><b>(i) Nature and functions/services offered:</b>            A Special Economic Zone (SEZ) is a designated duty-free enclave aimed at promoting exports and investment by offering world-class infrastructure and regulatory ease. It provides services such as land/Gala allocation, customs facilitation, infrastructure development, and support for manufacturing and service activities.</p>
		<p><b>(ii) Norms/standards for functions/service delivery:</b>            As per the Special Economic Zones Act, 2005, SEZ Rules, 2006, Foreign Trade Policy (FTP) &amp; Handbook of Procedures (HBP) 2023, and Instructions issued by the Ministry of Commerce &amp; Industry (MoC&amp;I).</p>
		<p><b>(iii) Process by which these services can be accessed:</b>            Unit holders can access all services of this office by submitting applications through the SEZ Online System, ICEGATE, and RISE ERP applications, following the prescribed procedures under the SEZ Act, SEZ Rules, FTP/HBP, instructions issued by the Ministry of Commerce &amp; Industry (MoC&amp;I), executive orders issued by SEEPZ SEZ. Approvals are granted by the Development Commissioner, Unit Approval Committee (UAC), or Board of Approval (BoA), as applicable.</p>
		<p><b>(iv) Time-limit for achieving the targets:</b>            Time-limits for service delivery are as prescribed under the SEZ Rules, 2006, relevant instructions from the Ministry of Commerce &amp; Industry, and internal executive orders.</p>
		<p><b>(v) Process of redress of grievances:-</b>            SEEPZ-SEZ has established a structured grievance redressal process wherein anyone, including units, employees, and contractors, can raise grievances through email, the RISE ERP Grievance Redressal Management module, and CPGRAMS. Additionally, SEEPZ-SEZ conducts a weekly 'Jan Sunwai' chaired by the Development Commissioner every Tuesday in hybrid mode, during which the DC hears grievances and issues appropriate directions to the concerned officers/sections for resolution within prescribed timelines.</p>