

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

4. E. Governance:

Sr. No.	Item	Details of disclosure
4.5	Such other information as may be prescribed under [Section 4(i) (b) (xvii)]	(i) Grievance redressal mechanism :- → As per instruction No. 118 dated 19.02.2025 of MoC&I, a weekly 'Jan Sunwai' through Video Conference on every Tuesday is chaired by Development Commissioner, SEEPZ-SEZ accessible through the website of SEEPZ-SEZ and open for public and MoC&I also take action taken report for the same. → Public Grievances received through the CPGRAMS Portal as well as from MoC&I, New Delhi, both manually and through email, are examined and disposed of accordingly. Replies are communicated to the applicants through Speed Post and/or online portal. (ii) Details of applications received under RTI and information provided :- https://seepz.gov.in/uploads/17805942756a21b663317a7_4.5%20(ii)%20RTI%20applications%20received%20&%20disposed%20off.pdf (iii) List of complete schemes/projects/programmes – - Bharat Ratnam - Megha Common Facilitation Centre (CFC) https://seepz.gov.in/common-facilitation-center - New Enterprises & Services Tower 01 (NEST-01) https://seepz.gov.in/nest-1 - Gate No.02, SEEPZ-SEZ (iv) List of schemes/projects/programme underway – - New Enterprises & Services Tower 02 (NEST-02) https://seepz.gov.in/nest-2 - Custom Facility Centre (v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract: https://seepz.gov.in/uploads/17828391226a43f7524cfde_GeM%20Report.pdf (vi) Annual Report:- 2025-26 : is under in preparation 2024-25 : https://seepz.gov.in/uploads/17805945636a21b783aa962_Annual%20Report%202024-25%20-English.pdf 2023-24: https://seepz.gov.in/uploads/17501843446851b19856c9a_Point%204.5%20(vi)%20F.Y%202023-24.pdf 2022-23: https://seepz.gov.in/uploads/17501844366851b1f46b9eb_Point%204.5%20(vi)%20F.Y%202022-23.pdf

		(vii) Frequently Asked Question (FAQs):- https://seepz.gov.in/uploads/17501845466851b262b31e7_4.5%20(vii)%20FAQs.pdf (viii) Any other information such as a) Citizen's Charter: - https://seepz.gov.in/uploads/175042524068555e981506d_4.5%20(viii)%20Citizen%20Chart.pdf b) Result Framework Document (RFD):- NIL. c) Six monthly reports on the – NIL. d) Performance against the benchmarks set in the Citizen's Charter:- NIL.
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