



National Academy of Customs, Indirect Taxes & Narcotics



YEAR BOOK 2020-21

“Service without humility is selfishness and
egotism. ”

– Mahatma Gandhi



FROM THE DESK OF
Pr. DIRECTOR GENERAL

I am pleased to present the Annual Year Book of the National Academy of Customs, Indirect Taxes and Narcotics (NACIN) for the year 2020-21. This Annual Year Book highlights the major events/achievements of NACIN during the year.

NACIN is the apex training institution of Government of India for capacity building in the areas of Customs, Indirect Taxes and Narcotics. NACIN's flagship programme is the Induction Training of directly recruited IRS (C & IT) officers. NACIN with its 16 Zonal Training Institutes (ZTIs), 2 Regional Training Institutes (RTIs), one Centre of Excellence (CoE) and the multi-disciplinary School of Economic Intelligence (MDSEI) are imparting training to the officers of CBIC at various levels. NACIN is also the premier training institute of the Government of India for international co-operation in capacity building in the area of Customs and Narcotics. NACIN has been conducting various trainings for foreign officers in association with MEA under the ITEC programme. NACIN's recognition as a Regional Training Centre of World Customs Organization for the Asia-Pacific Region is a mark of its ever growing international recognition and reputation. The Academy has also been identified and partnered by many international bodies such as UNODC, UNEP, ADB etc. for capacity building activities in Customs and Narcotics matters.

It has been the constant endeavor of NACIN to provide the best training to the officers of the Department. NACIN has designed and executed extensive training programmes for skill upgradation as well as capacity building in the field of GST, one of the largest tax reforms of India. Additionally, a large number of GST training resources such as FAQs, Flyers, various training PPTs, e-learning modules and GST updates were also designed. Besides training the Tax Officials of the Centre as well as the States, NACIN also organized various awareness workshops for the officers of Central Government Ministries/Departments & PSUs.

NACIN and its Zonal Campuses have also taken initiative to impart training in the areas of lifestyle issues, attitudinal changes, ethics and integrity. Swachh Bharat Mission has also been implemented by NACIN and its Zonal Campuses. Despite the challenges posed by the COVID-19 pandemic, NACIN has improvised and started online training for its officers.

I would like to take this opportunity to express my heartfelt gratitude to all the officers and staff of NACIN for their untiring hard work and sincere efforts. I would also like to take this opportunity to welcome suggestions regarding further improvements in the functioning of NACIN in the year to come.

Jai Hind.

(Sailaja Ray Baruah)

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Our Vision



To create an institution of excellence where people can achieve full potential in their academic, creative, personal, physical, moral and ethical development.

EVOLUTION

In the year 1955, the then Central Board of Revenue decided to set up a Central Training School with a view to improve general efficiency of the Central Excise Service. The Central Training School started functioning from 01.10.1955 and over the years, it evolved into 'Directorate of Training' with the mandate to impart induction training to newly recruited IRS (C&CE) officers. In the year 1989, the name was changed to National Academy of Customs, Excise and Narcotics (NACEN) and recently with the advent of Goods & Services Tax (GST), it has been renamed as National Academy of Customs, Indirect Taxes and Narcotics (NACIN).

ORGANIZATION

The National Academy of Customs, Indirect Taxes and Narcotics (NACIN) is the apex institution of the Government of India for capacity building in the field of indirect taxation. Specifically, the training activities fall in the areas of Indirect Taxes (Customs, Central Excise, Goods & Services Tax) and Narcotics Control administration. The Headquarters of NACIN is located at Faridabad, Haryana in the National Capital Region. The Academy falls under the administrative control of the Central Board of Indirect Taxes and Customs (CBIC), Department of Revenue, Ministry of Finance, New Delhi.

NACIN is headed by the Pr. Director General who is an officer of the Indian Revenue Service (Customs & Indirect Taxes) at the rank of Special Secretary to the Government of India. The Pr. Director General is assisted by Principal Additional Director General/Additional Director General assisted by Additional/Joint Director, Deputy/Asst. Directors and other support staff.

NACIN's flagship programme is training of direct recruit IRS (C&IT) officers. Over the

last two decades, NACIN along with its Zonal Training Institutes has been conducting professional training programme for direct recruit IRS (C&IT) officers. The year-long programme starts in the month of December each year, after completion of three months' Foundation Course of the officer-trainees at Lal Bahadur Shastri National Academy of Administration. Officer-trainees are trained in the administration of Customs, Central Excise and Goods & Services Tax (GST) through a combination of class room sessions and visits to various field formations across the length and breadth of the country. In addition, short visits are also organized to other prominent agencies and institutions such as Wildlife Institute of India, Coast Guard and S.V.P. National Police Academy etc.

The Academy also conducts Mid-Career Training Programs for senior officers of the Indian Revenue Service (Customs & Indirect Taxes) at critical transition stages of their career progression.

In addition to the main campus in Faridabad, NACIN also operates from 18 other locations known as Zonal Training Institutes (ZTIs) located at Bengaluru, Bhopal, Chennai, Cochin, Delhi, Hyderabad, Kanpur, Kolkata, Mumbai, Patna, Shillong, Chandigarh, Jaipur, Vishakhapatnam, Bhubneshwar, Vadodara and Regional Training Institutes at Raipur and Ranchi. In most of these ZTIs & RTIs, NACIN conducts induction training for Group B (both Gazetted and Non-Gazetted) and Group C officers posted in jurisdictional Commissionerates.

NACIN also has a 'Centre of Excellence' at New Delhi for undertaking research and taking measures to improve CBICs functioning and public delivery and to identify future challenges and training gaps.

NACIN's Multi-Disciplinary School of Economic Intelligence (MDSEI) is located in Mumbai with a mandate to develop capacity in the area of economic

intelligence. It aims to become a Centre of Excellence in the Asian Region.

Each ZTI and CoE is headed by a Principal Additional Director General/Additional Director General assisted by Additional/Joint Director, Deputy/Asst. Directors and other support staff. Details of Sanctioned Staff are at Appendix-I.

In-service training programs are organized in the field of Customs, Goods & Services Tax (GST), Drug laws, Green Customs, Cyber Security, Anti-money laundering, Weapons of Mass Destruction, Fake Indian Currency Notes, Ozone Depleting Substances, Intellectual Property Rights, among other subjects.

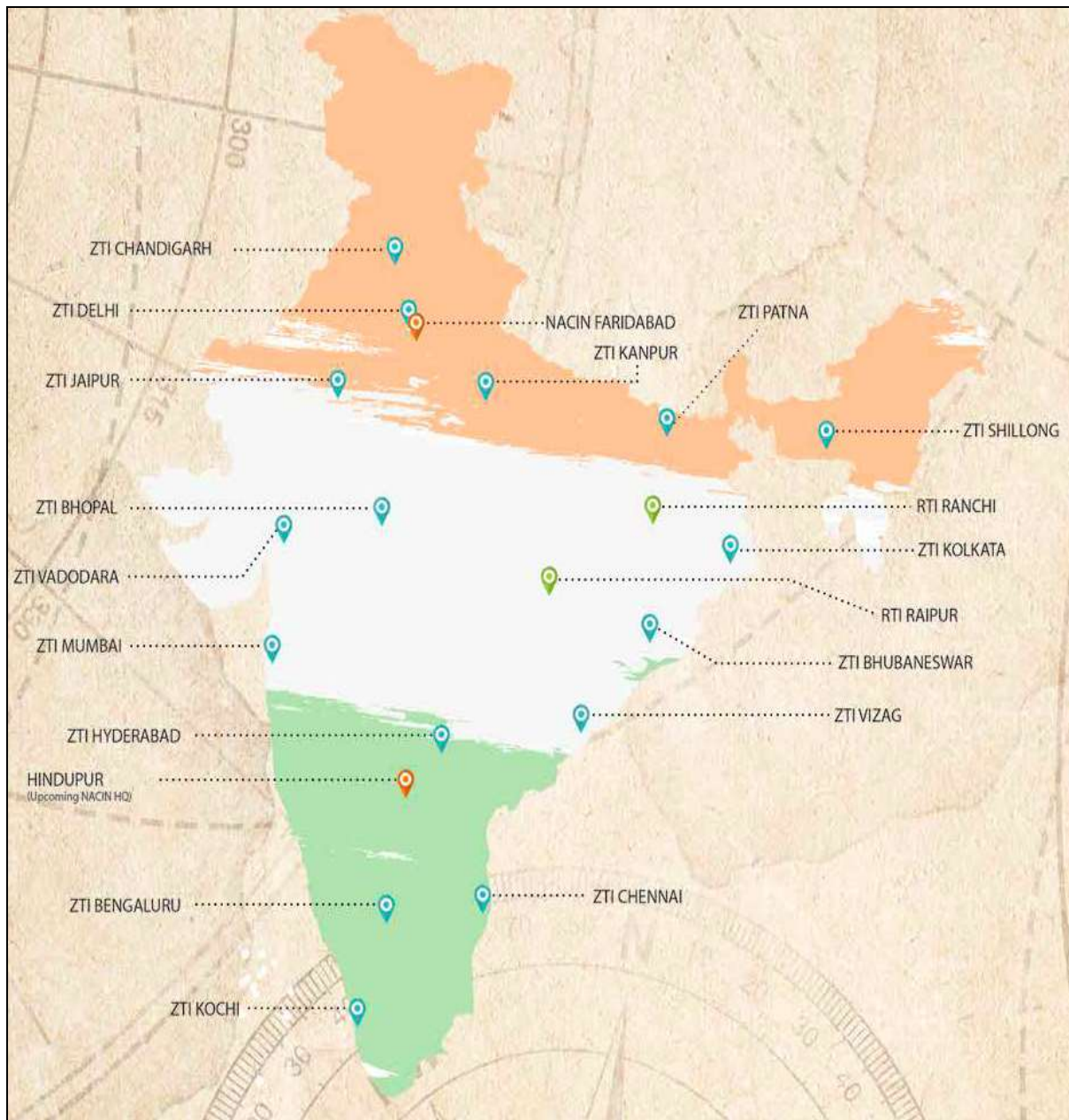
NACIN has played a key role in capacity building in the area of GST, enabling the field officers to develop requisite skills for keeping pace with the current international developments and the changing tax administration scenario in the country. In the GST era, NACIN is the only Academy of its kind in India that provides regular training to not only the officers and staff of CBIC, but also to GST officers/ officials of 28 States and 8 Union

Territories. NACIN has also been mandated to provide GST training to representatives of trade bodies and trade professionals. Thus, it will be catering to the training needs of around 70000 persons every year.

NACIN is a Regional Training Centre of World Customs Organization for Asia Pacific Region. Also, as a recognized center for capacity building, NACIN conducts various programs in the field of environment protection in collaboration with the United Nations Environment Program. In addition, NACIN collaborates with the United Nations Office on Drugs and Crime (UNODC) for capacity building on drug law enforcement. NACIN has been identified as the training center on Customs matter for the SASEC countries. The Government of India has entrusted NACIN with the responsibilities of knowledge exchange and experience sharing with various countries across the globe.

NATIONAL ACADEMY OF CUSTOMS, INDIRECT TAXES AND NARCOTICS

Geographic Locations of NACIN & its ZTIs in GST Regime



- Headquarters in Faridabad
- 16 Zonal Training Institutes (ZTIs) in Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Chennai, Cochin, Delhi, Hyderabad, Jaipur, Kanpur, Kolkata, Mumbai, Patna, Shillong, Vadodara and Vishakhapatnam.
- 2 Regional Training Institutes (RTIs) in Raipur and Ranchi
- 1 Centre of Excellence (COE) in Delhi
- 1 Multidisciplinary School of Economic Intelligence (MDSEI) in Mumbai

DIFFERENT TRAINING CELLS AT NACIN FARIDABAD

1. OFFICER-TRAINEES (OT) CELL

Officer-Trainees Cell looks after the training requirements and needs of the newly recruited IRS (C & IT) officers.

2. INTERNATIONAL CO-OPERATION AND TRAINING (ICT) CELL

International Co-operation and Training Cell is engaged in capacity building of various foreign countries as well as Indian enforcement agencies under various MoUs with International organizations or on the request of the Ministry of External Affairs, Government of India. The courses are designed and executed according to the requirements identified by the participating members.

3. IN-SERVICE TRAINING (IST) CELL

In-Service Training (IST) Cell of NACIN, Faridabad organizes advance & specialized trainings/courses/workshops on different topics of importance for Group 'A', 'B' & 'C' Officers of Customs and Central Excise Department/GST.

4. GST CELL

GST Cell of NACIN, Faridabad organizes various trainings on different topics of GST for Group 'A', 'B' & 'C' Officers of Department.

5. NARCOTICS CELL

Under National Policy on Narcotic Drug and Psychotropic Substances, NACIN has been designated by the Government of India as the Nodal Agency for training of drug law enforcement in India. A separate Narcotics Cell has been created in NACIN Faridabad in March, 2018 to look after all aspects of Narcotics like policy, training, resource material, co-ordination with other agencies etc. and also to chalk out and deliver detailed training programme for the Departmental officers and also for the Drug Law enforcement officers of other Central and State Government Agencies.

6. MID-CAREER TRAINING PROGRAM (MCTP) CELL

Its mandate is to provide mid-career training to IRS (C & IT) officers at different phases of their career. It is a kind of refresher courses for officers to strengthen their administrative skills by exposure to modern managerial and administrative techniques taught by national and international management institutes of repute and international standing to prepare them to handle the responsibilities of higher level of management.

The IRS (Customs & Indirect Taxes) probationers undergo induction training, which comprises of a combination of classroom training divided into basic Indirect Tax law modules and functional modules in the area of Customs, Central Excise & Service Tax, Goods and Services Tax, Narcotics and matters pertaining to Allied Acts. Other training modules include law, international trade, public policy, accountancy, administration and training in leadership and public policy from a foreign university. The IRS (Customs & Indirect Taxes) training has been revamped with more focus on participative approach in place of theoretical classroom training in order to make the trainees functionally competent with the skill sets required to discharge their duties. On completion of 12 months' training in the academy, the officers are posted in the field formations for on the job training as sub-ordinate officers, before assuming independent charge of Assistant Commissioner. The training curriculum of the Officer Trainees is designed and reviewed regularly after taking feedback and inputs from various stake holders such as the previous batch of OTs and the senior officers of the department to make the training more relevant with the changing needs of the time.

- Memorandum was signed on 01.02.2020 with **CRPF Academy, Gurugram** to facilitate exchange of faculty and resource persons for academic and research purpose and to plan calendar of events for holding seminars, workshop and short-term courses to be conducted at the campus of either of the parties.
- Memorandum was signed on 28.11.2019 with **NLIU Bhopal** to provide Post Graduate Diploma in Cyber Law and Cyber Forensics for Officer Trainees and In-service officers of CBIC.
- Memorandum with **National Law School of India University, Bengaluru** is already in existence from 18.03.2017 which award a Post Graduate Diploma in Commercial Laws to the Officer Trainees.

For the purpose of exposing the officer trainees to international best practices in the field of customs and indirect taxation, visits are organized to international universities and research institutes. The OTs of 70th Batch visited the WCO, Customs office in Amsterdam, Cross Border Research Association (CBRA) at Lausanne and the WTO, Geneva in February, 2020.

IRS(C& IT) OFFICER TRAINEES – LAST 3 YEARS	
Number of OTs in the 70 th Batch	60
Number of OTs in the 71 st Batch	35
Number of OTs in the 72 nd Batch	37

GENDER PROFILE

	70 th Batch	71 st Batch	72 nd Batch
Female	15	10	09
Male	45	25	28
Total	60	35	37

EDUCATIONAL PROFILE

Sl. No.	Educational Qualification	70 th Batch	71 st Batch	72 nd Batch
1.	B.E./B.TECH.	28	20	23
2.	M.B.B.S./B.V.S.C/B.D.S./M.S/M.D	4	5	2
3.	M.A./MCA	1	2	1
4.	M.B.A./PGDM	1	-	2
5.	M.SC./ BS-MS	1	3	1
6.	B.SC.	2	1	2
7.	M.E./M.TECH.	8	-	
8.	C.A/C.S.	1	1	
9.	L.L.B./L.L.M.	2	1	2
10.	B.A./ B.Ed	7	2	4
11.	M.PHIL.	2	-	
12.	B.COM.	3	-	
TOTAL:		60	35	37

STATE-WISE PROFILE

S.No.	State	70 th Batch	71 st Batch	72 nd Batch
1	RAJASTHAN	12	1	4
2	BIHAR	3	3	2
3	MAHARASHTRA	9	4	2
4	TAMIL NADU	1	2	4
5	ANDHRA PRADESH	1	-	1
6	UTTAR PRADESH	6	5	10
7	DELHI	3	4	3
8	KARNATAKA	2	-	2
9	PUNJAB	6	1	2
10	TELANGANA	1	2	
11	HARYANA	1	4	3
12	JHARKHAND	1	1	
13	KERALA	3	1	1
14	WEST BENGAL	2	2	
15	MADHYA PRADESH	3	-	
16	CHANDIGARH	-	1	
17	ODISHA	1	-	1
18	UTTARAKHAND		-	
19	GUJARAT		2	
20	JAMMU & KASHMIR	1	1	
21	TRIPURA	1	-	
22	CHATTISGARH	2	-	
23	PONDICHERRY	1	-	
24	MANIPUR	-	1	1
25	LADAKH			1
TOTAL		60	35	37

OFFICER TRAINEES OF 72nd BATCH OF IRS (C&IT)

This Batch comprises of 37 OTs of IRS (C&IT) and 5 Officers from the Royal Government of Bhutan. Out of a total of 37 OTs, 19 are from Civil Services Examination (CSE)-2019 and 18 OTs are of the previous batch who had availed Extraordinary Leave (EOL) for one year to appear in Civil Services Examination (CSE)-2020. Out of 37 OTs, 18 reported at NACIN on 28th December, 2020 and the rest 19 joined on 21st January, 2021 having availed further EOL to appear for Civil Service Examination, 2021 which was delayed due to COVID-19 pandemic. Out of 37 OTs, 13 OTs have undergone Foundation Course at LBSNAA, Mussourie from 12.10.2020 to 18.12.2020.

Ms. Sungita Sharma, Member (Admin), CBIC formally inaugurated the professional training of the Batch.





LIST OF OFFICER TRAINEES OF 72nd BATCH OF IRS (C&IT)

1	Mr. Abhishek Kumar Singh	19	Mr. Pardeep Kumar
2	Ms. Aishwarya Singh	20	Mr. Prashant Sharma
3	Mr. Ajmal Shahzad Aliyar Rawther	21	Ms. Rashmi Shakrawal
4	Mr. Amitkumar Sidhiprasad Mahato	22	Ms. Saisha Raj Orke
5	Mr. Ananya Kumar Singh	23	Ms. Santha Meena M
6	Mr. Anurag Singh	24	Mr. Shrivastav Singh
7	Mr. Avinash Pandey	25	Mr. Somananda Sahoo
8	Mr. Chandershekhar Meena	26	Mr. Srikanth D
9	Mr. Deepak Kumar	27	Mr. Stanzin Wangyal
10	Mr. Dheeraj Sharma	28	Mr. Sunindra Kanghujam Singh
11	Mr. Dinesh Kumar Meena	29	Ms. Swetha Suresh
12	Mr. Harsh Bansal	30	Mr. Syed Zahed Ali
13	Ms. Harshita	31	Ms. Urvi Verma
14	Mr. Inderveer Singh	32	Mr. Varun Singhal
15	Ms. Jaya Chitra K	33	Mr. Vibu Krishnaa
16	Mr. Kumar Ashish	34	Mr. Vikas Prakash Singh
17	Ms. Maninderjit Kaur	35	Mr. Vishal Singh
18	Mr. Pankaj Srivastava	36	Mr. Yashlok kumar Dutt
		37	Mr. Yelchuru Jayasekar

PASSING OUT PARADE OF OFFICER TRAINEES OF 70th BATCH OF IRS (C&IT)

The Furbisher Course for the Officer Trainees of 70th Batch of IRS (C&IT) was conducted from 1st to 18th December, 2020 and the Passing out Ceremony was

held on 16th December, 2020. On the occasion of Passing out Ceremony, the outstanding probationers were awarded medals.





VARIOUS MEDALS AWARDED TO OFFICER TRAINEES

In order to motivate Officer Trainees, NACIN awards various medals, as detailed below, on successful completion of their probation:

S.No.	Medal	Being awarded
1	Finance Minister's Gold Medal	To the best Probationer in the batch scoring highest marks in assessment.
2	Chairman's Gold Medal	To the Probationer securing highest mark in Departmental Exam.
3	Smt. Kaushalya Narayanan Memorial Gold Medal	To the best lady Probationer.
4	Director General's Gold Medal (w.e.f 2007)	To the Probationer based on DG's assessment
5.	Shri T. P. Singhal Memorial Gold Medal (w.e.f 2009)	To the Probationer based on his /her contribution to NACIN besides performing well during the Probation.
6.	Shri Gautam Bhattacharya Gold Medal (w.e.f. 2016)	To the Probationer securing highest marks in Service Tax.

For the award of Finance Minister's Gold Medal, following criteria are laid down:

Sl. No.	Item of Assessment	Assessment to be done by	Marks Allocated
1.	Overall Personality & Temperament	Course Director & ADG (OT)	60 Marks
2.	Attendance and Attentiveness in Sessions	Course Director & ADG (OT)	40 Marks
3.	Proficiency in Extra-curricular Activities	Course Director & ADG (OT)	30 Marks
4.	Attachments in Departmental Formations	Course Director & ADG (OT)	45 Marks
5.	Attachments in other Departments/Institutes	Course Director & ADG (OT)	25 Marks
6.	Performance in Departmental Examination	On the basis of Marks secured in Deptt. Examinations.	100 Marks
7.	Course Director's Assessment	Course Director	40 Marks
8.	Addl. Director General (Probs.)'s Assessment	Addl. Director General (OT)	60 Marks
9.	Director General's Assessment	Director General, NACIN	100 Marks
TOTAL			500 Marks

The Chairman's Gold Medal is awarded to the Probationer who has passed the Departmental Examination, in full, in the first attempt and has secured highest marks in the same. Marks secured in Hindi are not taken into account.

For selection of lady Probationers for award of Smt. Kaushalya Narayanan Memorial Gold Medal (for Best Lady Probationer), the criteria is same as for award of the Finance Minister's Gold Medal, apart from the fact that the lady Probationer selected for award of this Medal should figure among the best ten (10) probationers in the batch.

Medal	Name of Officer Trainee
Finance Minister's Gold Medal	Ms. Singh Namrata AC
Chairman's Gold Medal	Mr. Prashant Singla
Smt. Kaushalya Narayan Memorial Gold Medal	Ms. Kriti Pandey
Director General's Gold Medal	Ms. Shweta Garg
T. P. Singhal Memorial Gold Medal	Mr. Aman Saxena
Gautam Bhattacharya Gold Medal	Ms. Singh Namrata AC

PROBATIONERS RECEIVING MEDALS



Finance Minister's Gold Medal-
Singh Namrata AC



Smt. Kaushalya Narayan Memorial
Gold Medal- Kriti Pandey



T.P. Singhal Memorial Gold Medal-
Aman Saxena



Chairman's Gold Medal-
Prashant Singla



Director General's Gold Medal-
Shweta Garg



Gautam Bhattacharya Gold Medal-
Singh Namrata AC

INTERNATIONAL CO-OPERATIONS AND TRAINING (ICT) CELL

NACIN is the Regional Training Centre of World Customs Organization (WCO). NACIN has also been recognized by several international bodies like UNEP, UNODC, ADB etc. as the capacity building partner in the field of Customs and Drug Law Enforcement. NACIN also conducts trainings on Customs and Narcotics matters for various foreign countries under ITEC Programme of Ministry of External Affairs, Government of India. In recent years NACIN has collaborated with following international organizations:

International Organizations	Collaboration Since	Details of cooperation
	2004	NACIN is accredited WCO Regional Training Centre for ASIA Pacific Region.
	2008	NACIN has cooperation and exchange with Russian Customs Academy towards shared goals in training and scientific research through mutual exchange of faculty, experts and trainees.
	2010	NACIN is UNODC's Regional Partner under Project XSA/J81 for "Strengthening Drug Law Enforcement Capacities in South Asia".
	2012	NACIN is partner of Customs Training Institute, Japan for mutual sharing of experiences, strategies in human resource development and best practices.
	2017	NACIN is designated as resource centre for SASEC countries by ADB to undertake reforms and capacity building in Customs matters.
	2019	A Memorandum of Understanding between CBIC and Maldives Customs Service was signed during Hon'ble PM visit to Maldives in June 2019 under which NACIN is entrusted for capacity building of Maldives Customs.
	2020	Under the aegis of UNEP, NACIN has signed MoA in 2020 with Ozone Cell, MoEF&CC, regarding capacity building of Customs and enforcement officers for combating illicit trade in HCHCs for phase out of HCFCs under HPMP Stage-II .

DETAILS OF TRAININGS CONDUCTED BY ICT CELL IN 2020-21

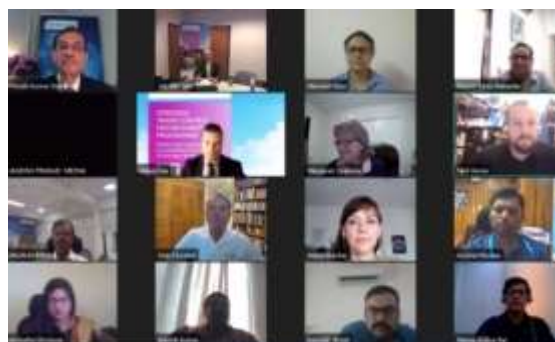
1. U.S., DoS online Training on Low Technology threats to Public transportation from 31st Aug - 04th Sept, 2020:

NACIN Faridabad, in association with U.S. Department of State, conducted webinar on Low Technology threats to public transportation course from 31st Aug to 04th Sept, 2020. In this webinar, 22 participants have participated. In this workshop, expert faculties of U.S.A gave presentations on various aspects of Low Technology threats to public transportation. The course also addressed how common, easy to acquire chemicals, biological materials and explosive can be manipulated in new, creative ways to target public transportation given their confined spaces, limited air flow, and difficulty to escape if an attack occurs. The course also exposed participants to emerging threats arising out of the potential use of “novel psychoactive substances”.



2. WCO Virtual Training on Strategic Trade Control Enforcement for Indian Customs from 05th - 09th October, 2020:

NACIN Faridabad, in collaboration with World Customs Organization (WCO) conducted an Online Workshop on Strategic Trade Control Enforcement (STCE) for Indian Customs and Enforcement officials on 05th to 09th October, 2020. Total 30 participants have participated in this webinar.



3. ADB-SASEC Virtual workshop on “Coordinated Border Management” from 20th to 21st October, 2020:

A virtual workshop for SASEC Customs Administration on “Coordinated Border Management” was conducted by NACIN Faridabad in association with the Asian Development Bank from 20th to 21st October, 2020. Total 32 Officials from member countries participated in the workshop. During the workshop, various aspects of Coordinated Border Management were covered and presentation was given by the expert faculties. The delegation of each country gave country presentation on the status of Coordinated Border Management.



4. Online Training on Intelligence, Investigation and Information Gathering, Analysis and Enforcement for Maldives Customs Officers from 23rd-27th Nov, 2020:

Under the Memorandum of Understanding signed between the Central Board of Indirect Taxes and Customs (CBIC) and Maldives Customs Service signed during Hon’ble PM’s visit to Maldives in June 2019, a specialized online training on Intelligence, Investigation and Information Gathering, Analysis and Enforcement was conducted on 23rd – 27th November, 2020. During this webinar, various aspects of Customs Intelligence, Investigation and Information were covered by the expert faculties. Twenty four (24) officials from Maldives Customs Service participated in this online training Course.



5. Supervisory workshop for Probationers on combating illegal trade in HCFCs conducted by NACIN Faridabad from 19th to 20th January, 2021:

NACIN Faridabad, in collaboration with Ozone Cell, Ministry of Environment, Forest and Climate Change under aegis of UNEP, conducted 2 days’ Supervisory officers workshop for probationers on combating illegal trade in HCFCs from 19th to 20th January, 2020. 24 officers trainees participated in this workshop. In this workshop various aspects of illegal trade in HCFCs and Ozone Layer depletion were covered and presentations were given by the expert faculties. The participants were also given practical hands-on training on identifying HCFCs by the Refrigerant Identifier.

6. U.S. DoS online Training on “Counter COVID-19” from 18th – 22nd January, 2021:

NACIN Faridabad, in association with U.S. Department of State, conducted online training on “Counter COVID-19” from 18th – 22nd January, 2021. 55 participants from Indian Customs participated in this online training program. In this online training, a series of 6 online courses delivered on countering COVID-19 risks to the Seaport, Airport and Customs/Cargo Unit officials in India by the Expert of National Center of Biomedical Research and Training, Louisiana State University, US.



7. US, DoS online Training on “Counter Proliferation Investigative

Methods (CPIM)” from 27th – 29th January, 2021:

NACIN Faridabad, in association with U.S. Department of State, conducted online training on “Counter Proliferation Investigative Methods (CPIM)” from 27th – 29th January, 2021. 19 participants from CBIC participated in this online training program. In this online training, United States (DHS/HIS) delivered training on supply chain disruption and importance of interagency protocols, enforcement and investigative techniques to enhance enforcement capabilities to detect, interdict and investigate unauthorized transfers of components, technology and materials that can be used in the development of conventional and nonconventional weapons, weapons systems and improvised threads.

8. Refresher course for trainers on combating illegal trade in HPMP Stage II conducted on 2nd February, 2021:

NACIN Faridabad, in collaboration with Ozone Cell, Ministry of Environment, Forest and Climate Change under aegis of UNEP, conducted a day refresher course for trainers on combating illegal trade in HPMP Stage-II on 2nd February, 2021. 26 trainers participated in this workshop. In this workshop various aspects of illegal trade in HCFCs and Ozone Layer depletion were covered and presentations were given by the expert faculties.

9. U. S. DoS online Training on “INECP-sponsored eCIT/SCORE 2.0 overview” on 17th February, 2021:

NACIN Faridabad, in association with U.S. Department of State, conducted

online training on “INECP-sponsored eCIT/SCORE 2.0 Overview” on 17th February, 2021. 32 participants from CBIC participated in this online training program. In this online training, enforcement officers were been familiarized with strategic materials and equipment related to weapons of mass destruction. To support partners in implementing national CIT programs, INECP developed the eCIT system of web applications for accessing a repository of INECP’s commodity-focused reference materials. This first-of-a-series of online training course reviewed the purpose, capabilities and user functions of the existing India-specific eCIT/SCORE system.

10. Online Training on “Customs Classification and Valuation” for Maldives Customs officers from 22nd – 26th February, 2021:

A specialized online training on “Customs Classification and Valuation” was conducted on 22nd to 26th February, 2021. During this online training course, various aspects of Customs Classification and Valuation were covered by the expert faculties. Twenty five (25) officials from Maldives Customs Service participated in this online training Course.



11. Online Training on “Cargo profiling and RMS including PCA” for Maldives Customs officers from 08th – 12th March, 2021:

A specialized online training on “Cargo profiling and RMS including PCA” has been conducted on 08th – 12th March, 2021. During this online training course, various aspects of Cargo profiling and RMS including PCA were covered by the expert faculties. Twenty five (25) officials from Maldives Customs Service participated in this online training Course.



12. U.S. DoS online Training on “Low Technology threats to Public transportation” conducted at NACIN, Mumbai from 08th – 12th March, 2021:

NACIN Mumbai, in association with U.S. Department of State, has conducted online training course on “Low Technology threats to public transportation” from 08th – 12th March, 2021. 60 participants from CBIC participated in this online training programme. In this workshop, expert faculties of U.S.A gave presentations on various aspects of Low Technology threats to public transportation. The course also addressed how common, easy to acquire chemicals, biological materials and explosive can be manipulated in new, creative ways to

target public transportation given their confined spaces, limited air flow, and difficulty to escape if an attack occurs. The course also exposed participants to emerging threats arising out of the potential use of “novel psychoactive substances”.



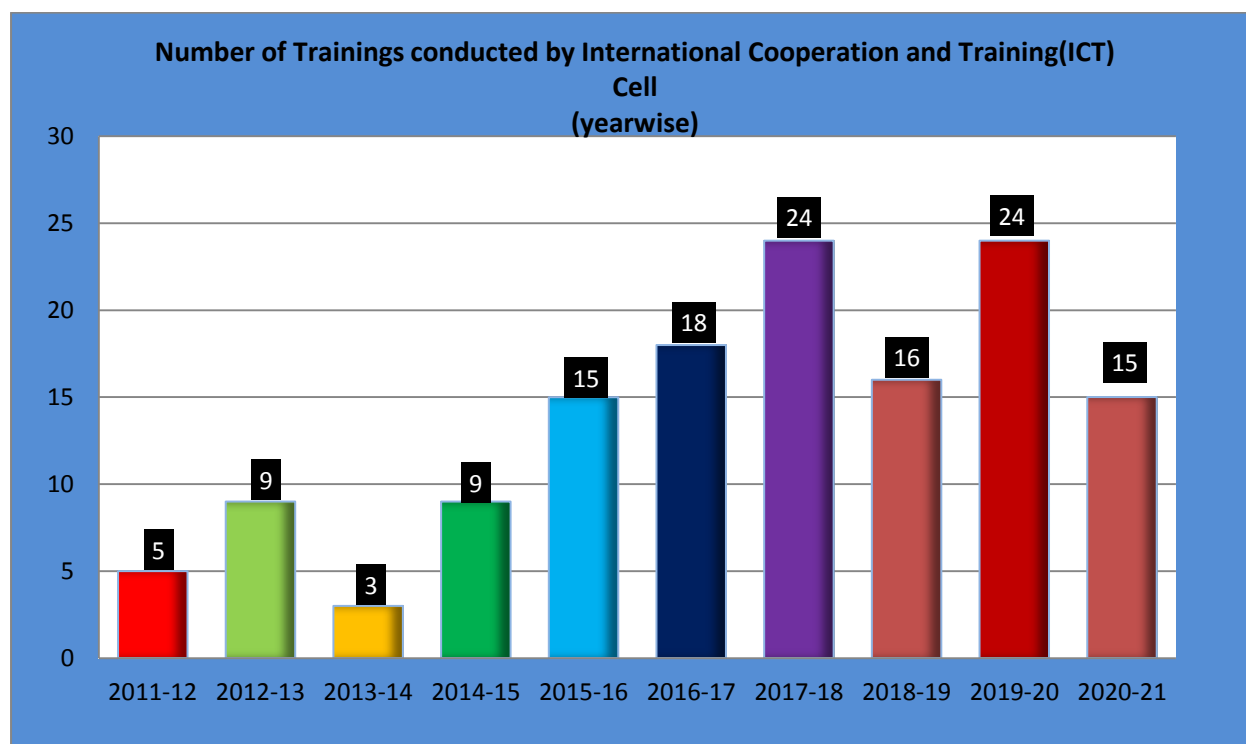
13. Supervisory workshop for officers on combating illegal trade in HPMP Stage-II conducted by NACIN Hyderabad from 23rd to 24th March, 2021:

NACIN Hyderabad, in collaboration with Ozone Cell, Ministry of Environment, Forest and Climate Change under aegis of UNEP, conducted 2 days’ Supervisory workshop for officers on combating illegal trade in HPMP Stage-II from 23rd to 24th March, 2021. 25 officers participated in this workshop. In this workshop various aspects of illegal trade in HCFCs and Ozone Layer depletion were covered and presentations were given by the expert faculties. The participants were also given practical hands-on training on identifying HCFCs by the Refrigerant Identifier.

DETAILS OF INTERNATIONAL TRAININGS CONDUCTED BY NACIN IN 2020-21

S. No.	Participating Country	Name of the Workshop	No of Participants	Date
1.	India (US Faculties)	US, DoS, EXBS Training, Low Technology threats to Public transportation.	22	31 Aug - 04 Sept, 2020
2.	India (WCO)	WCO Virtual Training on Strategic trade Control Enforcement for Indian Customs	30	05 - 09 Oct, 2020
3.	SASEC Countries	ADB-SASEC Virtual workshop on "Coordinated Border Management"	32	20 - 21 October, 2020
4.	Maldives	Online Training on Intelligence, Investigation and Information Gathering, Analysis and Enforcement for Maldives Customs officers	24	23 - 27 Nov, 2020
5.	India (US Faculties)	US, DoS, EXBS, Counter COVID-19 Webinar	55	18 - 22 Jan, 2021
6.	India (in the aegis of UNEP)	HCFC Supervisory workshop for Probationers (stage-I)	24	19 - 20 Jan, 2021
7.	India (US Faculties)	US, DoS, EXBS, Counter Proliferation Investigative Methods (CPIM) Webinar	19	27 - 29 Jan, 2021
8.	India (in the aegis of UNEP)	Refresher Course for Trainers under HPMP Stage-II	26	2 Feb, 2021
9.	India (US Faculties)	US, DoS, EXBS Training, eCIT/SCORE Overview Webinar	32	17 Feb, 2021
10.	Maldives	Online Training on Customs Classification and Valuation for Maldives Customs officers	25	22 -26 Feb, 2021
11.	Maldives	Online training programme on "Cargo profiling and Risk Management including PCA" for officers of Maldives Customs Service (MCS)	25	08 -12 March, 2021
12.	India (US Faculties)	Online workshop on LTTPT-II (India) (At NACIN Mumbai)	60	8 - 12 March, 2021
13.	India (in the aegis of UNEP)	Supervisory Officers workshop on combating illegal trade in HCFCs (NACIN Hyderabad)	25	23 - 24 March, 2021

GRAPHICAL CHART OF TRAININGS CONDUCTED BY ICT CELL



PARTICIPATION BY 30 COUNTRIES

Sl. No.	Name of country	Sl. No.	Name of country
1	Tanzania	16	Nepal
2	Afghanistan	17	Bhutan
3	Bangladesh	18	Palestine
4	Bhutan	19	Afghanistan
5	Tajikistan	20	Guyana
6	Liberia	21	Philippines
7	Seychelles	22	Trinidad & Tobago
8	Grenada	23	Singapore
9	Brunei	24	Sri Lanka
10	Cambodia	25	Laos
11	Malaysia	26	The Philippines
12	Singapore	27	Maldives
13	Vietnam	28	Myanmar
14	Malaysia	29	Thailand
15	Malaysia	30	Trinidad & Tobago

INTERNATIONAL DELEGATIONS AT NACIN FARIDABAD



Visit of delegation Sh. Tim Sheppard, Counsellor, Australian Border Force (ABF), at NACIN Faridabad on 23.03.2021

1. In-Service Training (IST): In-Service Training (IST) Cell of NACIN, Faridabad organizes trainings/ courses/ workshops on different topics of importance for officers of the Central Board of Indirect Taxes and Customs. The field formations are informed in advance about the training to be conducted through email and also through websites of NACIN and CBIC. The IST cell makes efforts to cover a wide variety of relevant topics, necessary to build capacity of the field officers to enable them to discharge their duties effectively. The training is not just limited to relevant topics on indirect taxation but also covers areas such as Cyber Security, Digital Forensics, Trade Facilitation, Infrastructure Development, Data Analytics, Prevention of Wildlife Trafficking, IPR, Green Customs, Prevention of Human Trafficking etc. to enable officers to develop necessary skill sets and to build capacity to keep pace with dynamic tax administration ecosystem in the country.

2. Challenges of organizing online trainings by IST Cell: Classroom trainings are generally considered to be more interactive and effective and cannot be substitute by any other mode but in the era of electronic gadgets and tools NACIN has also made a successful effort to cover more number of participants through online platforms by adapting swiftly. Due to this effort IST cell could organized the smooth trainings for CBIC officers for keeping them updated on the different relevant topics for discharging their field responsibilities in an effective manner.

3. Specialized trainings (2020-21): A total of 29 trainings were organized on various topics during the financial year 2020-21. Trainings on the topics related to COVID-19 pandemic were also organized for officers of CBIC to make them mentally strong, for staying positive and to improve their immunity. Certain specialized trainings were also conducted by IST cell NACIN Faridabad brief of which are as under:

Year-wise summery of the trainings organized by IST Cell, NACIN		
Year	No. of Trainings	No. of Officers Trained
2012-13	14	312
2013-14	16	236
2014-15	12	369
2015-16	30	1130
2016-17	28	1020
2017-18	25	990
2018-19	28	881
2019-20	25	655
2020-21	29	3262

(i) **Training on “Lateral Thinking: tools and techniques for unleashing creativity for enhanced productivity”:** To enhance the skills & productivity of the officers an online training on “Lateral Thinking: tools and techniques for unleashing creativity for enhanced productivity” was organized for officers of CBIC by NACIN, Faridabad on 12.06.2020. It was attended by 100 officers.

(ii) **Training on “Prevention of Wildlife Trafficking”:** CBIC has a major

role to play for prevention of wildlife trafficking, hence to train and keep abreast the officers of CBIC about the rules, regulations and changes, an online training on **“Prevention of Wildlife Trafficking”** was organized for officers of CBIC by NACIN, Faridabad on 19.06.2020. It was attended by 95 officers.

(iii) **Training on “Prevention of Money Laundering Act (PMLA)”**: An online training on “Prevention of Money Laundering Act (PMLA)” was organized for officers of CBIC by NACIN, Faridabad on 21.08.2020. It was attended by 95 officers.

(iv) Training on “Team Building and Decision Making & Change Management and Conflict Resolution”: To instill and infuse the Team spirit, to prepare them for decision making, change management and conflict resolution an online training on “Team Building and Decision Making & Change Management and Conflict Resolution” was organized for officers of CBIC by NACIN, Faridabad on 11.09.2020. It was attended by 63 officers.

(v) **Training on “PMLA Series: (Global standards and anti-money laundering compliance programme for financial institutions)”**: An online training on “PMLA series: (Global standards and anti-money laundering compliance programme for financial institutions)” was organized for officers of CBIC by NACIN, Faridabad on 30.09.2020. Shri Yogpal, ADG, NACIN Faridabad has delivered the lecture and it was attended by 23 officers.

(vi) **Training on “Implementation of Section 28DA of the Customs Act, 1962**

and CAROTAR, 2020 in respect of Rules of Origin under Trade Agreements (FTA/PTA/CECA/CEPA) and Verification of Certificate of Origin”: Three online trainings on “Implementation of Section 28DA of the Customs Act, 1962 and CAROTAR, 2020 in respect of Rules of Origin under Trade Agreements (FTA/PTA/CECA/CEPA) and Verification of Certificate of Origin” were organized. Out of these three trainings two were for officers of CBIC and one was for CUSTOMS BROKERS (Outreach programme in coordination with Board) by NACIN, Faridabad on 04.09.2020, 09.10.2020 and on 12.10.2020 respectively. The said trainings were attended by 850 officers of CBIC and 350 Customs Brokers.

(vii) **Training on “Data Analytics”**: In today’s era of online platforms the department has a responsibility to keep updated its officers to perform its duties in effective manner to prevent and detect the leakage of revenue. Organizing Training regularly on “Data Analytics” is an attempt by the NACIN, Faridabad in that direction. A full two day online training on **“Data Analytics”** was organized for officers of CBIC by NACIN, Faridabad on 19-20.10.2020. It was attended by 200 officers.

(viii) **Training on “Single Window”**: An online training on **“Single Window”** was organized CBIC by NACIN, Faridabad in co-ordination with Single Window Project office of CBIC for officers of all the stake holders i.e. 06 Partner Government Agencies (PGAs) namely Food Safety & Standards Authority of India (FSSAI), Plant Quarantine Inspection Services (PQIS), Animal Quarantine Certification Services (AQCS), Wildlife Crime Control

Bureau (WCCB), Central Drugs Standards Control Organization (CDSCO) and Textile Committee presently working on SWIFT for online NOC (release order)/test reports on 08.02.2021. It was attended by 134 officers.

4. In addition to the trainings, the IST Cell also executed certain specific assigned work the details of which are as under:

(i) Preparation of modules for Induction Training of Inspectors (CGST, Preventive Officer, Examiner)- 03 Modules of 14 weeks were prepared and after approval circulated to the Zonal Campuses for uniformity in the induction training of the newly inducted inspectors.

(ii) Preparation of module for Mandatory Training of Inspectors (Examiners) who are in the consideration zone for promotion to the post of Appraiser - 01 Module of 03 weeks was prepared and after approval circulated to the Zonal Campuses for uniformity in the trainings related to the promotion of Inspector (Examiner) to the post of Appraiser.

(iii) Due to the efforts by the NACIN Headquarters, training for the newly promoted Assistant Commissioners form Superintendent for the new assignment could be completed successfully and 891 officers have been trained.

(iv) Efforts were also made to guide the Zonal Campuses to conduct the Induction training for the Inspectors (CGST, POs & Examiners) after it was made mandatory by the board and as a

result 2383 officers could be trained successfully.

(v) After receiving request from the Board to train the eligible examiners to be considered for promotion to the post of Appraisers, coordination was made with the Zonal Campuses due to which 515 officers were trained successfully.

(vi) Zonal Campuses were asked to identifying **institutes of eminence** to develop competence of Group B officers of CBIC and reach out to them to explore the possibility of designing bespoke courses for Group B officers.

(vii) Introducing training on vernacular language by some of the Zonal Campuses of NACIN viz. Chennai, Mumbai to enable better engagement with stakeholders and improve ease of doing business.

(viii) Special mention of training:

- Training on CAROTAR in coordination with the Board for officers of CBIC as well as stakeholders.

- Enrollment of 90 in-service officers in Online PG Diploma in “Cyber Law, Crime Investigation & Digital Forensics” organized by National e-Governance Division, MeitY.

5. The endeavor of hard work of IST Cell by way of organizing the trainings and co-ordination among various stakeholders also earned applaud and fetched few appreciations also for NACIN:

A) DO Letter from Secretary DPIIT (Reference: D.O. No.35012/13/2018-CIPAM dated 19.08.2020) wherein the Secretary, DPIIT has placed on record his appreciation for efforts of NACIN

towards capacity building of Customs officials in the effective enforcement of IPRs in India.

B) Inputs from Chairman's weekly newsletter- Efforts of Chennai Zonal Campus, NACIN were appreciated by Chairman CBIC in the newsletter dated 12.10.2020 for conducting a series of voluntary training sessions on Tamil Language for the non-Tamil speaking officers in Chennai Zone.

5. Summary of trainings conducted online by IST Cell from April-2020 to March-2021 is as under:

Sr. No.	Name of Course (Online)	Date of Training	No. of officers	Man days
1	Intellectual Property Rights (IPR)	03.06.2020	69	34.5
2	Lateral Thinking: tools and techniques for unleashing creativity for enhanced productivity	12.06.2020	100	50
3	Prevention of Wildlife Trafficking	19.06.2020	95	42.5
4	Risk Management System (3DAYS)	01.07.20 to 03.07.20	205	615
5	Right to Information Act, 2005	06.07.2020	185	92.5
6	Mental Strength & Staying Positive during pandemic (under topic Stress management, Meditation and Science of Happiness)	13.07.2020	101	50.5
7	राजभाषाहिन्दी	24.07.2020	52	26
8	Prevention of Money Laundering Act (PMLA)	21.08.2020	59	29.5
9	How to improve immunity through Yoga	26.08.2020	28	14
10	Rules of Origin under Trade Agreements (FTA/PTA/CECA/CEPA) and verification of Certificates of Origin	04.09.2020	500	250
11	Team Building and Decision Making & Change Management and Conflict Resolution	11.09.2020	63	31.5
12	Government-e-Marketplace & e- Procurement	29.09.2020	105	52.5
13	PMLA series: Lecture 2 by Sh. Yogpal, ADG NACIN ("Global standards and anti money laundering compliance programme for financial institutions")	30.09.2020	23	11.5
14	"Implementation of Section 28DA of the Customs Act, 1962 and CAROTAR, 2020 in respect of Rules of Origin under Trade Agreements (FTA/PTA/CECA/CEPA) and Verification of Certificates of Origin"	09.10.2020	350	175
15	"Implementation of Section 28DA of the Customs Act, 1962 and CAROTAR, 2020 in r/o Rules of Origin under Trade Agreements (FTA/PTA/CECA/CEPA) & Verification of Certificates of Origin" for Customs Brokers (Outreach Programme in coordination with Board)	12.10.2020	350	175
16	Data Analytics	19-20.10.2020	200	400
17	Turant Customs	22.10.2020	111	55.5
18	Training on "Importance of ethics and integrity in public service"	02.11.2020	93	46.5
19	Counterfeit Product Identification organised by CIPAM-DPIIT	17.11.2020	10	5
20	Vigilance Matters	30.12.2020	55	27.5
21	Stress Management	11.01.2021	70	35
22	Sevottam, Citizen's Charters	15.01.2021	46	23
23	Disposal of Goods	20.01.2021	67	33.5
24	Single Window	08.02.2021	134	67
25	Preventive Detention (COFEPOSA)	15.02.2021	26	13
26	Planning for Superannuation	24.02.2021	39	19.5
27	Gender Sensitization	08.03.2021	44	22
28	Infrastructural Proposals and Welfare Schemes	12.03.2021	42	21
29	Customs Valuation	23.03.2021	40	20

The genesis of Goods & Services Tax (GST) was conceived and developed through various GST Council meetings. In 14th such GST Council meeting held on 18-19th May-2017 at Srinagar, Chaired by the then Finance Minister late Shri Arun Jaitely, a three-tier structure was proposed with defined areas of responsibilities to ensure smooth roll-out of GST culminated into Office of the Revenue Secretary, a GST Implementation Committee (GIC) and eight Standing Committees.

2. One of these Standing Committee is “**Capacity Building and Facilitation Committee**” entrusted with the core responsibility of capacity building of both Centre and State officers, capacity building of Trade through various trade facilitation programmes with all stake holders and finally preparing material for field officers to act as facilitation centers. As there was a mark paradigm shift in the manner of levy and collection of indirect taxes in the country, way back in June-2016, Ministry of Finance/CBIC had already sensed/anticipated the urgent need of such training of around 30,000 set of officers each for those under the CBEC and Tax officers of the States.

3. In this back drop NACIN (GST Cell) was entrusted to formulate and implement a GST Training Plan on Law and procedures for the concerned officers with a view to prepare them for any eventualities before the same was actually rolled out. Accordingly, multi-layered training plan was drawn at four levels through Source Trainers, Master Trainers, Trainers & Field Officers to carry out the task of capacity building for officers of CBIC alongwith specially curated courses for state GST officers, PSUs, other ministries and various stakeholders among trade.

4. As such NACIN (GST Cell) organizes various training programs for trainers with a hawk eye view of keeping pace with the changes in the GST related issues viz rules, regulations and technical developments and arranges trainings on its own or in co-ordination with DG, Systems, GSTN and Single Window Project office of CBIC. However, during the pandemic, it was not possible to conduct the training physically in the class room mode still in spite of very grave situation the challenge was accepted to train the Tax officials of CBIC/State administration on the GST topics. The GST cell adapted swiftly and responded in a very effective manner by utilizing the online mode and sufficient number of trainings on relevant issues could be conducted.

5. The details of such training programmes on GST Laws organized & conducted by NACIN, Faridabad during the year 2020-21 has been summarized in the table given below:-

Sr. No.	Name of the Course	Date	No. of officers trained	Man-days
1	Inspection, Search, Seizure & Arrest under GST Law	15.06.2020	100	50
2	Demand & Recovery, Offences and Penalty, Prosecution and compounding of offences under GST Law	17.07.2020	212	106
3	Enchantment in GST return systems	14.08.2020	706	353
4	Recovery of Arrears and Writing- off Arrears in GST & Customs	27.08.2020	25	12.5
5	Qualitative Improvement in Adjudication Orders in GST & Customs	28.08.2020	52	26
6	Audit in GST	07-08.09.2020	67	33.5
7	New Functionalities on GST Portal (1 st Phase)	28-29.10.2020	115	230
8	New Functionalities on GST Portal (2 nd Phase)	02-03.11.2020	184	368
9	New Functionalities on GST Portal (3 rd Phase)	05-06.11.2020	165	330
10	New Functionalities on GST Portal (4 th Phase)	10-11.11.2020	119	238
11	E-invoicing and familiarization of taxpayer interface	14.12.2020	46	23
12	GST Frauds	22.12.2020	350	175
13	Anti Profittering and Advance Ruling, Appeal, GSTAT	22.01.2021	60	30
14	Export Promotion Scheme Pre and Post GST Era	26.02.2021	40	20

6. In addition to above, GST Cell also co-ordinates with different Zonal Campuses to train the CBIC officers of their jurisdiction, officers of other stake holders viz. officers of States/UTs, other Ministries/PSUs on GST related topics and also through outreach programmes. Actual figures are much more as various field formations also organized such facilitation programmes/seminars at the door step of the trade for their convenience in order to sensitize and updation of the GST changes whose exact numbers are beyond numeral counting.

7. The NACIN also responded to the requests received by the GST Council from the States/UTs to train its officers especially on Audit in GST and other Specified sectors. Similar requests were also received by some of the Zonal Campuses from their jurisdictional states and in certain cases the Zonal Campuses have also approached to their jurisdictional states for their requirements. As a result, since June, 2019 approximately 6000 GST officers from state/UTs have been trained on the GST-Audit related issues. However, a combined summary of the trainings on GST related topics organized by the NACIN and its Zonal Campuses in the year 2020-21 is presented below:

No. of GST trainings organized	No. of officers trained	No. of CGST officers trained	No. of SGST officers trained	No of other officers/stakeholders trained
528	45501	25570	7375	8985

8. Finally, GST Cell has undertaken this marathon herculean task of **Capacity Building and Facilitation** as envisaged by the Standing Committee of GST Council successfully through excellent co-ordination with all Zonal Units, State Tax authorities and Trade Forums with a result oriented approach. Ironically, inspite of so many constraints cropped up due to pandemic hazards effecting working force as well as trade & industries our Nation banged with a record breaking indirect tax collections for financial year 2020-21 of Rs 10.71 lakh crore as compared to 9.54 lakh crore for the financial year 2019-20, thus registered a growth of 12.3 per cent.

9. It is also not out of place to mention that due to all out effort of entire NACIN fraternity, appreciation letter was issued by Commissioner of State Tax, Puducherry to NACIN Zonal Campus, Chennai for training officers of Commercial Taxes Department, Puducherry in various areas of GST.

MID CAREER TRAINING PROGRAMME (MCTP) CELL

The Mid Career Training Programme (MCTP) was introduced in the year 2013 for officers at various stages of career progression. Later on the MCTP has been re-structured on the basis of DoPT Instruction No. T-17012/14/2015-Academy Desk dated 04th May, 2016. The training is being conducted in 3 phases-Phase III (7-9 years of service seniority), Phase IV (14-16 years of service seniority) and Phase V (26-28 years of service seniority). During 2019-20, 175 officers have undergone MCTP. Technical inputs for MCTP are provided by NACIN and managerial expertises provided by

premier management institutes of repute in India like IIPA, New Delhi and IIM-Bangalore. For learning international best practices, the participants are sent to premier institutions abroad. For the year 2019-20, participants attended Overseas Learning Component of Phase-IV at:

- Goldman School of Public Policy, University of California, Berkeley (USA).
- University of British Columbia, Vancouver, Canada.

Year-wise training details of MCTP conducted since 2016-17 are tabulated hereunder:

Number of Officers Trained				
Phase	YEAR			
	2016-17	2017-18	2018-19	2019-20
III	120	118	115	105
IV	70	67	65	35
V	60	57	62	35
Grand Total	250	242	242	175

- In the Year 2020-21 due to threat on health & public safety on account of spread of COVID-19 pandemic and various restrictions imposed by the Central Govt. & State Govts. to contain the pandemic, MCTP for Phase-III, IV & V could not be conducted.

NARCOTICS CELL

Under National Policy on Narcotic Drug and Psychotropic Substances, NACIN has been designated by the Government of India as the Nodal Agency for training of drug law enforcement in India. A separate Narcotics Cell has been created in NACIN Faridabad in March, 2018 to look after all aspects of Narcotics like policy, training, resource material, co-ordination with other agencies etc. and also to chalk out and deliver detailed training programme for the Departmental officers and also for the Drug Law enforcement officers of other Central and State Government Agencies.

Consequent upon its creation in March 2018, Narcotics Cell conducted following training in 2020 - 21:

1. Online National Training Course/Workshop on Drug Law Enforcement:

NACIN conducted two online National Training Course/Workshop on Drug Law Enforcement”, first for two (2) days’ from 24th to 25th September, 2020 and second for three (3) days from 8th to 10th February, 2021 at Faridabad. During the inauguration of this training, Pr DG, NACIN addressed the participants from various Drug Law Enforcement Agencies about the menace of illicit Narcotic Drugs trafficking and concurrent challenges to address them. During the training programme, various aspects of Drug Law Enforcement were discussed and presentations were given by the expert faculties. Fifty Four (54) senior officials from various Drug Law Enforcement agencies such as Assam Rifles, SSB, BSF, Customs, and State Police etc attended this training programme.



National Training Course/Workshop on “Drug Law Enforcement” from 24th to 25th Sep, 2020



National Training Course/Workshop on "Drug Law Enforcement" from 08th to 10th Feb, 2021

INNOVATION AT NACIN

CYBER LAB AT NACIN FARIDABAD

It is the constant endeavor of NACIN to create state of the art infrastructure aimed at capacity building of officers of CBIC. In this digital age, it has become imperative to make our officers conversant in the evidentiary, technical and legal aspects of digital gadgets and digital evidence. With this aim, a state of the art Cyber Forensics Training Lab has been set up at NACIN, Faridabad with the technical support of Centre for Development of Advanced Computing (C-DAC).



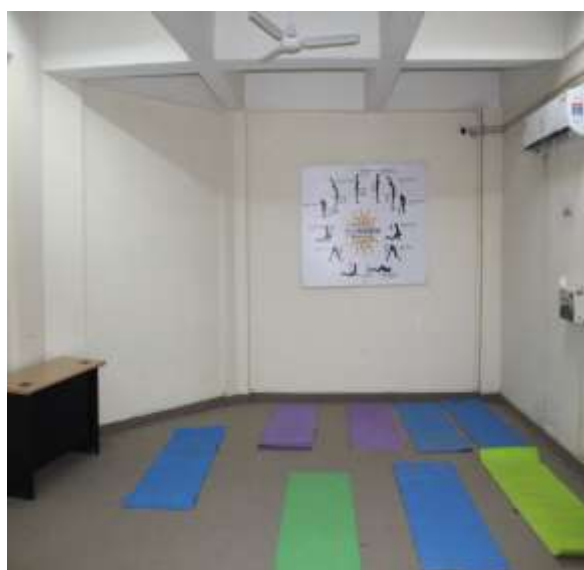
Beautification of NACIN

1. RENOVATION OF GYMNASIUM:

Gymnasium in the Academy was taken up renovation in the year 2020-21. A yoga studio is the new addition to the facility in addition to an overall renovation of the facility.



2. Yoga Studio:



FACILITIES AT NACIN

The Academy at Faridabad is equipped with all facilities required by a training institute of its standing. These include hostels for officer trainees, guest house for visiting faculty, lecture rooms, conference

halls, auditorium, amphitheatre, library, officers mess, computer labs, swimming pool, gymnasium, sports facilities, post office, ATM and residential quarters for academy faculty and staff.



Library



Officers Mess



Gymnasium



Swimming Pool



EDI Lab

NACIN Heritage Walk

Learning tools: Audio-Visual System in Auditorium and All Lecture Halls.

- Drug Law Enforcement Lab - Recently established in cooperation with UNODC - 40 officers can be trained at time.
- IT Lab.
- EDI Lab – consists of 29 computers where EDI training is imparted to Officer Trainees.

Lecture Capture Facility:

Lecture capture facility has been started in NACIN Faridabad that brings about a paradigm shift in the education delivery mechanism. It significantly enhances the grasp and retention of knowledge by giving the trainees the access to recorded classroom lectures on an anytime anywhere access basis.

CELEBRATION OF VARIOUS DAYS AT NACIN FARIDABAD



EXTRA CURRICULAR ACTIVITIES AT NACIN FARIDABAD





NACIN, Bengaluru was set up in 2003 after cadre restructuring of the department. A land measuring 3.12 acres (12,305 Sq. Meter) along with the old building was purchased from M/s HMT and the academy started functioning in the said premises.

2. The design and layout of the old building did not meet the training needs of the Academy, therefore the old building was demolished and New Complex was constructed by M/s NBCC with an objective to provide the best in the building technology and to get 5 Star ratings under Green Rating for Integrated Habitat (GRIHA).

3. New NACIN Complex is constructed with a total built up area of 12,589 sq. meter comprising of Administrative cum Training Block, Hostel Block and Auditorium / Sports Block. The new NACIN campus was inaugurated by then Hon'ble Finance

Minister of India Shri Arun Jaitley on 29.05.2017.

4. This campus showcases CBIC's commitment to green and sustainable development, good management practices and effective capacity building. NACIN, Bengaluru is a unique project and is a trend setter in this regard. The facilities at NACIN, Bengaluru are being efficiently run by an institutionalized mechanism in the form of Standard Operating Protocols which have been devised for each of the facility at the campus. The modern training halls in the academy are equipped with smart interactive boards and excellent acoustic with features of lecture capturing facility for real time/ offline viewing of the lectures. The campus is a "Zero Garbage Zone" and is equipped with a Bio-filtration Sewage Treatment Plant and an Organic Waste Converter. A Solar Roof Top Photo Voltaic (SRTPV) Plant is

installed at the academy. The electricity generated by SRTPV Plant substitutes 47 % of total internal lighting energy requirement. A comprehensive Rain Water Harvesting system has been implemented in the campus so as to capture and utilize every drop of rain that falls in the campus. Water so collected from the roof tops is diverted to a sump after filtration and caters to the general need of the academy for nearly 5-6 days. The surface run-off water is diverted to the aquifer in the campus.

The aspirations of the Academy for acquiring the “Five Star” GRIHA rating were accomplished and NACIN, Bengaluru has been conferred with the “Five Star” GRIHA rating during the 11th GRIHA Summit for its Green Campus and design, construction as Energy Efficient Building.

5. TRAININGS CONDUCTED IN 2020-21

Total 101 on line courses have been conducted during the period 01.04.2020 to 31.03.2021 and 13522 officers have been trained with the total 17,747 man days.

5.1 Capacity Building in GST, Audit and Customs:

Lockdown was declared in March 2020, while the world was reeling under the threat of corona pandemic, NACIN held its fort by going ahead and conducting three refresher courses of vital importance to the tax officers.

NACIN believes that training is a continuous process. The COVID-19 pandemic forced all of us to remain indoors. This situation was turned into an

opportunity by conducting training on especially designed programmes in GST and Customs. A month long theme based training under GST were handled by professionals like practicing advocates and Chartered Accountants. Similarly, topics which are handled on day to day basis by the officers in Divisions and Ranges were also taken up to equip them. The available time was utilized to the hilt and about 100 officers attended the programme daily, benefitting them immensely.

Similarly, a one-month Refresher Course for officers posted to GST audit was conducted so that all the officers could enhance their skills at effective auditing. In-depth knowledge on Basic Accountancy, Conduct of Audit, and various Audit tools including Tally was imparted. As a continuous programme on capacity building in Audit, various other topics like communication skills, workshop on Desk Review, workshop on Supply of Works Contract Service & Construction service in GST etc. were also conducted to help officers get a better grasp on the subject.

Similar practice was followed for the officers working in Customs. Topics like valuation, classification, assessment and examination which form the core of Customs, were also taken up during this period. The programme continued for a month and about 80 officers attended the programme daily.

5.2 Refresher Course for IRS Probationers:

NACIN, Bengaluru organized a one-week special Refresher course for IRS

Probationers on topics in which the officers felt they required more exposure. This was conducted offline at NACIN Campus strictly adhering to COVID safety protocols. These officers of the 71st batch IRS Probationers, who were posted for on job training in the Bangalore Zone, were trained from 22.03.2020 to 26.03.2020 by various eminent faculties.

5.3 Induction courses for Inspectors:

The flagship course of NACIN Bengaluru i.e. the Induction Course for Inspectors (46th Batch) was conducted from 15.02.2021 in spite of the prevalent pandemic conditions. Taking full advantage of the existing technology which has no territorial limitations, the online induction course was conducted jointly with NACIN Chennai. Conducting the joint training paid dividends in the form of reduced training cost and optimum utilization of the faculties. A total of 68 officers attended this training.

To effectively monitor the training in Karnataka zone, nodal officers were nominated in each formation and they are interacted with the officers of NACIN for seamless conduct of the training.

NACIN officials frequently visited the various formations to interact with the nodal officers and trainees and obtaining their feedback and immediately attend to any of the difficulties put forth by the trainees. To make the training more effective, daily assessment of the topic covered during the day was done in the form of MCQs. The curriculum also focussed on overall personality development and the trainees were trained on leadership, ethics,

communication and presentation skills, happiness quotient etc.



5.4 Induction courses for Tax Assistants:

An Induction Course for Tax Assistants was conducted through online mode from 09.11.2020 to 17.11.2020. About 30 officers attended the training and benefited from it with the help of various eminent faculties. All the trainees appreciated the training and unanimously stated there had been a definite value addition in their knowledge post training.

An important feature in respect of both the above said induction courses was that it was conducted without much time lag after joining the department thereby empowering the officers to deal with their work more effectively in their field formations.



5.5 Mandatory Training for promotion of Inspectors to the rank of Superintendent:

There was a request from field formations to conduct the mandatory training for Inspectors as the DPC had to be held for their promotion. Based on the request two courses consisted of a total no. of 216 officers were conducted successfully.

5.6 Training for newly promoted Group 'A' Officers:

Consequent to the promotion of the Superintendents to Group 'A' cadre, a one-week training was immediately organized to train these officers in their new roles and functions. This specialized training focused on Change Management, leadership, team building and recent changes in the statutes. A total of 38 officers benefitted from this programme.



5.7 Mandatory Course for Executive Assistants:

Mandatory training as per the DoPT guidelines, for promoting the Executive Assistants to the post of Administrative Officers was conducted from 23.06.2020 to 17.07.2020 for 23 officers. The subjects already being dealt by them were covered in detail to give them more insight into their functions post promotion.

5.8 Training for Inquiry Officers & Presenting Officers:

A training for officers nominated as IO/PO for officers of BZ was conducted in coordination with DGOV, Hyderabad. The officers were sensitized about the importance of their roles and time lines, so that they can function more effectively.

5.9 All India Workshop on e-way bill:

It is mandatory now under GST for transporters to carry e-way Bill. Need was felt to equip the officers to familiarize them about its advance features. The officers were taught in detail all the advance features of the E-way bill applications and various nuances of data analytics for an effective enforcement. NIC officials who are credited with developing the software, conducted the training which was attended by 151 officers.

5.10 All India Training Program on Customs Valuation & Transfer Pricing:

Transfer pricing affects customs valuation. The interplay of transfer pricing and its impact on valuation has to be understood properly for proper

valuation in Customs. NACIN conducted an All India course especially meant for the Group-A officers of CBIC, on Customs Valuation & Transfer Pricing. Because of the uniqueness of the programme, more than 100 officers from all over India participated in the programme.

5.11 GST Prime:

An application viz., GST prime, developed by NIC, was launched in the zone which has various analytical tools for users to generate data with specific parameters and is particularly useful for officers in the range and division level. A two days training to introduce the application to the officers was conducted at NACIN.



5.12 Just-In Time Training for the officers posted at Airport/ACC/ ICD:

The academy also organized a Just-In Time Training for the officers being posted to Airport to familiarize them on the nature of the jobs to be undertaken by them at their new place of posting in Customs. The aim of the programme was to train the officers with the latest changes in Customs, skill development and sensitizing them about the best practices being followed elsewhere in the world.



5.13 Corona Awareness and Containment of Corona:

With the massive onset of corona throughout the world and the huge confusion created in the mind of the general public, NACIN thought to educate the officers on this deadly virus and a talk with the renowned cardiologist, Dr. Devi Shetty was arranged which helped the officers in knowing about the effects of covid-19 virus and take effective precautions for its prevention and containment. The talk by Dr. Devi Shetty went a long way in mitigating the confusions and educating the officers in the right direction.



NACIN went a step further in dealing with the possible symptoms and side effects of covid-19 virus. NACIN conducted a 6-days Yoga Training (JeevaRaksha Programme) particularly focusing on the breathing techniques perfected by the yogic Gurus. This was very much appreciated by all the participants

On the occasion of the International yoga day, a two-day yoga session involving Yogic exercises was conducted by NACIN, Bangalore. This session was conducted by eminent yoga experts from the Universal Peace Foundation. This helped all the participants and their families in knowing and practicing the simple exercises necessary for their complete wellbeing.



5.14 Training in Languages:

With a view to improve the knowledge of officers in the use of Hindi as official language, Hindi workshops were conducted every quarter without fail.

With a large number of officers of Hindi speaking areas joining the department, regular trainings in the use of vernacular language i.e. Kannada for a period of 15 days each were conducted to give the much needed working knowledge of the Kannada language to the officers. This training was very much appreciated by the officers as it is not only helping them in their official capacity but also in their personal life. This training was also extended to all the officers beyond the office hours so that it will not hinder their official work.



5.15 Training for Stakeholders:

- **Training on GST for MSMEs:**

COVID-19 impacted the whole spectrum of large and medium businesses. Realizing their vulnerability, NACIN thought it was the right time to empower the stake holders with the GST laws which is ever-changing so that the stake holders can make effective use of their time particularly when they were not able to perform their regular activities due to COVID conditions prevailing. The workshop was conducted for MSMEs on 19.08.2020 where 100 members from MSME sector were familiarized to the latest changes and updates in GST. This initiative of NACIN was very much appreciated by the stake holders.



5.16 Training on Customs Brokers Licensing Regulation:

Even during the difficult peak COVID pandemic the need of stakeholders was not overlooked and on request from the Custom House Agents Association Bengaluru, a course on Customs laws and various other laws was conducted for the CHA's who were appearing for the Customs Brokers Licensing Examination.

5.17 Training on Retirement Benefits and Investment Options to CGHS Doctors:

On a specific request from the CGHS organization to conduct a training for the retiring doctors, an exclusive training programme on gainful and safe investment of the retirement corpus was conducted. The programme was highly appreciated as it was exclusively designed for the doctors.

6 New facilities at NACIN, Bengaluru

Inauguration of 4 lane Advanced Weapons Training Simulator

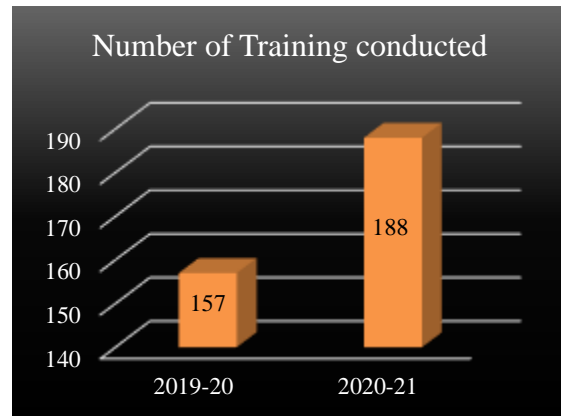
With an intention of providing wholesome training in the tax department and the weapons training practice being an inseparable part of the induction courses, a shooting simulator was installed at the NACIN campus. The shooting simulator was inaugurated by the Chairman, CBIC in the presence of other officials of CBIC. The simulator incorporates the latest in technology. It gives the real feel of firing the weapon with sound and the recoil. The system is operated with a software in conjunction with laser guided system and a pneumatic system. The system simulates training in an all-weather condition with different combination of mobile and static targets. An unique feature of this system is to analyse all the parameters of shooting like weapon hold, trigger accuracy, aim accuracy etc. of the trainee. This feedback helps the trainee in improving his skills. This facility was recently utilized to train the IRS probationers and the Inspectors undergoing the Induction Training at NACIN.





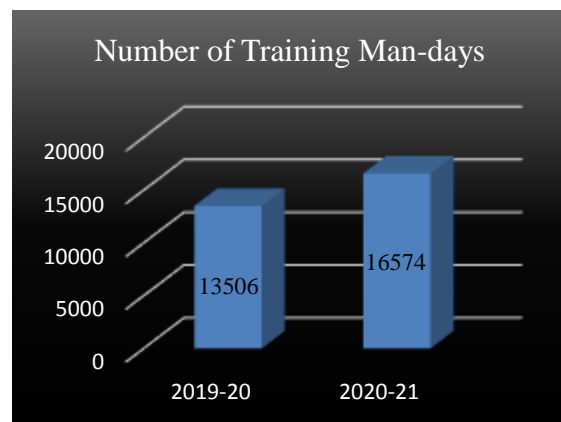
A. Progress made in the area of Online Learning

A.1 Across the World, owing to the changed scenario, virtual platforms are the new norm. ZC Bhopal did not shy away from this challenge & used it as an opportunity and reached a far wider officer-base through online learning. The shift from the traditional classroom to the online platform was smooth and was quickly adapted to by ZC Bhopal, which became its new norm.



B. Usage of NeGD LMS

B.1 In 2020-21, ZC Bhopal furthered its mandate by using the e-learning platform – NeGD LMS – wherein officers were provided access to public courses available, that they can cruise-through as per their time availability and progress assessment. So far, more than 3000 Group A & B officers have been provided access to 31 courses, to go through them at their own pace and access their own progress. The number of officers who have been provided access to the e-courses published on NeGD LMS is ever-growing.



C. Trainings Imparted - Comparative Performance (2020-21 vis-à-vis 2019-20)

C.1 Total number of trainings conducted during Apr-Mar in 2020-21 were 188, as compared to 157 trainings conducted during Apr-Mar in 2019-20, an increase of **19.75%**.

C.2 The man-days of training went up from 13,506 to 16,574 - an increase of **22.72%**.

D. Work done under OT Module

D.1 One IRS OT of 71st batch has been posted in Bhopal Zone in November 2020. The learning curve of the officer is being closely monitored and guidance on how to make the most of this field attachment is continuously provided.

E. Work done in IST Module

E.1 In this module, in-service officers of CBIC posted in MP and Chhattisgarh States were exposed to diverse topics including nudge theory, responsibilities of IOs/POs, soft skills, leadership, investigation, gender sensitization, drafting of SCN, Audit; Financial Accounting in addition to routine GST and Customs cases.

All India Trainings for IRS Officers

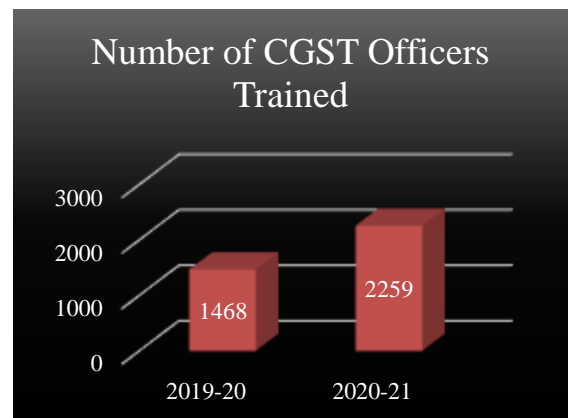
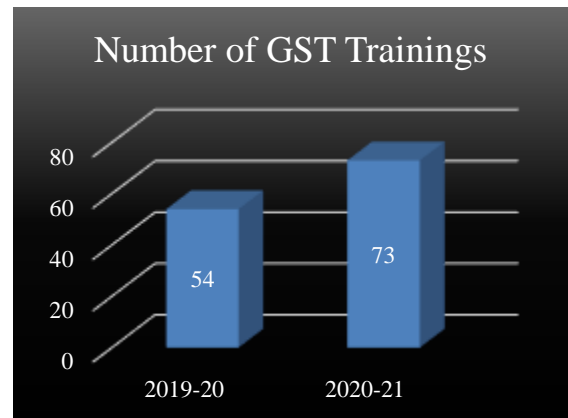
E.2 Besides catering to officers of CBIC posted in MP& Chhattisgarh, five trainings were organized exclusively for IRS officers from across the country during 2020-21. These trainings include 5 all-India trainings which contributed to 330 mandays, namely

- Workshop on Happiness & Stress Elimination
- Use of Emerging Technologies in Tax Administration
- Intellectual Property Rights for Group A officers
- Role of Customs Officials in implementing UN Security Council sanctions
- International & Cross Border Taxation



F. Work done in GST Module

F.1 Regular GST trainings are scheduled & organized here which cover primarily two broad categories of stakeholders – CGST officers & our state counterparts. 73 GST trainings were conducted during 2020-21 in which a total of 2259 CGST officers were trained.





F.2 As mandated by HQ ever since the inception of GST, ZC Bhopal has trained 1605 officers from Madhya Pradesh & Chhattisgarh State GST by imparting 63 GST trainings during 2020-21.



GST Outreach Program for other Stakeholders

F.3 Generic concepts, for example, overview of entire GST architecture, the need for a new tax regime, its advantages over the old taxation regulations; were explained during lectures in colleges, schools and universities. Prominent colleges / universities covered in the GST Outreach Programme include:

- National Law Institute University, Bhopal
- MATS University, Raipur
- RKDF University, Bhopal
- Bhopal School of Social Sciences, Bhopal
- KPS School, Raipur
- St. Thomas College, Bhilai

- M.G.M. School, Raipur
- Maharaja Agrasen International College, Raipur
- Sachdeva International School, Raipur
- St. Xavier College, Bhopal
- Jagran Lake University, Bhopal
- Quarterly Returns, Monthly Payment scheme (With Chhattisgarh Trade Association), Raipur
- Adarsh Vidyalaya, Raipur
- People's University, Bhopal
- Quarterly Returns, Monthly Payment scheme (With CA Association & SGST Officers), Raipur
- Madhav Institute of Technology & Science, Gwalior
- Maulana Azad National Institute of Technology, Bhopal





G. Mandatory Trainings for Assistant Commissioners, Inspectors & Executive Assistants

Mandatory Orientation Course for Assistant Commissioners

G.1 16 newly promoted Assistant Commissioners were given mandatory orientation course from 06th to 15th January. This training was organized in collaboration with NACIN Jaipur.

Mandatory Trainings for Inspectors

G.2 NACIN Bhopal, in collaboration with NACIN Chandigarh organized and conducted a 3 Weeks Mandatory Training of Inspectors for promotion to the grade of Superintendent, from 10th to 31st August.

Mandatory Training for Executive Assistants (EAs)

G.3 Mandatory training is required for promotion from executive assistants to AOs. NACIN ZC successfully completed mandatory trainings of three weeks for 49 eligible EAs. It was ensured that no officer missed the opportunity of promotion for want of training.

H. Induction Trainings for Inspectors & Tax Assistants

H.1 Induction training course was conducted for 50 Inspectors, beginning in the month of June, 2020. The mode of training was online.

H.2 Two Weeks of Online Induction Course was conducted for Newly Joined / Promoted Tax Assistants, Executive Assistants & LDCs during the period 5th to 19th January, 2021. This programme was conducted in collaboration with NACIN Chandigarh.

I. Need-based Training of officers of Central Bureau of Narcotics

I.1 Two trainings on Cultivation of Opium, Enforcement work under NDPS Act, 1985 was conducted for 224 officers of Central Bureau of Narcotics.

I.2 Officers from CBN also participated in 15 regular in-service trainings, which witnessed a total attendance of 366.

J. Mandatory Trainings for Sub-Inspectors and UDCs of Central Bureau of Narcotics

Mandatory Training for Sub Inspectors

J.1 Mandatory training is required for promotion from Sub Inspectors to the grade of Inspector of CBN. NACIN Bhopal successfully completed mandatory trainings of three weeks for 27 eligible Sub Inspectors. The training programme was highly appreciated by CBN officials.

Mandatory Training for UDCs

J.2 Upper division clerks of CBN are required to undergo 3 weeks of mandatory training as per their Recruitment Rules, for promotion to Deputy Office Superintendent. 25 UDCs were successfully imparted training so as to enable their promotion.

A) Inception

NACIN, Zonal Campus, Bhubaneswar was established in July, 2017. Since its establishment, it has been imparting training to CBIC officers posted in Bhubaneswar zone on various functions and applications of GST law, Customs law, Administration and Establishment matters etc. As per the advisory from the GST council, it is also imparting training to the State GST & Commercial Tax officers of the Government of Odisha. The office premises are located centrally at a commutable distance from CGST Bhubaneswar Zonal headquarters, railway station and the Bhubaneswar Airport. The address of the location is Plot No – 35, Satya Nagar, PIN – 751007, Bhubaneswar, Odisha. It can easily be navigated through Google Maps by providing the above address in Google search page.

B) Special Courses/ Seminars/ Workshops organized by NACIN, Bhubaneswar during 2020-21:

• **Two-Day All India Training Program on GeM & E-Procurement:**

NACIN, Bhubaneswar successfully conducted Two-Day Training in online mode on Government e-Marketplace (GeM) and E-Procurement wherein total

of 242 officers from all over India participated.

• **Training on Yoga for Family members of Department Officers and Students VSSUT, Burla:-**

NACIN, Bhubaneswar has successfully organized workshop in online mode on “Yoga for Health” during International Yoga Day i.e. on 21.06.2020 for the students of VSSUT, Burla which was attended by 71 participants. Also, NACIN, Bhubaneswar conducted online training on “Benefits of Yoga” for the Family members of the Departmental Officers, where 95 participants took part in the Yoga training.

• **Mandatory Training for Promotion to the Grade of Superintendent:**

Three-Week Mandatory Training for Promotion to the Grade of Superintendent was conducted successfully in online mode from 14.09.2020 to 05.10.2020 for 51 numbers of Inspectors of Bhubaneswar Zone.

- **Training for Gr-A Officers:** NACIN, Bhubaneswar successfully organized 5 online training programs for Gr-A officers. Details of the training programs held are given below:

Sl. No.	Name of the Training Program	Date	Participants
1	Hands on Training on Advanced Topics of E-Office for Group A Officers	10.08.2020	12
2	Training on GeM and E-Procurement for Group A Officers	03.09.2020 to 08.09.2020	24
3	Training on Sea Cargo Manifest and Transshipment Regulations for Gr-A Officers	11.09.2020	17
4	Training on COVID-19 Awareness for Group A Officers	21.10.2020	15
5	Training on Faceless Assessment for Group A Officers	28.10.2020	15
		TOTAL	83

- **Outreach on Sea Cargo Manifest and Transshipment Rules, 2018:**

NACIN, Bhubaneswar conducted one Outreach Training Program in online mode on Sea Cargo Manifest and Transshipment Rules, 2018 (SCMTR) for the Customs House Agents of Paradip port on 28.07.2020, attended by 129 participants.

- **Training for State GST Officers:**

NACIN, Bhubaneswar organized one 5-day training program on ITC, Analysis of Financial Statement, Income Tax Returns, GST Account, Service Tax & GST Audit of Service Sector, GST Return and GST Refund for State GST Officers in online mode from 18.11.2020 to 27.11.2020. This training session was attended by 242 officers from the Odisha State GST department.

- **Training on E-Office:**

NACIN, Bhubaneswar held 13 online training programs on E-Office attended by 733 officers of Bhubaneswar Zone. The training programs on E-Office has tremendously helped the officers to start working in E-Office in their respective offices.

- **Training During Observation of Vigilance Awareness Week: -**

NACIN, Bhubaneswar organized two-day online training program on Vigilant India, Prosperous India and related topics on Vigilance for the Observation of Vigilance Awareness Week on 29.10.2020 and 02.10.2020 wherein 23 officers under Bhubaneswar zone participated.

- **Workshop on Cyber Law, Cyber Crimes and Handling of Electronic Evidence:**

NACIN, Bhubaneswar organized two-day online workshop on Cyber Law, Cyber Crimes and Handling of Electronic Evidence on 21.12.2020 and 22.12.2020 which was attended by 36 Officers each day. The particular training program taught the officers as to how to identify cyber-crime related operations.

- **Training on Vernacular Language(Odia) for Non-Odia Officer:**

NACIN, Bhubaneswar has organized twelve-session online training program on Vernacular Language (Odia) for Non-Odia Officers posted in Bhubaneswar zone from 13.01.2021 to 25.02.2021, attended by 43 non-odia officers on each session. This particular training program was first of a kind that familiarize odia script, pronunciation and meaning of odia words, ways of speaking odia to non-odia officers.

- **Training on COVID Awareness:**

NACIN, Bhubaneswar successfully organized 5 online training programs for departmental officers and students of VSSUT, Burla and NIT Rourkela on different topics of COVID-19 awareness like "Should We be Scared on Corona Virus?", which were attended by 324 participants.

C) Performance of NACIN, Bhubaneswar during 2020 - 21:

Sl. No.	Name of the Course	Total Number of Participants	Days of Training	Man-days
1	Training on IGST Refunds and Drawback Scheme	26	1	26
2	Training on IGST Refunds and Processing of Drawback Claims in ICES	32	1	32
3	Training on IGST Refunds, Export Assessment and Valuation Rules	35	1	35
4	Training on COVID-19 and General Health Precautions	47	1	47
5	Training on Processing of Export Assessment and Valuation Rules	39	1	39
6	Training on Revenue Augmentation in GST after COVID-19	98	1	98
7	Training on "Should We be Scared on Corona Virus?" for VSSUT, Burla	108	1	108
8	Training on Process Export Assessment	36	1	36
9	Training on Export Procedure	39	1	39
10	Training on Export Procedure and Examination	37	1	37

11	Training on RTI Act, 2005	73	1	73
12	Training on COVID-19 and Stress Management due to COVID-19	62	1	62
13	Training on Self Sealing Procedure and ATA CARNET	36	1	36
14	Training on Processing of APAR in SPARROW	34	1	34
15	Training on E-Procurement	87	1	87
16	Training on Project Import and Self Sealing of Container	39	1	39
17	Training on Anti Evasion	83	1	83
18	Use of Technology in Office Work	41	1	41
19	Training on "Should We be Scared on Corona Virus?" for NIT Rourkela	133	1	133
20	Training on "Yoga for Health" During International Yoga Day for VSSUT, Burla	71	1	71
21	Training on GST Updates	31	1	31
22	Training on Intellectual Property Rights and Role of Customs	28	1	28
23	Training on RTI Act, 2005	63	1	63
24	Training on GeM	56	1	56
25	Training on PFMS	59	1	59
26	Training on Introduction to E-Office	94	1	94
27	Training on GeM	50	1	50
28	Training on Career Planing for Students of NIT, Rourkela and Family Members of Departmental Officers	74	1	74
29	Training on COVID Awareness	92	1	92
30	Training on E-Procurement	55	1	55
31	Training on Time & Value of Supply	76	1	76

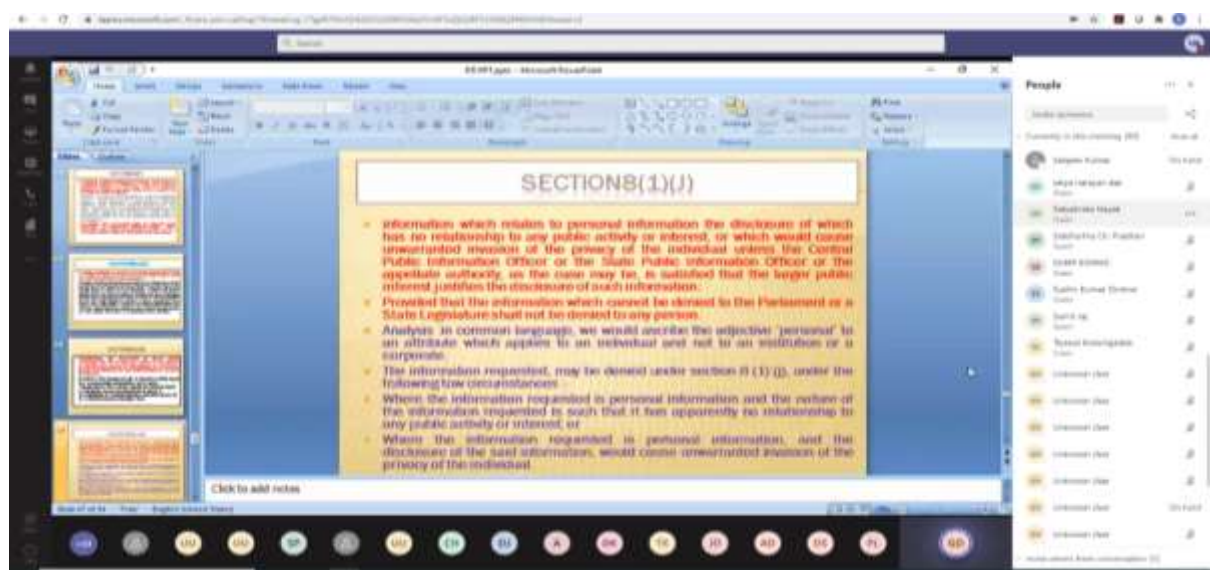
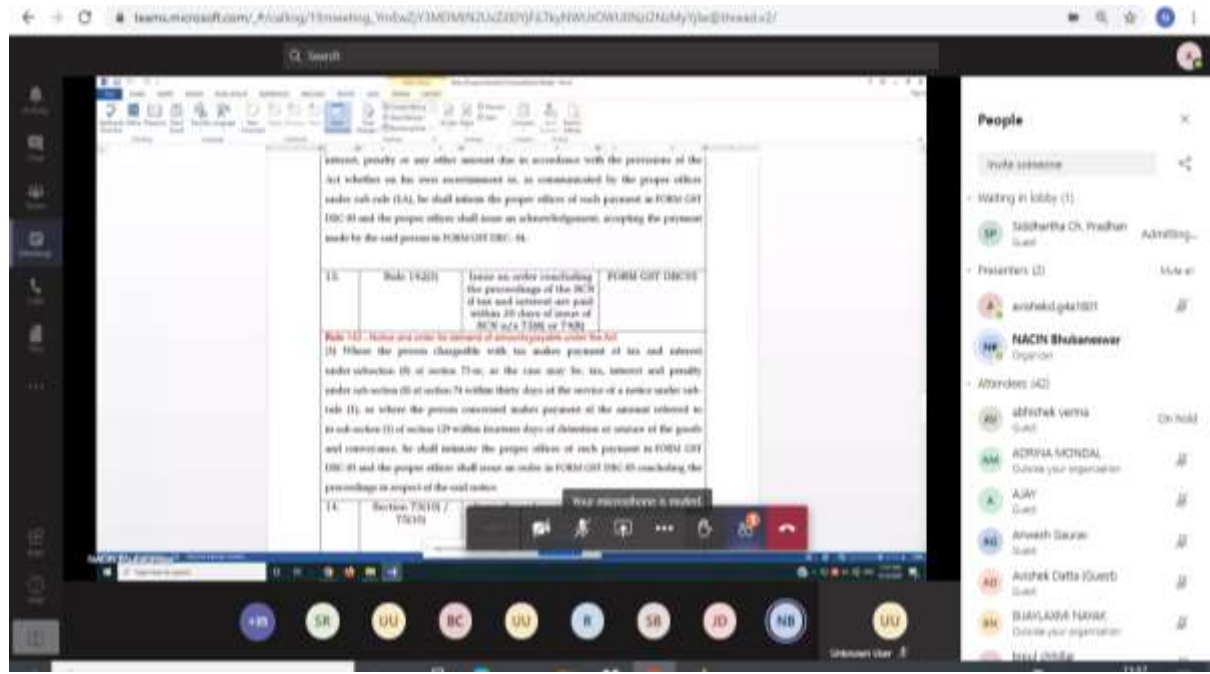
32	Hands on Training on E-Office	80	1	80
33	Training on Value and Place of Supply	69	1	69
34	Training on Introduction to E-Office	76	1	76
35	Hands on Training on E-Office	93	1	93
36	Hands on Training on E-Office	76	1	76
37	Outreach on Sea Cargo Manifest and Transshipment Rules, 2018	129	1	129
38	Hands on Training on Advanced Topics of E-Office	85	1	85
39	Hands on Training on Advanced Topics of E-Office for Group A Officers	12	1	12
40	Training on E-Procurement	63	1	63
41	Training on Benefits of Yoga for Families of Department Officers	95	1	95
42	Training on GeM	67	1	67
43	Training on Introduction to E-Office for officers of Customs Commissionerate	49	1	49
44	Training on Introduction to E-Office for officers of Audit Commissionerate	59	1	59
45	Training on Introduction to E-Office for officers of CCO & Commissionerate under Bhubaneswar Zone	27	1	27
46	Training on Introduction to E-Office for officers of Rourkela Zone	68	1	68
47	Training on Introduction to E-Office for officers of GST Commissionerate, Bhubaneswar	63	1	63

48	Training on ICD & CFS	29	1	29
49	Training on Hindi Raj bhasha	26	1	26
50	All India Training on Gem And E-Procurement	242	2	484
51	Training on GeM and E-Procurement for Group A Officers	24	4	96
52	Training on Sea Cargo Manifest and Transshipment Regulations	17	1	17
53	Mandatory Training of Inspectors for Promotion to the Grade of Superintendent	51	15	765
54	Induction Training of Tax Assistant	17	10	170
55	Training on COVID-19 Awareness for Group A Officers	15	1	15
56	Training on Faceless Assessment for Group A Officers	15	1	15
57	Training on Faceless Assessment for Departmental Officers	30	1	30
58	Training on Vigilant India, Prosperous India and related topics on Vigilance for the Observation of Vigilance Awareness Week	23	2	46
59	Departmental Training for CLTS	7	10	70
60	Training on ITC, Analysis of Financial Statement, Income Tax Returns, GST Account, Service Tax & GST Audit of Service Sector, GST Return and GST Refund for State GST Officers	242	5	1210
61	Training on E-office	45	2	90
62	Training on GeM	29	1	29

63	Training on GST Registration	31	1	31
64	Training Program on Women Empowerment, Gender Sensitization and Eradication	15	1	15
65	Workshop on Cyber Law, Cyber Crimes and Handling of Electronic Evidence	36	2	72
66	Training on GST Updates	23	1	23
67	Training on GST Refunds	24	1	24
68	Training on Place of Supply and Time of Supply	18	1	18
69	Training on E-Procurement	22	1	22
70	Training on Vernacular Language(Odia) for Non-Odia Officer	43	12	516
71	Training on Role and Responsibility of the Inquiry Officer (IO)/ Presenting Officer(PO)	16	1	16
72	Training on Search, Seizure and Arrest in GST	25	1	25
73	Training on ITC and its effect on Construction Sector	29	1	29
74	Training on RTI Act, 2005	19	1	19
75	Training on Faceless Customs	16	1	16
76	Training on GST Backend	32	6	192
77	Training on Sea Cargo Manifest and Transshipment Regulations	37	1	37
		3582	136	7092

D) Photographs of various events held during 2020-21:

1) NACIN, Bhubaneswar organizing the Three-Week Mandatory Training for Promotion to the Grade of Superintendent organized for 51 numbers of departmental Officers of Bhubaneswar Zone:



The screenshot displays a Microsoft Teams meeting window. The main content area shows a slide titled "Air Conditioners" with a red box highlighting a form on the left side. The slide includes technical specifications and a price of ₹ 15,250.00. On the right side of the meeting window, there is a "People" sidebar listing participants, including NACIN Bhushanwar, AADHYA KONDAL, Anvesh Gaur, Anshik Datta (Guest), Rajul Chhibra (Guest), Chirantan Chaudhri (Guest), Debasri P (Guest), Deepak Kumar (Guest), and Deevyanti Prasad Singh (Guest).

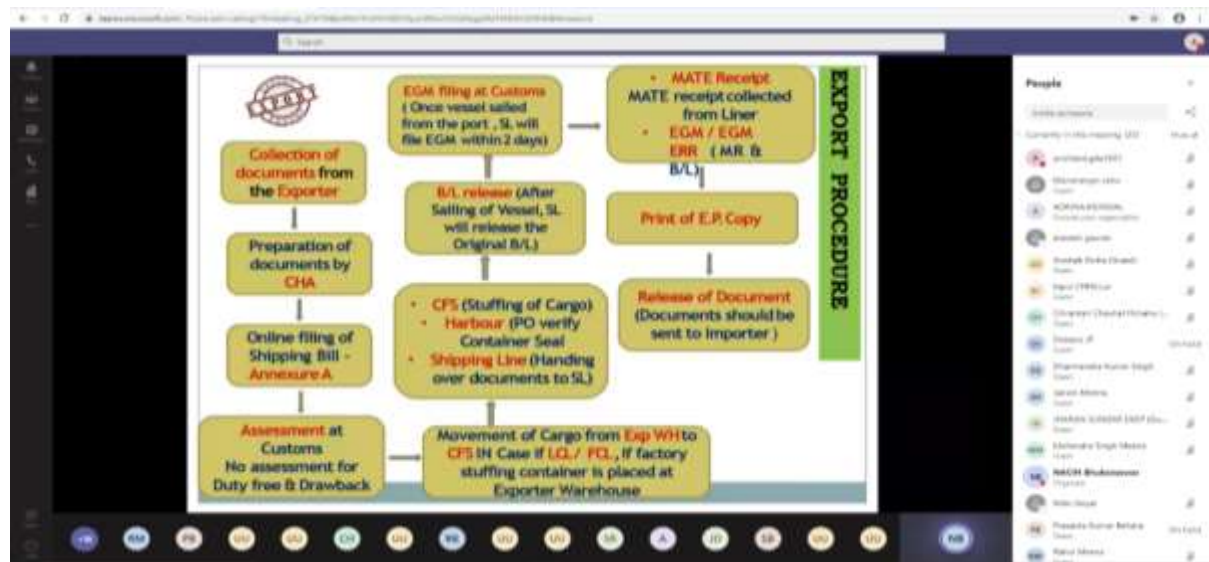
The screenshot shows a Microsoft Teams meeting with a slide titled "What is Self-Esteem?". The slide features a cartoon illustration of a person standing on a green hill, looking thoughtful. Below the illustration is a navigation bar with icons for chat, share, and other meeting controls. The "People" sidebar on the right lists participants such as Rajul, Anshik Chandra Nayak (Guest), Ritik Shah, Sarvesh Kumar, SATYA NARAYAN DAS, Satyabrata Nayak, Siddhartha Ch. Pradhan, SUDAN REDWAN, Sudhir Kumar Shimal, Suraj ng, and Tejasvi Kulkarnigadde.

The screenshot captures a Microsoft Teams meeting displaying a slide about "Zero-rated supply". The slide content is as follows:

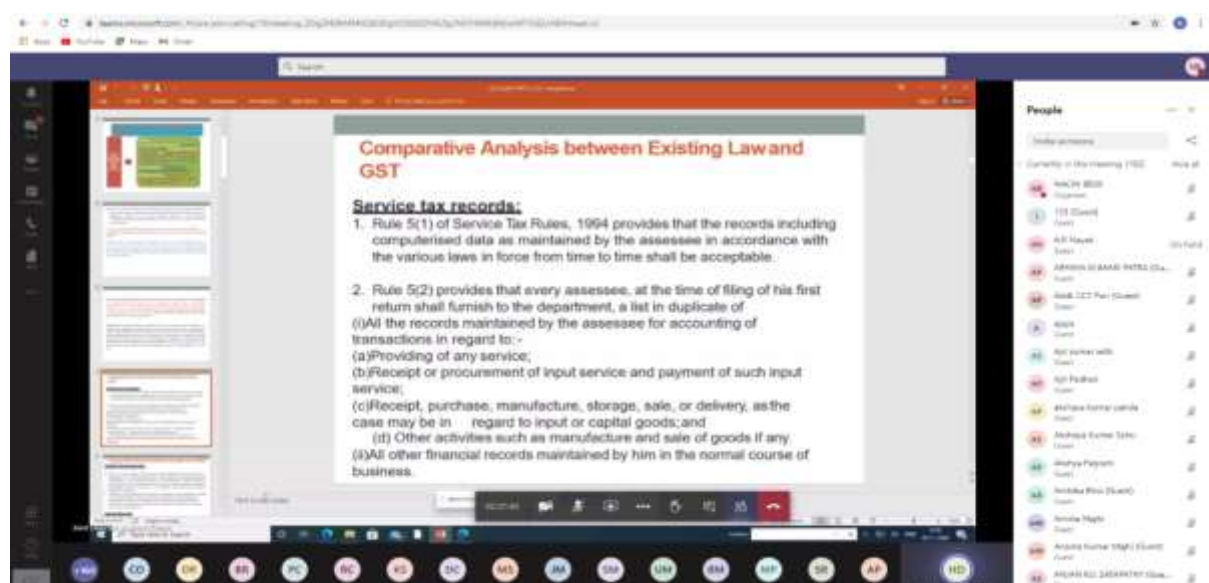
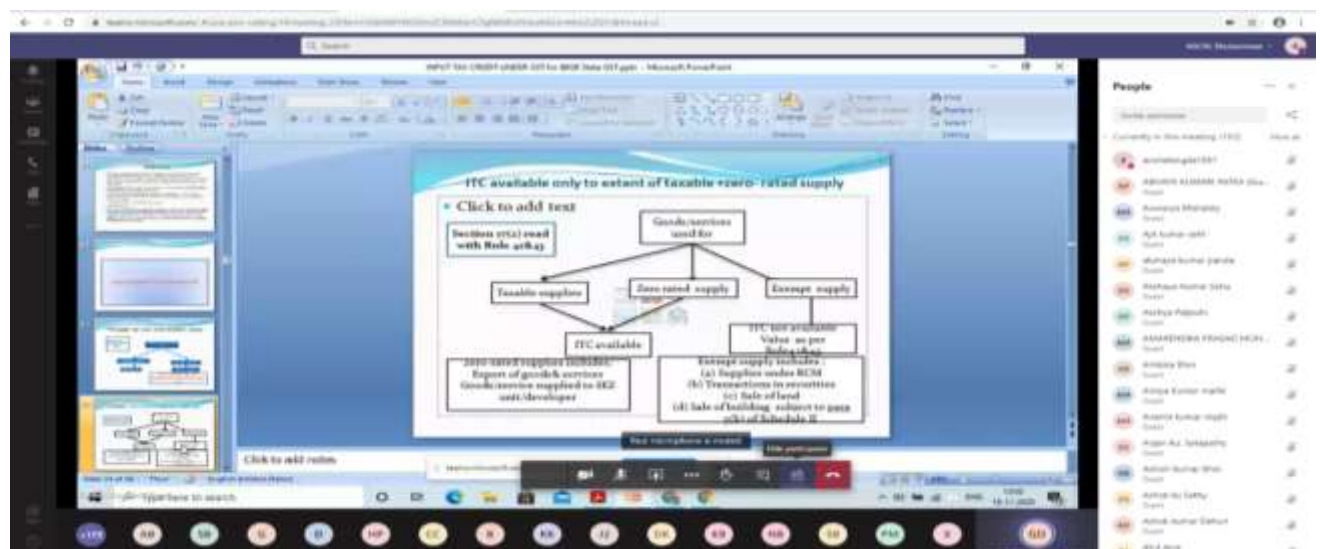
Zero-rated supply

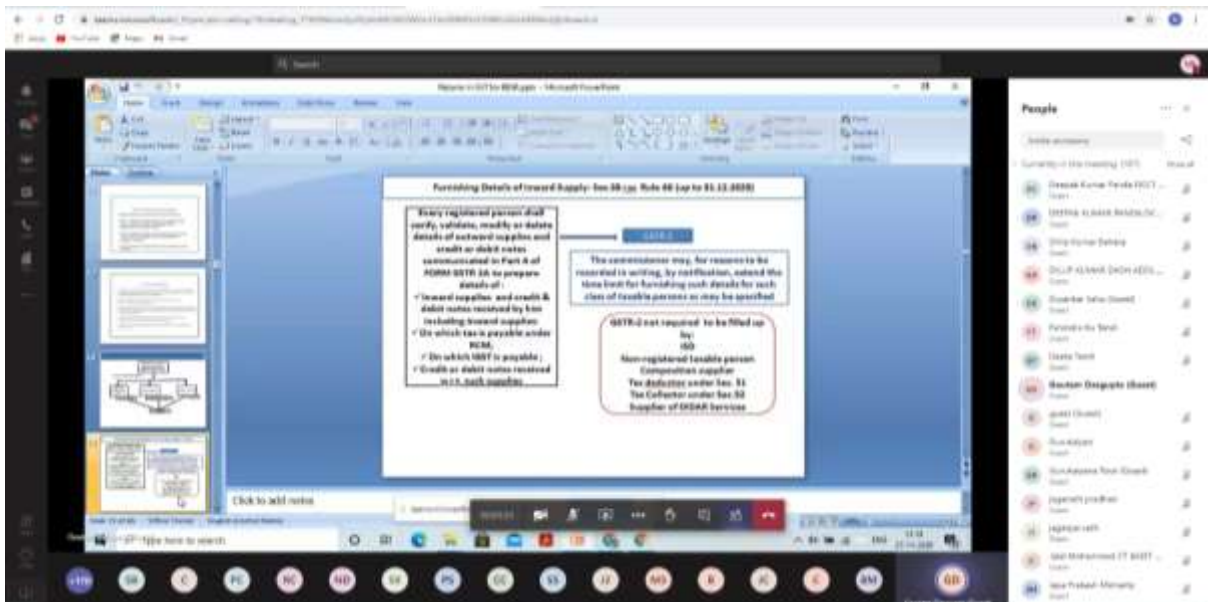
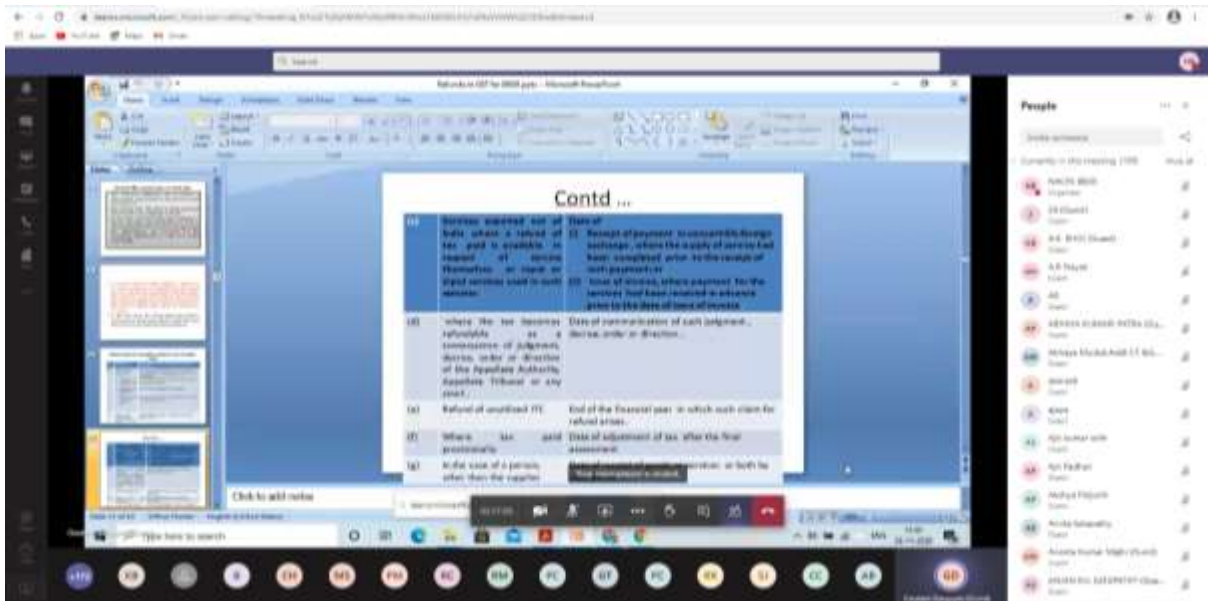
- In terms of section 16(1) of IGST Act, Zero-rated supply means:
 1. Export of goods or services or both; or
 2. Supply of goods or services or both to a Special Economic Zone developer or a Special Economic Zone unit
- By zero-rating it is meant that the entire supply chain of a particular supply is tax free, i.e. there is no burden of tax either on the input side or output side.
- Sec.16(2): Subject to Sec. 17(5) of CGST Act, Negative list of ITC in GST, credit of input tax may be availed for making Zero-rated supply, notwithstanding that such supply may be an exempt supply.

The "People" sidebar on the right lists participants including NACIN Bhushanwar, AADHYA KONDAL, Anshik Datta (Guest), Anshikg41001, Rajul Chhibra (Guest), Chirantan Chaudhri (Guest), Chirantan Chaudhri (Guest), Debasri P (Guest), Deepak Kumar (Guest), Deepanshi Kumar Singh, Deevyanti Prasad Singh (Guest), Jyoti Shrivastava, JYAMN JEEP, Jyotika Jaiswal, Akshay Singh Meena, and Misha.



2) NACIN, Bhubaneswar organized Five-Day Online Training Programmes for 242 Officers belonging Odisha GST & Commercial Tax:



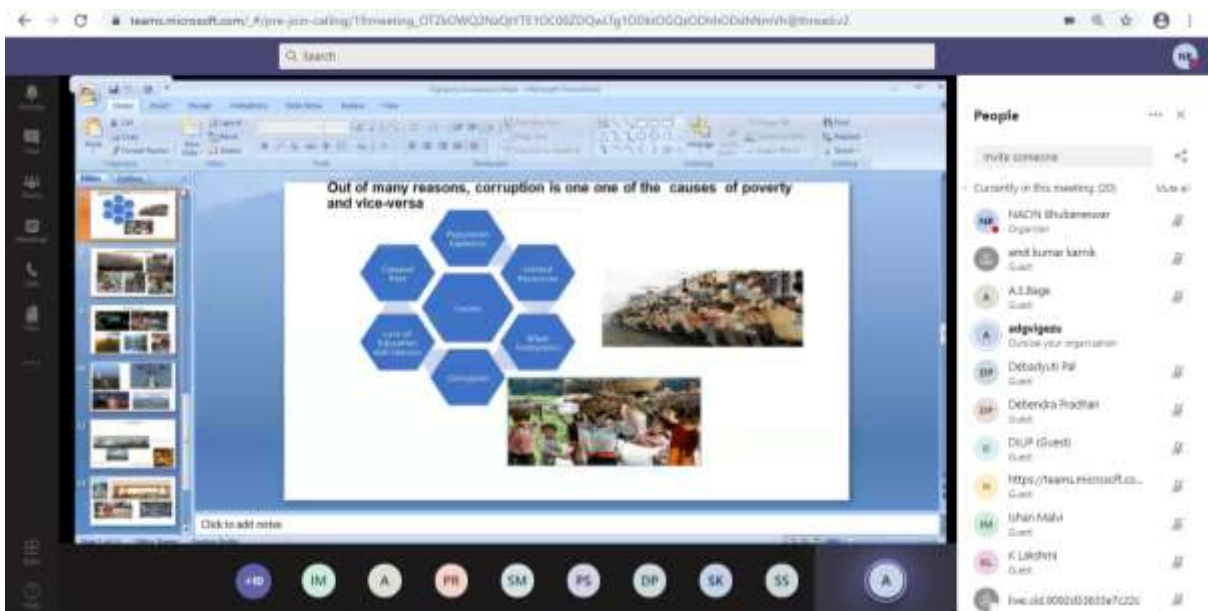
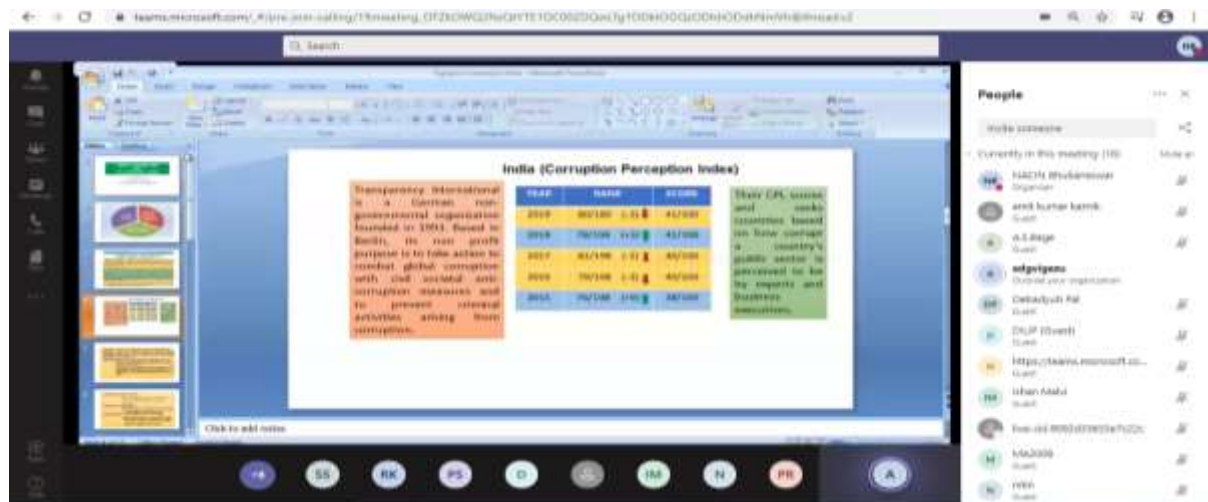


3) **Observation of Vigilance Awareness Week at NACIN, Bhubaneswar:**

(a) **Oath Taking Ceremony at NACIN, Bhubaneswar:**



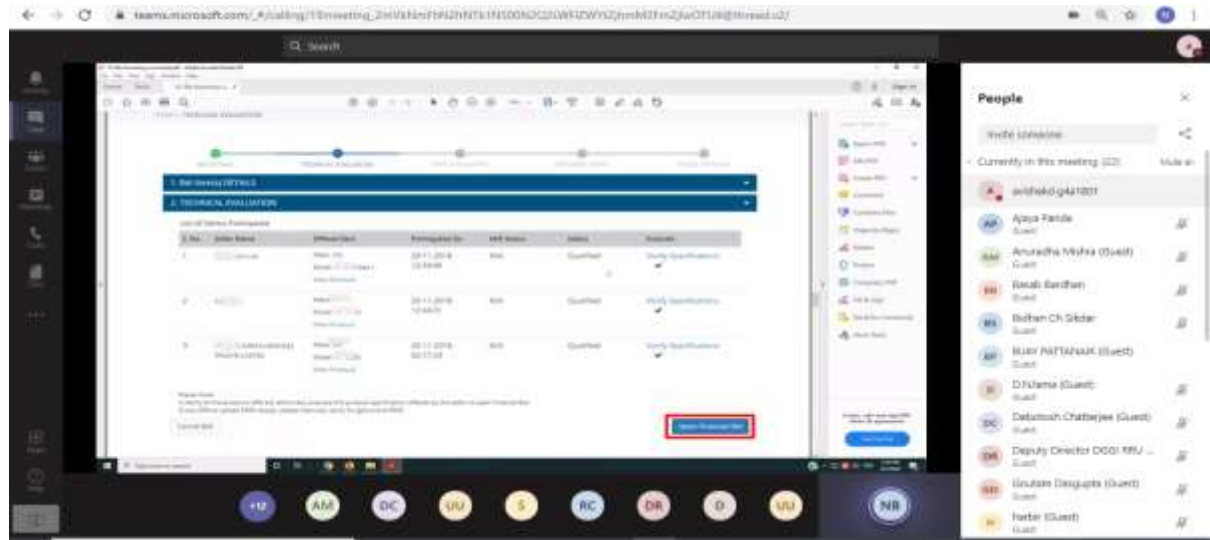
(b) **Training on Vigilance during Vigilance Awareness Week:-**

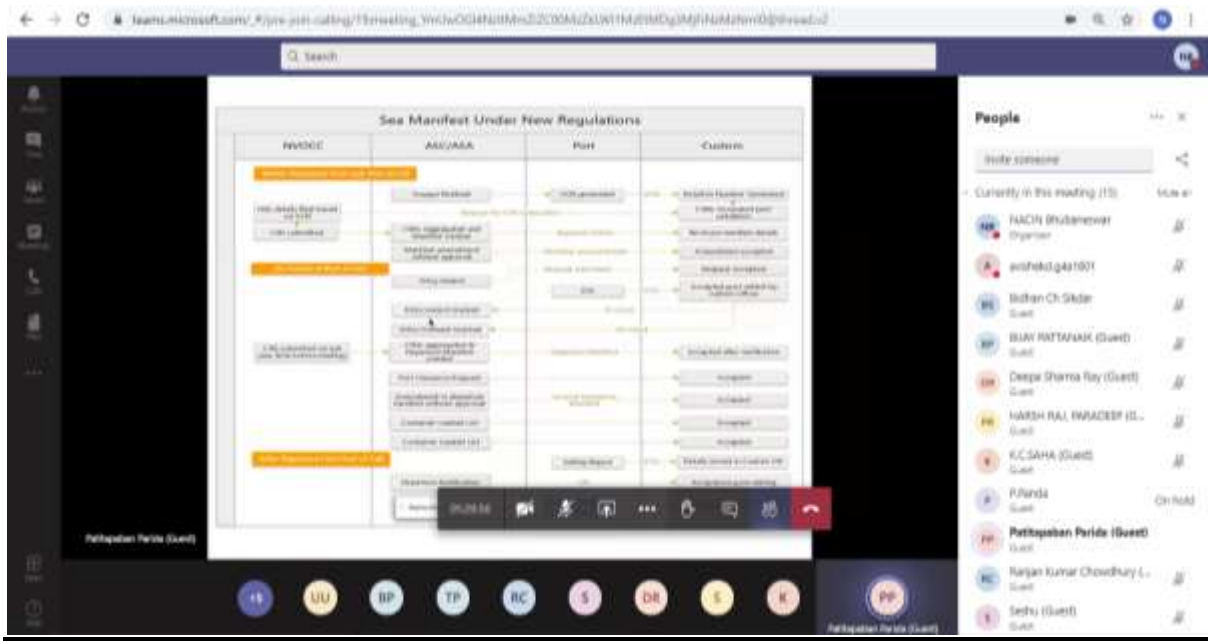
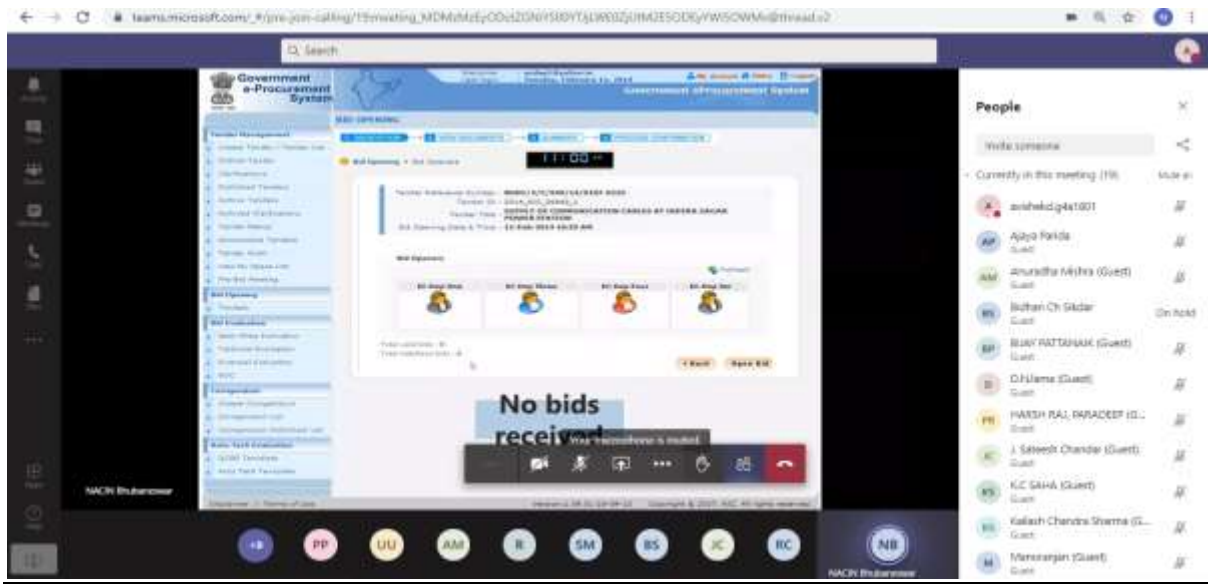
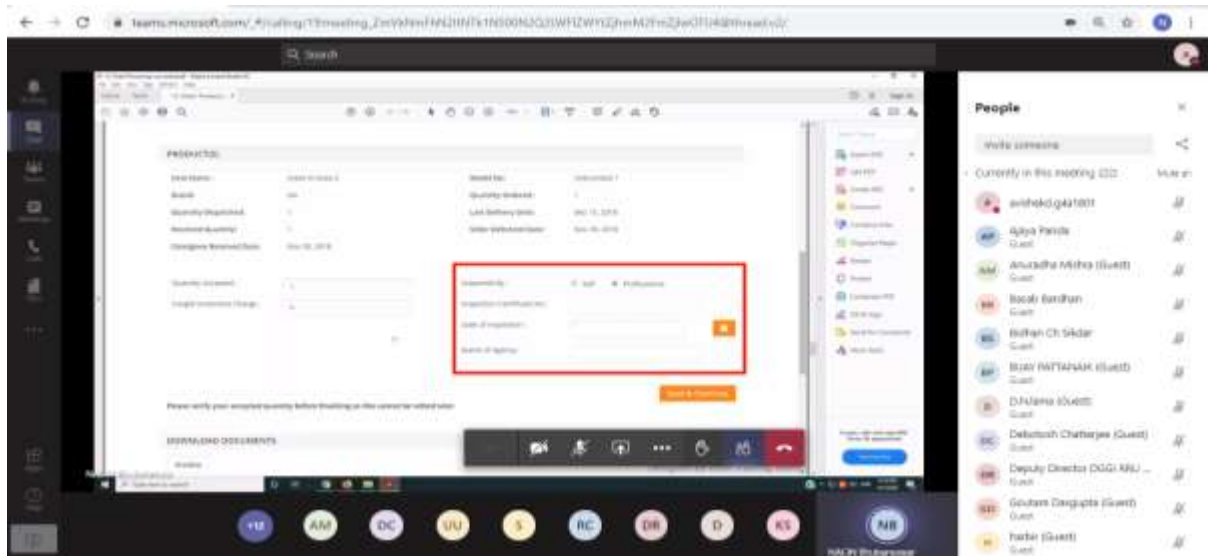


4) **Training on Cyber Crime on 21.12.2021 and 22.12.2021:**

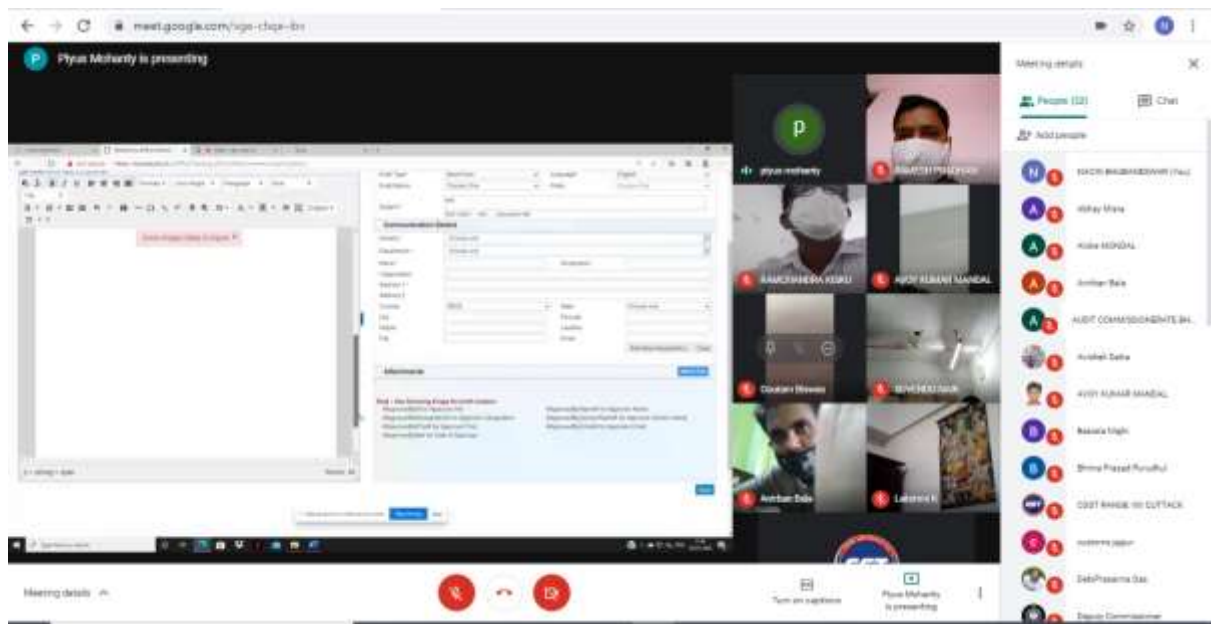
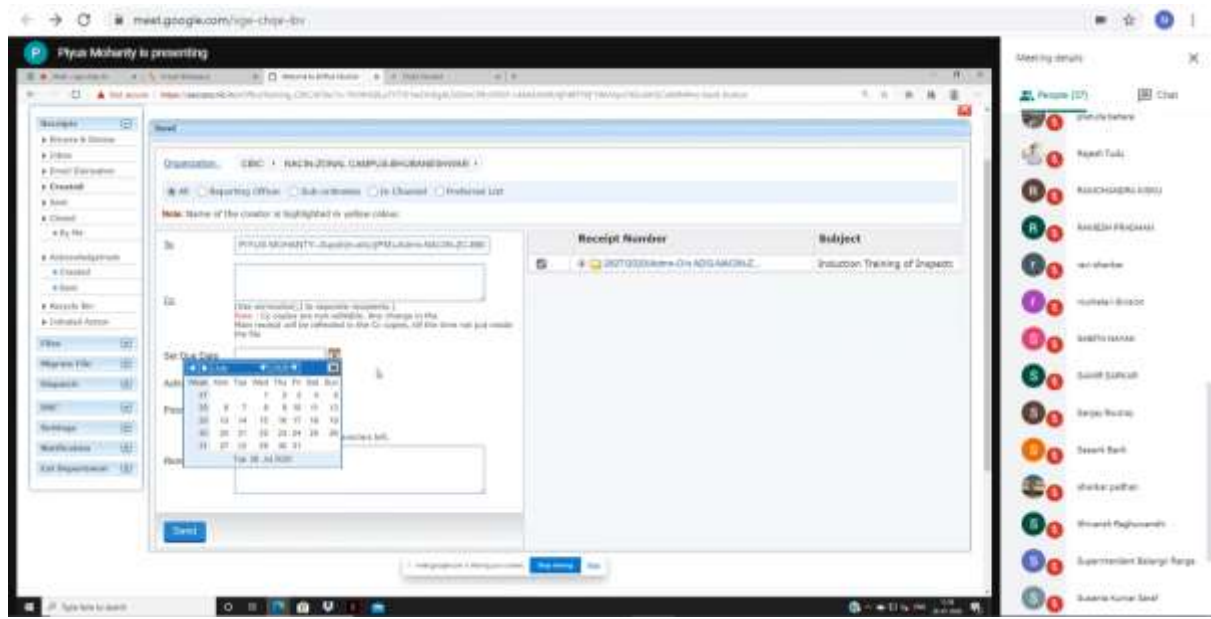


5) Training Conducted for Gr-A Officers:





6) Training on E-Office:



The proposal to set up a Centre of Excellence to facilitate the development of professionalism for fulfilling the expectations of the department was first mooted by CBIC (erstwhile CBEC) in 2001. However, effectively CoE was started when its own premises at NBCC Plaza, Saket was acquired in 2011.

CoE was conceived as an institution for significant research in the areas of taxation, tax administration management, macroeconomic policies, fiscal federalism and other related issues. CoE is devoted to educating tax administrators, the public finance academia, and public finance policymakers.

The Work undertaken by the CoE is summarized as under:

- A MoU was signed in 2016 between National Law School India University (a leading institute engaged in providing under graduate level education) and Department of Revenue (DoR) for establishment of a DoR Chair in NLSIU having a Management Committee (MC) at the helm of the affairs. The DoR Chair is involved in Conducting Teaching Courses for the students of NLSIU particularly in the field of Indirect Taxation, Preparation of the Training Module for the officers of the CBIC and conducting study on the topics identified for it by the Management Committee. In 2020-21 for the smooth functioning of the DoR Chair, work related to appointments were carried out.
- CoE, being the Secretariat for the iGoT 2.0(Integrated Governmental

Online Training) project of the Government of India, organized review meeting on 09.02.2021 for the same & also worked for the standardization of the training content to be uploaded on the web portal.

- CoE conducted training dt. 21/09/2020 on Inspection, Search, Seizure & Arrest in GST with **State GST officials** to sensitize the state officers about the provisions & practical aspects of Inspection, Search, Seizure & Arrest in GST Act 2017.
- CoE collaborated with other organizations/ministries & conducted online meeting for providing training resources to them.
- To improve the Tax compliance, the department is continuously engaged in exploring new ways besides the conventional enforcement methods. Nudging has come to forefront as an effective tool which involves using techniques derived from behavioral insights in a structured manner to encourage tax payers to voluntarily opt for compliance worldwide. Taking cognizance of the effective use of behavioral insight/nudging across the globe, CBIC Nudge team was set up & it was decided to organize a workshop on Nudge by NACIN Delhi. However, due to Corona pandemic the same could not be conducted offline & are being organized online now.
- Officers of CoE participated in periodic training programmes, video conferences and prepared and delivered

the lectures in the training courses and video conferences. The officers of CoE participated in various academic

activities of writing and deliberating on current topics.

- **Photos of the iGoT2.0 meeting:**





National Academy of Customs, Indirect taxes & Narcotics (NACIN), Zonal Campus Chandigarh came into existence consequent to reorganization exercise undertaken by the CBIC (erstwhile CBEC) in May, 2017 with the mandate to impart training to Central and the State GST officers in the States of Punjab, Himachal Pradesh, Union Territory (UT) of Jammu and Kashmir & UT of Ladakh [w.e.f. 31.10.2019] and Union Territory of Chandigarh; the State Tax, Uttarakhand (w.e.f. 05.12.2019) and Central GST Panchkula (w.e.f. 10.01.2020) were also added later. The campus presently located at Central Revenue Building, Plot No 19, Sector-17C, Chandigarh became functional from June, 2017. The campus is equipped with state of the art training facilities. The Campus is headed by a Pr. Additional Director General, who is assisted by three Assistant Directors and other subordinate staff.



Vigilance Awareness Week 2020

Trainings Conducted:

During the period from 01.04.2020 to 31.03.2021, a total of 54 online training courses were conducted by NACIN, Chandigarh wherein 5874 officers/officials have been trained utilizing 15334 man days.

GST Capacity Building:

The campus has conducted 17 online training courses on GST in which 1624 officers (692 Officers of Central Tax and 932 Officers of State Taxes) were trained. All the courses on GST were conducted for the officers of Central Tax Zones, Chandigarh & Panchkula and State Taxes of Punjab, Uttarakhand, Himachal Pradesh and UTs of Chandigarh, J&K and Ladakh.



Training on GST Audit

Induction Courses & Mandatory Training Courses:

NACIN, Chandigarh conducted 02 online induction courses for TAs/LDCs/EAs in collaboration with NACIN Jaipur wherein total 71 officers from Chandigarh Zone were imparted training. NACIN Chandigarh also conducted one Online Mandatory Training Course of Executive Assistants for promotion to the grade of Administrative Officer one Online Mandatory Training Course of Inspectors for promotion to the grade of Superintendent in collaboration with NACIN Bhopal wherein a total of 10 Executive Assistants and 48 Inspectors from Chandigarh Zone were imparted training on Customs, Central Excise, Service Tax, GST, General Administration

as well as soft skill training on ethics, Leadership, Communication, Yoga and Meditation.



Health & Wellness



Gender Sensitization

Other Trainings and Workshops:

Due to Covid-19 Pandemic many Trainings on Health & Preventive Measures were conducted in Online Mode for the officials and staff of GST Zones Chandigarh and Panchkula. In addition, trainings and workshops were conducted on Gender Sensitization, Right to Information, Implementation of E-office, GSTAM /EA-2000 / Audit / Accounts, TDS under GST/Income Tax for DDOs, Vigilance Matters for

IOs/POs/DAs and Planning for Retirement. Two APAR based Online Trainings on FEMA and PMLA were also conducted in which 179 Group A Officers on Pan-India basis participated.



Training on RTI Act



Training on FEMA & PMLA



Training on Vigilance



Training on Prevention of Wildlife Trafficking

DETAILS OF TRAININGS CONDUCTED BY NACIN CHANDIGARH DURING 2020-21

- **Induction courses conducted by NACIN during 2020-21:**

S.No	Induction course for	Duration	Date/s	No of officers participated	Man-Days
1	Executive Assistants/TAs/LDCs	02 weeks	15.06.2020 to 26.06.2020	25	250
2	Executive Assistants / TAs / LDCs	02 weeks	05.01.2021 to 19.01.2021	46	460

- **Major subjects on which trainings were conducted by NACIN, Chandigarh:**

Subject	No of trainings conducted	No of officers attended	Man-days
GSTAM/EA-2000/AUDIT/Financial Accounts	08	864	4120
Health Management Workshop	08	1143	1103
Implementation of e-office	09	2299	3989
GST Refresher / GST Returns / Training on GST / E-Invoicing	08	743	2034
Customs	05	263	263
Search, Seizure & Arrest under GST	02	157	471
Planning for Retirement	01	14	42
Data Interrogation Techniques using Ms Excel	01	105	315
Vigilance Matters for IOs/POs/Das	01	65	65
Right to Information Act	02	109	109
Introducing Vernacular Language : Punjabi	1	27	729

- **Training on GST Refresher and GSTN conducted by NACIN, Chandigarh:**

	No of trainings conducted	No of officers attended	Man-days
Departmental officers	03	100	431
Officers of other department/ states GST officers		197	661

- Gist of total training conducted by NACIN, Chandigarh:**

Total no of trainings conducted	No of days of training	No of officers attending the training	Man-days
54	191	6115	15334

No. of officers trained – Group-wise/ Department-wise:

	Group-A	Group B	Group C	Total
Departmental officers	982	3276	855	5113
Other Departments officers	502	500	0	1002

ZTI CHENNAI

ZTI, Chennai is located at Plot No.3/86-E, Ambattur Industrial Estate, Chennai – 600 058 (in 3 floors). The Academy spanning an area of about 18,270 sq.ft has two Lecture halls (with 70 and 40 seats), one Computer Lab (22 systems), one Conference Hall, one canteen, etc. with rest rooms in each floor. It has enough parking space, Diesel Generator Sets for power back up, apart from open lawns in the first and second floors, thereby complementing an ambience for a training academy. NACIN, Chennai is having a Trainee hostel with mess facilities which is located at 30/2, Central Revenue Quarters, 15th Main Road, Anna Nagar, Chennai 600 040 which is about 3 km away from the Academy. There are 48 rooms (in 4 blocks), out of which 32 rooms are Air conditioned. A Guest

House with 4 independent air-conditioned rooms to accommodate Senior Officers are housed and an Officers' mess is located at 505/1 & 505/2 of central Revenue Quarters. A lab with 22 Computer systems is functioning in NACIN, Chennai, and is used for imparting various computer-assisted training programmes viz. Computer Based Training (CBT) on Drug Law, EDW, CAAP Audit, ACES, e-TDS returns filing, Training on ERP packages such as Tally, Excel, SAP etc. Hardware such as thin clients, servers, printers etc. related to ACES was installed in the Lab. ACES WAN connectivity has been provided and hence trainings on ACES and other areas stated above can be provided in this lab. Back-end training for GSTN too was imparted using this lab.

ZTI, NACIN Chennai has over the years grown steadily and consistently. The table below shows a bird's eye view of the progress made over the years:

Year	At NACIN Campus		Onsite		Total	
	No. of courses	No. of trainees	No. of courses	No. of trainees	Courses	Trainees
2014-15	33	974	18	1259	51	2233
2015-16	72	1466	16	1081	88	2547
2016-17	83	4713	42	2621	125	7334
2017-18	118	4904	87	9277	205	14181
2018-19	94	3626	36	2318	130	5944
2019-20	63	2998	56	3917	119	6915
2020-21	175	15881	-	-	175	15881

A total of 175 online courses were conducted during the period 01.04.2020 to 31.03.2021 and 15881

officers have been trained. Due to the prevailing extraordinary situation on

account of COVID-19 pandemic resulting in nationwide lockdown throughout the year (2020-21) in one form or other, NACIN ZTI, Chennai conducted only online training sessions during the entire period, covering many new and unique training courses in order to help the officers of CBIC to cope up with COVID 19 situation as well as seamless functioning of the department without compromising the capacity building efforts in a safe manner. Out of these 175 courses, 33 courses were conducted on GST wherein 1987 officers were trained. 30 courses were conducted on customs wherein 2000 officers were trained. 36 courses were conducted on administration & Establishment topics, wherein 5779 officers were trained. 18 courses were conducted on IT wherein 1281 officers were trained. 12 courses

were conducted on sports and physical fitness topics wherein 724 officers were trained. 6 courses were conducted on soft skills topics wherein 545 officers were trained. 6 courses were conducted on for SGST Officers wherein 273 officers were trained. 7 courses were conducted for stakeholders on GST Topics wherein 725 stakeholders were trained. 5 courses were conducted for stakeholders on Customs Topics wherein 1326 stakeholders were trained. A total of seven (07) Mandatory trainings were conducted where 492 officers were trained. The remaining trainings covered topics as retiring officers' course, GST Outreach for colleges, appreciating Indian classical music, water conservation and Tamil Vernacular language training course.

GST Training courses:

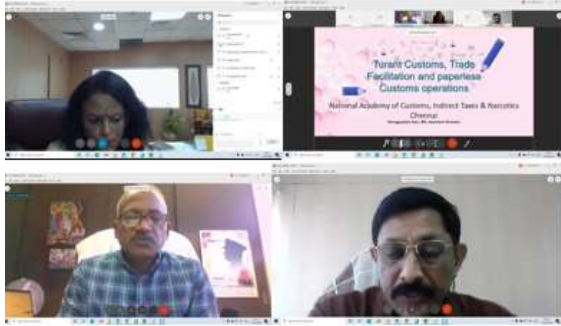
- ❖ As mentioned above, 33 courses on GST have been conducted by NACIN, Chennai which include trainings on working from home through GST Applications, Data Analytics using GST returns, Updates / changes in GST Legislation, processes and legal updates during lockdown period, Refund mechanism in GST – Latest changes in Legislation and process, Offences and penalties and other deterrent actions under GST, Course on GST for Appeals, Block and Restricted credits under ITC, , Valuation in GST under Special Circumstances, GST Audit Training for 10 days, Place of Supply under GST, exception situations and Impact, Importance of contract Act 1872 and sale of goods Act 1930 for GST compliance, Important decisions by AAR & other courts and Analysis, Intelligence & Investigations of cases in GST, Assessment under GST, , Classification in GST, Reversal of ITC on common credits, disputes and case studies, Reconciliation & Analysis of Annual Return, GST refunds backend process – Superintendent's dash board prospective, Anti-evasion measures including inspection/search/Seizure/arrest and Recovery of Arrears under GST.



“Intelligence Gathering using GST Backend Modules” on 08.12.2020 taken by Ms. Supria Chandran, IRS, Assistant commissioner, GST Chennai Outer. 207 Officers attended the session.

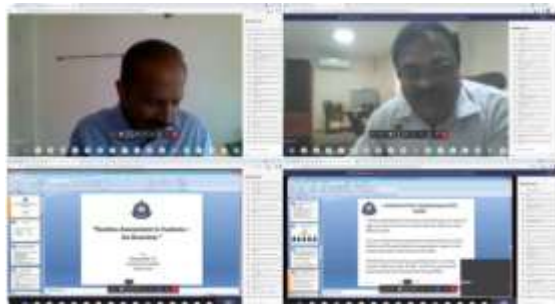
An Online training session on

- ❖ Out of the above 33 mentioned, the Sector specific GST Courses conducted are Impact of GST on Media entertainment and film industry. Impact of GST on GTA / Travel and Transportation and Tourism, Impact of GST on Works contract – Housing sector, Impact of GST on Tourism, Hotel Accommodation sector and catering services, GST Sector Specific Banking/Financial/Insurance Services, impact of GST on Medical Sector and GST impact on textiles sector.
- ❖ A Faculty Development Programme for SRM University and Student's webinar for SRM University were conducted on request for GST Awareness program.
- ❖ GST Training courses held for SGST officers include Training on Sector Specific Topics on GST for Officers of Pondicherry SGST for 5 days and Online GST Training for Puducherry - GST Audit and Risk Factors for three days.
- ❖ As mentioned above, 30 courses on Customs have been conducted by NACIN, Chennai which include Faceless Assessment in Customs, FEMA, PMLA and Trade based Money Laundering, Cartagena Protocol on Bio – Safety, Assessment of Imported Goods, Passenger Clearance at International Airport, Import & Export Examination, Emerging tech in Customs, Green Customs, Assessment of Second hand machinery under customs Valuation, Brand rate fixation, Deterrent provisions in Customs-Summons/Search/Seizure/Arrest, Anti Money Laundering and combating Financial Terrorism, Assessment of Automobile Imports and its accessories, CORATAR, 2020, Audit in Customs, Provisions relating to Wildlife Act, SCMTR, NDPS- Drug laws, Assessment & Examination of Textiles, Transfer pricing, Sampling procedure, Intellectual Property Rights, Intelligence & Investigation of anti-smuggling cases and commercial frauds, Air passenger information system, Overview of Central Revenue Control Lab (CRCL), Role of customs in wildlife protection Act, 1972 & various modus operandi. Role of customs in implementing CITES, how to draft a good SCN and Faceless Customs.



Session on Demo on ICEGATE Trade

WCCBHQ Southern Unit in association with NACIN, Chennai, organized an online Sensitization Program for #Customs officials on 14.10.20. Participants were sensitized on illegal wildlife trade, modus-operandi & tips for identification of wildlife products.



NACIN Chennai conducted an online training program on 'Faceless Assessment' on 24.03.2021. It was attended by 178 Officers.

An online training session on "Data Analysis and Data Mining" on 17.02.21 by Shri P. R. Srinivasan, AD(DG Systems) Chennai. It was attended by 51 Customs officers.



- ❖ The GST courses conducted for stakeholders includes GST Impact on educational institutions, e-invoicing under GST - Procedures and Impact for MCCI Chennai and for Hosur Industrial Estate Association, e-invoicing in GST in coordination with AIEMA, CBIC's QRMP Scheme in coordination with DGTPS for MCCI, Restrictions & Misconceptions of Rule 86B and Outreach programme for CODISIA, Coimbatore on QRMP+ e-invoicing and HSN Compliance in co-ordination with DGTS. Similarly, courses were conducted on customs topics, which include Turant customs, Trade facilitation and paperless Customs operations for MCCI, CAROTAR for FFAI, and MOOW for MCCI.



NACIN Chennai conducted an outreach program in coordination with DGTS Chennai for CODISIA on QRMP, e-Invoicing, HSN obligations on 26.3.21. 176 stakeholders participated in the program.

NACIN Chennai conducted an outreach training program on 05.01.2021 on “e-invoicing in GST” in coordination with AIEMA. Sessions were taken by Shri Venugopalan Nair, IRS, AD & Shri R Srivatsan, AAD. 63 stakeholders attended the sessions.



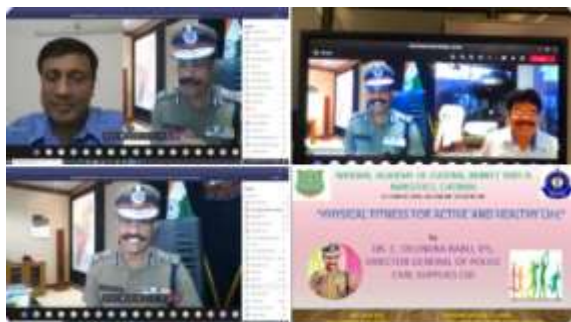
NACIN, Chennai conducted an outreach webinar–GST impact on Educational Services for the Assn. of CBSE schools on 31.10.2020. Presentations were made by Shri. Venugopalan Nair, AD & R. Srivatsan, AAD. Around 142 members participated.

- **Unique Programmes:**

- ❖ As most of the Newly recruited Inspectors of GST were from non-Tamil speaking area and to facilitate them to understand the local language and culture, ZTI, Chennai conducted a series of Tamil language course in order to help officers to have a grip on the vernacular language of Tamil Nadu, which would in return

facilitate them with better communication with Taxpayers and ensure seamless official work. The series of classes were conducted weekly. Every Friday, Tamil language class was conducted for the non-Tamil speaking officers, from 09.10.2020 to 29.01.2021. Around 245 officers participated regularly. The same was appreciated by chairman in his weekly newsletter dt: 12th October 2020.

- ❖ NACIN, Chennai has uniquely developed an in-house software for cataloguing and management of books in the library and has been hosted online through mobile Application. This will enable the officers across the formations to access the library from remote locations and place order for it online. The book will thereafter be sent to them through courier on a nominal charge if they cannot collect themselves. This effort was appreciated by chairman in his weekly newsletter dt: 11th January 2021.
- ❖ NACIN Chennai also organized Motivational training sessions with Eminent speakers and inspirational celebrities as part of many training sessions this year. Distinguished and celebrated speakers like Smt. Bharathi Baskar, C Sylendra Babu, IPS, DGP, Tamil Nadu, Shri. M.S. Gupta, IPS, DGP (Madhya Pradesh) Retd. Olympian ANJU Bobby George, Noted Indian Environmental Activist Shri. Arun Krishnamurthy, renowned Neurosurgeon Dr. R. Girish, gave thought provoking lectures.



NACIN Chennai conducted a session on 'Physical Fitness for Active and Healthy Life' on 05.01.2021 inaugurated by Sh. Navneet Goel, Pr. ADG. Dr. C. Sylendra Babu, IPS DGP, Tamil Nadu addressed the gathering. 104 officers of GST & Customs attended the session.

NACIN, Chennai conducted an online session on 29.09.2020 on the topic 'LOCKDOWN DIARIES' by Smt. Bharathi Baskar, Director CITIBANK and famous Tamil Orator. 104 Officers of Customs & GST of Tamil Nadu and Puducherry attended and enjoyed the session.





session on 6th Oct 2020, inaugurated by Pr. ADG, Shri Navneet Goel, on the topic 'CRIME FREE BHARATH' by Shri M. S. Gupta, DGP (Retd). 61 Officers of Customs & GST of Tamil Nadu Zone attended.

NACIN Chennai conducted an online

NACIN Chennai conducted a 3 days online Training Course for Retiring Officers from 18.1.21 to 20.1.21. 42 retiring Officers of GST & Customs attended the course.



❖ **e-Office trainings and implementation at ZTI NACIN:**

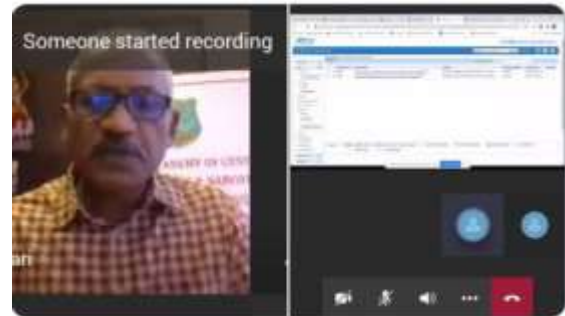
Ever since CBIC had launched e-Office, NACIN, ZTI, Chennai took the initiative to train all the officers on this new platform. A well-planned schedule was drawn and 4993 officers across the country were trained over a span of three months. This also includes some special all India sessions conducted for DGGI and DRI wherein 400 officers participated for two days. The training was conducted in such a manner that the officers were demonstrated with live work flow by the master trainers so that the participants comprehended their role clearly in the e-Office environment.

NACIN Chennai nominated EMD Managers in the 1st week of June, 2020 for e-Office purposes and the complex process of implementation of e-Office in all Departments of CBIC was initiated by the DG-HRD, New Delhi. Through the tireless efforts of the e-Office implementation team of this ZTI, by mid-July, 2020, NACIN, Chennai, had started practicing on the Training module of e-Office. On-boarding of e-Office in the live server was completed by NACIN, Chennai, by 28.07.2020. By procuring Digital Signature Certificates (DSCs) for all Group A officers and by the 2nd week of August, 2020, the DSCs were successfully configured in the e-Office environment. Subsequently, a major work of collecting and scanning old files, converting them into searchable pdf files as per the prescribed procedure, uploading these pdf files into the FTP servers of e-Office and finally migrating them to the e-Office environment of the concerned officers dealing with the said files, was completed by the 3rd week of November, 2020.



Striving towards making it paperless office, as part of Swachhta Pakhwada, started scanning files on 10 Sep to migrate to e-office thereby digitizing records & ending use of manual files & reducing accumulation of dust so as to provide a healthy office atmosphere.

NACIN Chennai conducted an online training session on 'e-office- Migration of files, Dispatch, DSC installation etc' on 8.10.2020. The session was taken by Shri Venugopalan Nair, AD, NACIN.



- **Special Courses on Administration & Establishment, Sports & Physical fitness, Soft Skills:**

Apart from the above mentioned courses, NACIN Chennai also conducted courses as Online training on Appreciating Classical Music, Yogic practices and benefits, Staying Healthy - The Natural way, Building Immunity through physical fitness, maintaining Mental Health and Boosting Immunity, Healthy Mind - Techniques and Benefits of Meditation, Conquering obesity through Naturopathy, Physical fitness for active and healthy life, Health and Fitness management, Webinar on Women wellness, Critical role of women in society, Gender sensitization, Sevottam, APAR, Activities requiring permission, intimation on movable properties and responsibilities, All about Disciplinary proceedings from employee perspective – suspension, revocation etc.



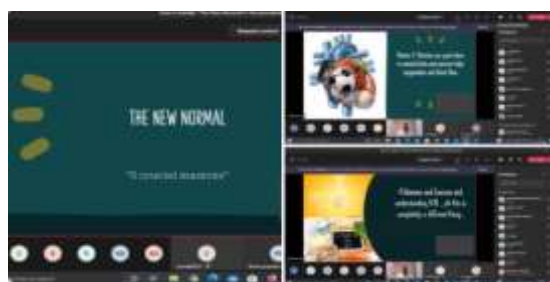
An online training session on "Conquering Obesity through Naturopathy" on 30.12.2020. The session taken by Dr. S T Venkateswaran, HOD- Govt. Yoga and Naturopathy Medical College Chennai.

A 2-day TOT program on SEVOTTAM was conducted by NACIN Chennai in coordination with DGTS on 17.12.20 and 18.2.2020 in which 150 Officers participated.



NACIN, Chennai conducted a webinar as part of “Vigilance Awareness week” on 2.11.2020. Sh. Navneet Goel, Pr. ADG NACIN gave Special Address. Sh. Mayank Kumar, Pr. ADG, DGoV, spoke on “Vigilant India-prosperous India” Sh. R. Rajasekhar, JD, DGoV gave a capsule on Vigilance Matters 55 officers attended.

NACIN Chennai conducted an online session on 9th Oct 2020 on the topic ‘How to handle 'THE NEW NORMAL' during this prevalent COVID situation’. Dr. Santhosh Jacob, Orthopedic Surgeon, addressed the session. Officers of Customs & GST, Tamil Nadu Zone attended.



- **Mandatory Courses:**

NACIN Chennai conducted the following mandatory courses throughout the 2020-2021 year; Online Mandatory training for Executive Assistants for promotion to the post of Administrative Officer, Mandatory training for the promotion of Inspectors to the grade of Superintendents GST, Mandatory training for the promotion of POs to the grade of Superintendents Customs, CLTS training, Canteen Staff Training, Three weeks Online Mandatory training for promotion of Examiners to the grade of Appraisers of Customs and Orientation training for newly promoted Assistant Commissioners.



1st Batch of 3-Week online Mandatory Training for Promotion of EO's to AO's from 01.02.2021 to 20.2.2021.



2nd Batch of 3-Week online Mandatory Training for Promotion of EO's to AO's from 1.3.2021 to 20.3.2021 Dr. Sylendra Babu, IPS, DGP delivered a guest lecture on the topic "Officer Like Qualities".



NACIN Chennai & Bangalore jointly conducted a one week 'Orientation Training' for newly promoted Assistant Commissioners on 24.02.2021. 140 officers from Commissionerates & Directorates in Tamil Nadu, Puducherry, Karnataka & Orissa participated.

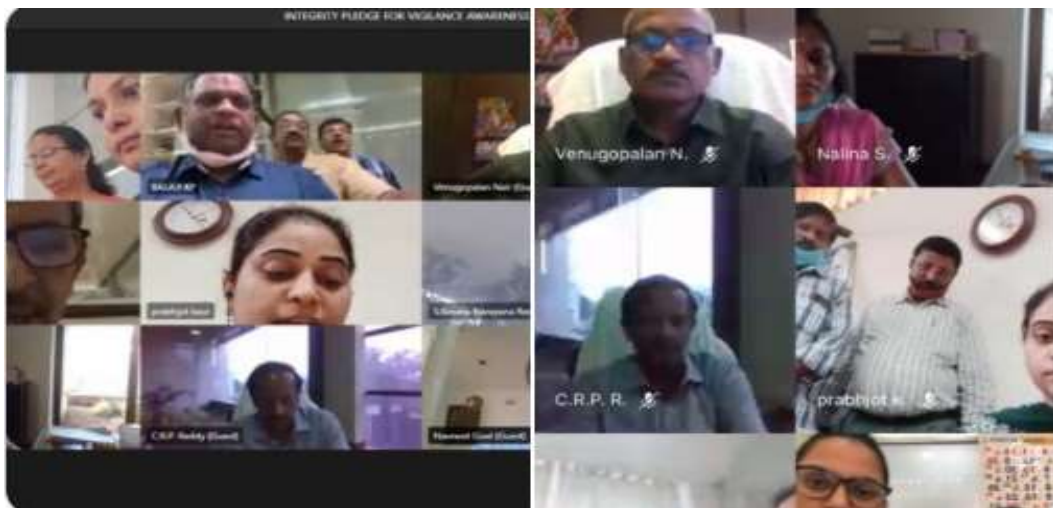


NACIN ZTI, Chennai conducted 3 weeks 'Mandatory training for promotion of GST Inspectors to Superintendents'. 185 Officers attended. The online training concluded with special address by Shri. Navneet Goel, Pr.ADG.

- **Examinations:**

Chennai ZTI has also been in the forefront of conducting departmental examinations. During the year four exams, two for promotion of Tax Assistants to Executive Assistants and two examinations for promotion of Executive Assistants to Inspectors were conducted. Question papers were set, sent to respective Commissionerate and exams were conducted. Later, the officers evaluated 1486 answer sheets and sent the results to respective Commissionerate.

- **Republic Day, Independence Day, Vigilance Awareness week, Pongal, Swachhta Pakhwada and International Women's Day:**



NACIN Chennai observed Vigilance Awareness Week from 27.10.2020 to 02.11.2020. Shri Navneet Goel, Pr. ADG, NACIN Chennai administered Integrity pledge to the officers of ZTI Chennai.



NACIN Chennai celebrated Pongal, 2021, the harvest festival of Tamil Nadu on 13.01.2021 with traditional fervour and gaiety.



NACIN Chennai conducted a free HealthCamp & an online session 'Health is the Birth Right of Every Woman' on 08.03.21 by Dr.JalajaRamesh,Sr.Consultant Diabetologist to mark the International Women's Day.



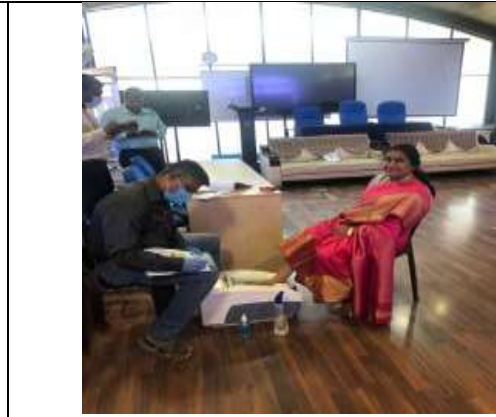
NACIN Chennai celebrated Republic day on 26.01.21 with the hoisting of National Flag by Sri SKN Reddy Addl. Dir. followed by felicitation of Sri Venugopalan Nair, AD, winner of Presidential Award & Cultural program of Patriotic songs and Costumes of India by Officers & Staff.



On 15.9.20 20, officers & staff of NACIN Chennai cleaned the premises of a Govt school in neighbourhood picked up plastic waste, got the Corporation to take away the waste & made the premises plastic free.15 tree saplings were also planted as part of Swachhta Pakhwada activity.



Republic Day 2021



Women's Day 2021



PONGAL CELEBRATION - JANUARY 2021

ZTI COCHIN



With the formal inauguration on 15.12.2014, NACIN Cochin, Zonal Campus, (then NACEN, Regional Training Institute) started functioning under the charge of an Additional Director General in October 2014 to meet the training needs of Central Excise and Customs, Kerala Zone with its services extended to the officers of Kerala State GST department and Union Territory of Lakshadweep as well.

After having functioned under the additional charge of ADG, Zonal Campus, Hyderabad till September, 2016. Dr. M. Mathew Jolly, Additional Director General took charge as the first independent Additional Director General of NACIN, Cochin. The present ADG, **Shri.**

Manish Chandra took charge of the Zonal Campus on 06.08.2019.

NACIN Cochin has acquired 3.5 acres of land in the hill station of Munnar for construction of its own ZTA (Zonal Training Academy) building. Boundary markers at the project site have already been put in place and the State authorities have confirmed that an access road up to the site will be constructed this year. Architectural designs are in the process of being finalised and construction of Boundary Wall is expected to commence in 2021-22. It is expected that in the near future the ZTA will shift there from its present location in Cochin (Ernakulam) where it operates out from a commercial building.

Performance of Zonal Campus, Cochin during F.Y. 2020-21:

Despite the numerous challenges encountered due to the COVID-19 pandemic, the Zonal Campus continued in its endeavor to provide high quality need based trainings to departmental officers, Kerala State GST officers and other stake holders including some specialized trainings as well as orientation courses for officers from the Indian Coast Guard. A total of 55 trainings were conducted during the financial year 2020-21 by NACIN, Cochin.

A. Total No. of Trainings held in the Financial Year 2020-21:

No. of Trainings conducted	No. of Participants (Departmental Officers)				Non-Departmental Officers
	Gr. A	Gr. B	Gr. C	Total	
55	205	1811	32	1843	436

B. Mandatory Trainings for Group B & C Officers:

S. No.	Name of the Course	No. of trainings held	No. of Participants
01	Mandatory Training for Administrative Officers for Promotion to the Grade of Chief Accounts Officer	01	30
02	Mandatory Training for Inspectors of Central Excise for promotion to the grade of Superintendent	01	98
03	Mandatory Training for Inspectors (Preventive Officers) for promotion to Superintendent of Customs	01	54
04	Mandatory Training for Havaldars	01	06
05	Mandatory Training for Examiners for promotion to the grade of Appraiser	01	13
	Total	05	201

C. GST Trainings and Workshops Conducted:

S. No.	Name of the Course	No. of trainings held	No. of Participants
01	Webinar on GST Best Judgement Assessment	01	110
02	Online Training on Value of Supply under GST	01	47
03	Online Training on GSTR 9: Annual Return under GST	01	236
04	Training on GST Audit for officers working in Audit Commissionerate	01	52
	Total	04	445

D. Training for Kerala State GST Officers:

Name of the Course	No. of Trainings held	No. of Participants
Online Training on GSTR 9: Annual Return under GST	01	232

E. Some Specialized Courses conducted at ZC, Cochin:

Brief details regarding few of the bespoke courses/trainings organised by the ZC, Cochin:

- i) Webinar on DIGIT (DRI Intelligence Gathering and Investigation Tools):** The training was organised for Customs officers across various Customs formations of India. Shri T.G. Kaushik, Deputy Director, DRI, Zonal Unit, Mumbai, who is also the Nodal Officer 'DIGIT' conducted the sessions which saw participation of **101** officers.
- ii) Workshop on Goods covered under BIS compulsory Registration Scheme:** In line with a similar training organized in the previous F.Y., the said training was conducted for the Customs Officers in association with the Bureau of Indian Standards. A total of **81** officers participated.
- iii) Training on specialized subjects and various Allied Acts for Customs Officers:** Keeping in view various specialized subject areas being dealt by the field

officers of Customs, various training courses were organised for all India Customs officers including subjects like – Role of Customs Officers in IPR Enforcement, Provisions of Plant Quarantine, Provisions of Drugs and Cosmetic Acts, Provisions of FSSAI Act, Provisions of Hazardous and Other Waste (Management and Transboundary Movement) Rules and Provisions of Insecticides Act, Classification of Textiles, Combating Illicit Wildlife Trade and role of Customs.

- iv) **Webinar on Bringing Pets to India by Individuals:** An outreach program on the said subject was organised for the awareness of general public, especially the NRIs, who are interested in bringing their pets to India. The session saw participation of **60** individuals wherein their queries related to bringing pets were also addressed.
- v) **Webinar on Sending of Gifts by Individuals to India via Post/Courier:** With the purpose of creating awareness regarding sending gifts by individuals to India, an outreach program was conducted by the Zonal Campus.
- vi) **Training in Customs for Indian Coast Guard Officers:** In pursuance to the institutional arrangement in place between NACIN Cochin and the Indian Coast Guard (ICG) with respect to providing training for each other's officers, the Zonal Campus conducted training for **60** Officer Trainees of ICG. A similar 3-day course was also organized for **14** subordinate officers of ICG in the month of March, 2021.
- vii) **Training on Strategic Trade Control Enforcement (STCE):** An online training program on provisions of STCE was organized for Customs officers. **12** Officers attended the said training.



Indian Coast Guard Trainees during a session at NACIN ZC, Cochin



Group Photo of the Trainees along with the Course Director and other Officers

- **Details of Infrastructure available with ZC, Cochin:**

NACIN, ZC, Cochin has presently rented two floors at M.T. Plaza, Kaloor- Kadavanthra Road, Cochin. A permanent campus is planned to be built at Munnar, Kerala for which the land/plot has already been acquired and the construction is due to begin soon.

The ZC has two training halls, one with a capacity of accommodating **50** trainees (extendable up to 80) and the other one has a capacity to host a maximum of **35** trainees. Both the training halls are equipped with state-of-the-art technologies like ultra-short throw projectors, high-speed internet connection, air-conditioned halls, well suited sound systems, etc. Last year, a fully equipped Computer Lab, having a total of 30 systems (15 GSTN plus 15 normal computers), was made functional in order to provide hands-on training on GST Backend Application to the participants besides conducting courses on topics such as MS Word, MS Excel, etc. Also, a fully operational Video Conference facility is available in the campus. The library setup in the campus has seen new additions like books on departmental subjects, general subject areas, motivational books, history books, etc. to name a few. These are readily available for the use of trainees, faculty and officers/staff as well. The Academy has a pantry area having facilities like fridge, microwave, etc. for the office staff.



Video-Conferencing (VC) Room at NACIN, ZC, Cochin



Departmental Officers during a session at Computer Lab at NACIN, ZC, Cochin

ZTI DELHI

The Regional Training Institutes (RTI) under NACIN were came in existence in 1996. The RTI Delhi was given the responsibility of training the officers of CBIC and Narcotics from North Zone comprising of the states of J&K, Punjab, Haryana, Rajasthan, Himachal Pradesh and Delhi. Over the years, RTI, NACEN has been successfully conducting professional training of the Group A, B & C officers. The RTI Delhi was located at Pushp-Bhawan, Madangir Road, Delhi.

With the introduction of GST and consequent reorganisation of field formations of CBIC, the RTI has been re-designated as the Zonal Training Institute (ZTI) with its jurisdiction over the State of Haryana and the NCT of Delhi. The Institute also provide training support to the State GST Official, Central Public Sector Enterprises, Central Autonomous Bodies and other organizations in specialised and general areas. In order to improve the training facilities, the ZTI was shifted from PushpBhawan to NBCC Plaza, PushpVihar, Sector-5, Saket, New Delhi. It is now located in a fully air-conditioned building with state of the art classroom halls. It has 1 lecture hall, 1 computer lab, 1 conference room with video-conferencing facility, 1 library and a cafeteria.

The ZTI, Delhi is headed by the Principal Additional Director General, who is assisted by a Joint Director, one deputy

director & two Assistant Directors and other subordinate staff.

Highlights of 2020-21:

➤ **ZTI Delhi** is committed to impart quality training to officers of CBIC. To impart effective and efficient training, ZTI Delhi regulatory review its course modules and curriculums in terms of capacity building for present requirements and future challenges. The focus of our organization is to make training worthy and object oriented. For this, we approach all faculties and explain them about requirement and aim of the sessions.

➤ Henry Ford has wisely said, *“Coming together is a beginning. Keeping together is progress. Working together is success.”*... when there is teamwork and collaboration, wonderful things can be achieved.” Now a days the role of the department officers is changed. We as a department are executer, enforcer and facilitator as well. Keeping this in mind, ZTI focus on Ethics, Integrity, Soft skills to improve cohesiveness, teambuilding and fraternity among officers.

➤ Under the guidance of **Sh. Madan Mohan Singh. Pr. ADG**, written Exam & Viva Voce is introduced in Induction or

Mandatory courses for completion of training. Along with this, team building exercises and group activity programmes were introduced in curriculum to polish the skills and reduce monotony among the trainees. ZTI Delhi also focus on the real time requirements of officers at ground level. Therefore we manage one day training on **X-Ray Screening** in coordination of

CISF during Induction courses of Inspector so that officers can become familiar with scanning process.

- During the difficult time of covid-19 during FY-20-21, NACIN ZTI Delhi immediately switched the training courses to Online Platforms like Webex & Microsoft Teams and completed all the trainings as per schedule.



72nd Republic Day Celebrations

- During FY 2020-2021, total 2 Induction course have been organised for Inspectors. The duration of both the Induction courses was 12 weeks. Total 138 Inspectors successfully completed Induction course.
- Out of these 138 officers, 47 Inspectors (selected through SSC CGLE 2017) had been posted after completion on their Induction training only.

- Written exam and Viva-voce have been conducted for both the Induction courses and completion certificate has been awarded to the participants after passing the exams.
- 2 Weeks Induction Course for newly joined Tax Assistants (through SSC CGLE-2017) has been organised by ZTI, Delhi on Virtual mode.



Online classes taken by Sh PVS Meena (Joint Director, NACIN)

- After new RR for promotion to the grade of Superintendent, a 3 week training course was organised in the month of September, 2020 where 59 Inspectors completed the training.
- 2 weeks Mandatory training of Executive Assistants for promotion to the grade of Administrative Officer was organised in the month of June, 2020. Total 17 Officers have successfully completed the said course.
- One week Orientation Course for newly promoted Group A Officers from Group B has been conducted in the month of March, 2021. A total of 76 Officers from Delhi zone and Panchkula zone have successfully completed the training.
- ZTI, Delhi has felt that Ethics, Integrity and Vigilance matters are most essential for a government employee. Therefore 2 days online training was organized for IOs/ POs of GST Delhi zone, Customs and Customs Preventive zone Delhi, GST Panchkula zone.

- ZTI Delhi has conducted a 04 days course for State GST officers of Haryana and Delhi. Total 68 Officers joined the session.
- Customs officers are the sentinels of the borders and have been rendering service to the nation by preventing smuggling of gold, narcotics, currency etc. along with this officers at Airports are the public face of Department as well as Government of India on the broader view therefore **courses on IPR and Authorized Economic Operator have been organised.**
- To tackle and identify the cases of Fake invoices, NACIN ZTI, Delhi conducted course on Data Analysis in GST for Group A& Group B Officers. Total 31 officers have joined the session.
- As CBIC has introduced e-office in the FY 2020-21. NACIN, ZTI, Delhi has organized many sessions on e-office to train the officers of the Delhi & Panchkula Zone. Total 1362 officers has been trained on e-office. Also NACIN, ZTI, Delhi has moved all the work of this office to e-office platform.
- ZTI Delhi has organized one month course for Junior Intelligence Officers who have joined NCB from various paramilitary forces. Total 45 officers have successfully completed the courses.



- After new RR for promotion to grade of Administrative Officers, a three weeks course for Executive Assistant has been organised for 60 officers from 27th January to 14th February, 2020.

• **DETAILS OF TRAININGS COURSES HELD BY ZTI DELHI DURING 2020-21:**

A- “Induction Courses & Mandatory Courses”

Sr. No.	Name of the Course	No. of trainings held	No. of participants
1.	Induction course for Inspectors	02	138
2.	Mandatory Training Course for promotion to the grade of Superintendent	01	59
3.	Mandatory training Course for Executive Assistants for promotion to the grade of Administrative Officers	01	17
4.	Induction course for Junior Intelligence Officers of Narcotics Control Bureau (in collaboration with NCB)	01	45
5	Induction course for Tax Assistant	01	22
6	Orientation Course for newly promoted Asst Commissioners	01	76
	Total	07	357

B- GST Trainings and Workshops conducted by the ZTI, NACIN Delhi

Sr.No.	Name of Course	No. of Trainings held	No. of officers participated
1.	4-days GST refresher course (One course was organised for State GST officers of Delhi and Harayana)	01	68
2.	Refund in GST, Process and Latest Development	01	24
3.	TDS and TCS in GST	01	23
4.	e-invoicing in GST	01	43
5.	Course on GST Data Analytics	01	31

6.	GST Related compliance relief measure during lockdown	01	89
7.	TDS in GST	01	33
8.	Supply, Scope of Supply, Composite and Mixed Supply	01	39
9.	GST Return Mechanism, New Challenges during Lockdown	01	23
	Total	09	373

C- Trainings on Customs for officers posted in various formations such as New Custom House, Indira Gandhi International Airport etc.:-

Sr. No.	Name of Course	No. of Trainings held	No. of officers participated
1.	Customs Valuation Rules Pt-I	01	17
2.	Customs Valuation Rules Pt-II	01	17
3.	Course on Green Customs	01	11
4.	Show Cause Notice and Adjudication Orders	01	22
5.	Resolving Customs related issues and facilitation IGST refund during Lockdown	01	60
6.	Foreign Trade Policy and Procedure	01	50
7.	Valuation and Project Import	01	15
8.	Course on CAROTAR	01	121
9.	Course on Authorised Economic Operator	01	54
	Total	09	367

D- Miscellaneous courses on other topics:

S. No.	Name of the Course	No. of trainings held	No. of participants
1.	Mental Wellness and Pursuit to Happiness	1	37
2.	GeM and upcoming features in GeM 4.0	1	52
3.	Bhavishya Portal	2	80
4.	Prevention and Control of wildlife trafficking	1	26
5.	Gender Sensitization and Women Empowerment	1	27
6.	Course on Inspection, Search, Seizure & Arrest	1	35

7.	Course on e-Office	4	1368
8.	Course on Demand & Recovery	1	24
9.	Cyber Forensic Tool, SOP for extracting electronics evidance	1	29
10	Course on Vigilance , Disciplinary proceeding	1	33
11	Mental Wellness and Pursuit to Happiness	1	43
12	Ethics, Integrity and Vigilance	1	24
13	2 days course for IO/PO	1	16
14	Commercial Frauds under CA 1962, related provisions, Investigation tools under CA 1962	1	13
	Total	18	1801

ZTI HYDERABAD

Regional Training Institute, NACEN, Hyderabad was proposed vide letter F. No. 395/119/99-FTT dated 13.11.2001. Regional Training Institute (RTI), Hyderabad was set up in November, 2002. Subsequently RTI has been upgraded as Zonal Training Institute with effect from 01.07.2017. Presently, the ZTI has been renamed as NACIN Zonal Campus and it is functioning in the 1st Floor, Krishna Block of Dr. MarriChanna Reddy Human Resources Development Institute, Road no. 25, Jubilee Hills, Hyderabad since 01.04.2015.

This Institute is a center of excellence for Human Resource Development, enhancement of knowledge, skills and competencies of officers working in Telangana states covering the Commissionerates of Hyderabad, Secunderabad, Medchal, Rangareddy, Audit, Appeals and Hyderabad Customs.

OBJECTIVES

- To enhance skills, knowledge & understanding of law, procedures &

practices relating to Central Excise, Customs, Service Tax and Narcotics.

- Conduct soft skills courses like stress management, time management and communication skills, to usher a paradigm shift in work culture.
- Conduct Mid-career training programmes for officers
- Conduct general courses to benefit the retiring officers.
- Strengthening the training faculty by attracting the best talent by training the trainers.
- Prepare comprehensive study material for enhancing course content.
- Upgrade the training infrastructure.
- Innovation in training
- Comprehensive Induction training to new recruits.
- Capacity building training to the promoted officers.
- Organizing interactive seminar/workshops on Specialized Areas.

Trainings courses conducted during last three years

Year	No. of Courses conducted	No. of Participants	Category of Officers	Others

		(Departmental officers)	A	B	C	
2018-19	91	1362	267	1030	65	63
2019-20	71	1251	159	1015	77	200
2020-21	62	2915	496	2219	200	23

DETAILS OF TRAININGS CONDUCTED BY ZC, HYDERABAD

Details of Capacity Building & Human Resource Development measures adopted by this Zonal Campus is as under:

a) Induction Training Courses:

Induction training course for newly recruited/promoted Tax Assistants of Central Tax and Customs.



Shri Ramesh Kumar Raman, ADG, NACIN, Hyderabad inaugurating the Induction course for Tax Assistants of Hyderabad Zone.

- One week training course for Officers promoted from Group 'B' to Group 'A'.
- Mandatory training for the promotion to the post of Superintendent.

b) Goods and Service Tax:

- Three CBIC GST Back-end Refresher Trainings were conducted.
- Course on GST Audit (including Tally, SAP & other ERP software).
- Three GST Refresher Courses were conducted.
- Course on issue of Notice/Drafting of SCN, Adjudication procedure and Judicial Procedures in GST including Appeals, coordination with SDRs.
- Course on Recovery of Arrears & NCLT/IBBI Procedures.

- Workshop on Analysis of GST Frauds involving Fake Invoices & IGST Refunds.
- Workshop on GST provisions for Real Estate Sector/Works Contract
- Course on ITC in GST and its Verification Process
- Workshop on Allied Acts such as Cr.PC/ IPC/ CPC with relevance to Indirect Tax provisions
- Reading Financial Statements & Cost Accounting
- Concept of Supply/ Time of Supply, Place of Supply in GST
- Course on GST Assessment with focus on best judgment Assessment
- Workshop on Field checking of E-Way Bill (by State GST Officers)
- GST Outreach Programme for Trade & Practitioners
- Workshop on GST provisions on e-Commerce

c) Customs:

- Course on Customs Law & Procedures including Allied Acts (For newly posted officers to Airport, Air Cargo & ICD/CFS).
- Course on Refunds on IGST -Customs
- Workshop on Trade Facilitation.
- SEZ's & Role of Customs Officials.
- Workshop at NIPHM, Hyderabad for Customs officers
- Training for Customs Officers posted in Export Promotion Division (EPD)
- Training for Customs Officers posted in Foreign Post Office (FPO)

d) Administration:

- Refresher Course on Administration/Accounts/Establishment
- Two Workshops on GeM and E-Procurement
- Two Workshops on RTI
- Course on official language – Hindi

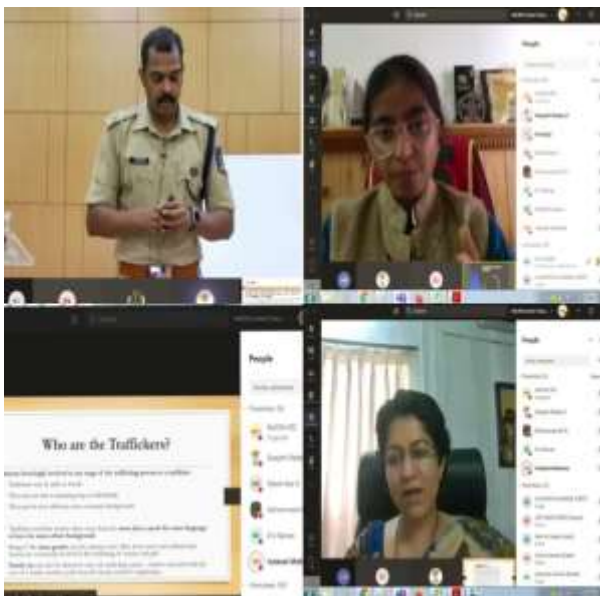
- Workshop for IO's/ PO's (Vigilance)
- Workshop on Gender Sensitization/ Harassment at work place (POSH)

e) Courses on Soft Skills & Human Resources Training & Development:

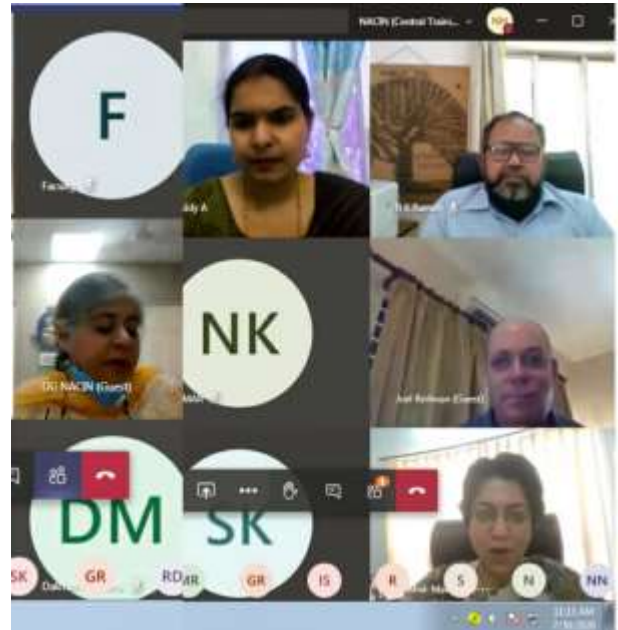
- Workshop on Time Management & Stress Management
- Course for Retiring Officers
- Workshop on IT Skills including Advanced Excel
- Workshop of making effective presentation
- Workshop on Soft Skills & Personality development
- Workshop on Leadership & Motivation

g) Other Niche Workshops:

- Workshop on Cyber Forensics
- Workshop on Human Rights & Human Trafficking



Dr. Sunitha Krishnan, Founder of Prajwala NGO addressing the participants on World Day against Trafficking in Persons on 30.07.2020



Mr. Joel Reifman, U.S. Consul General in Hyderabad & Ms. Neeta Lal Butalia DG, NACIN, Faridabad during inaugural session of Workshop on Human Rights & Human Trafficking

- Course on Personal Financial Planning for CBIC Officers
- Online Workshop on Physical, Emotional & Mental well being
- Workshop on Stress & Reproductive Health
- Online Workshop on Behavioural Change Interventions & Stress Management to cope with COVID-19
- Online Workshop on Individual, Family & Interpersonal coping with COVID-19

f) All India Workshops:

- All India Workshop/Seminar - Sharing of Information/ Modus Operandi on Evasion prone Industries/goods.
- Course on Implementation of Sevottam - New Service Quality Manual & Citizen Charter.

➤ **Training in Vernacular Language – Telugu:**



Ms. MallikaArya, Chief Commissioner of Hyderabad Zone & Shri Ramesh Kumar Raman, ADG, NACIN, Hyderabad during the valediction of Training in Vernacular Language – Telugu

➤ **Workshop to combat Illegal Trade in ODS under HPMP stage-II**



Participants attending the Workshop to combat Illegal Trade in ODS under HPMP stage-II

• **Training Innovations Development of e-learning modules:**

As a part of training innovation-learning module on Export Import documentation, Export Promotion Schemes, Arrears Recovery.

NACIN has been designated as Nodal Agency to impart Computer Based Training (CBT) on Drug Law Enforcement to CBIC as well as all related central and state enforcement agencies. Accordingly, training courses are conducted by Zonal Campus, Hyderabad.

- **Details of infrastructure available with the Zonal Campus:**

Construction of NACIN, Zonal Campus and Guest House cum Transit Accommodation is underway at Attapur. Structure with brick work is completed, finishing works are in progress.

Training Block



Admin Block



Hostel Block



Staff Quarters



ZTI JAIPUR



FRONT AREA

NACIN Zonal Campus, Jaipur came into existence in June 2017 at Jaipur, a city famously known as the Pink City, to cater to the training requirements of officers and staff of CGST and Customs Zone, Jaipur. The Academy is located in an impressive seven storey building which comprises of a well-designed reception area, two lecture halls each with seating capacity of 50, one computer lab, conference hall, library, indoor games area and a cafeteria. In an endeavor to provide best facilities to the officers, the training halls have been equipped with the latest teaching aids. The interior of the building has been done aesthetically. Five Asoka trees in a row, each reaching to a height of 40 ft. and systematic plantation both in the outside area and inside has added a serene

look to its ambience. Some pictures shown here give a glimpse of the Zonal campus:



PT MADAN MOHAN MALVIYA LECTURE HALL-I



DR. SARVAPALLI RADHAKRISHNAN LECTURE HALL-II



DR A P J ABDUL KALAM COMPUTER LAB



CONFERENCE ROOM



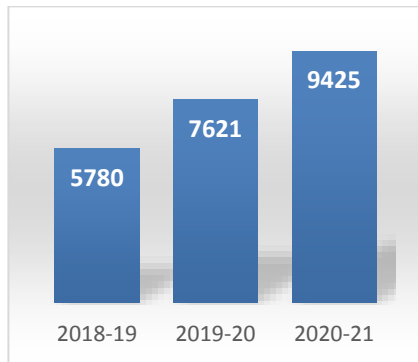
LIBRARY



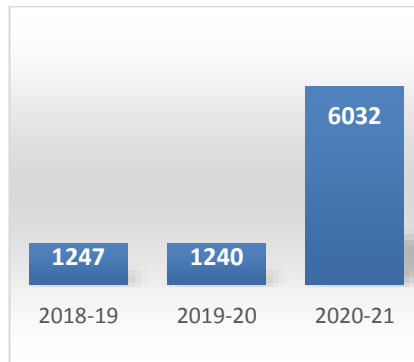
CAFETERIA

TRAININGS CONDUCTED DURING THE YEAR 2020-21:

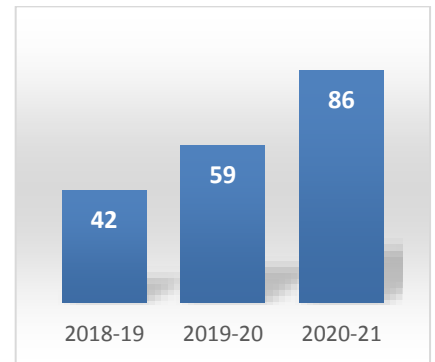
During the year 2020-2021, NACIN Jaipur organized 87 training programs involving 9425 man days and in which 6032 officers were trained. The performance of NACIN since 2018-19 is as follows:



(A) MAN DAYS OF TRAINING



(B) No. OF OFFICERS TRAINED



(C) No. OF TRAININGS CONDUCTED

In the current scenario with a view to contain spread of COVID-19 pandemic, NACIN, Zonal Campus, Jaipur is organizing training through online platform for the officers and the staff of Jaipur Zone.

MANDATORY TRAINING OF INSPECTORS FOR PROMOTION TO THE GRADE OF SUPERINTENDENT:

A three weeks Mandatory Training of Inspectors for promotion to the Grade of Superintendent was organized via online mode for the Inspectors of CGST Jaipur Zone from 21.09.2020 to 09.10.2020 in which 61 officers participated. Looking to the paradigm shift in their roles and responsibilities, this training primarily focused on intense sessions on leadership qualities and Change management.

GANDHI JAYANTI CELEBRATION AT NACIN JAIPUR:

A Quiz focusing on "Gandhi ji's life, ideals and his role in freedom struggle" was also organized in which 61 Inspectors undergoing Mandatory the training participated.



TRAININGS IMPARTED ON GST:

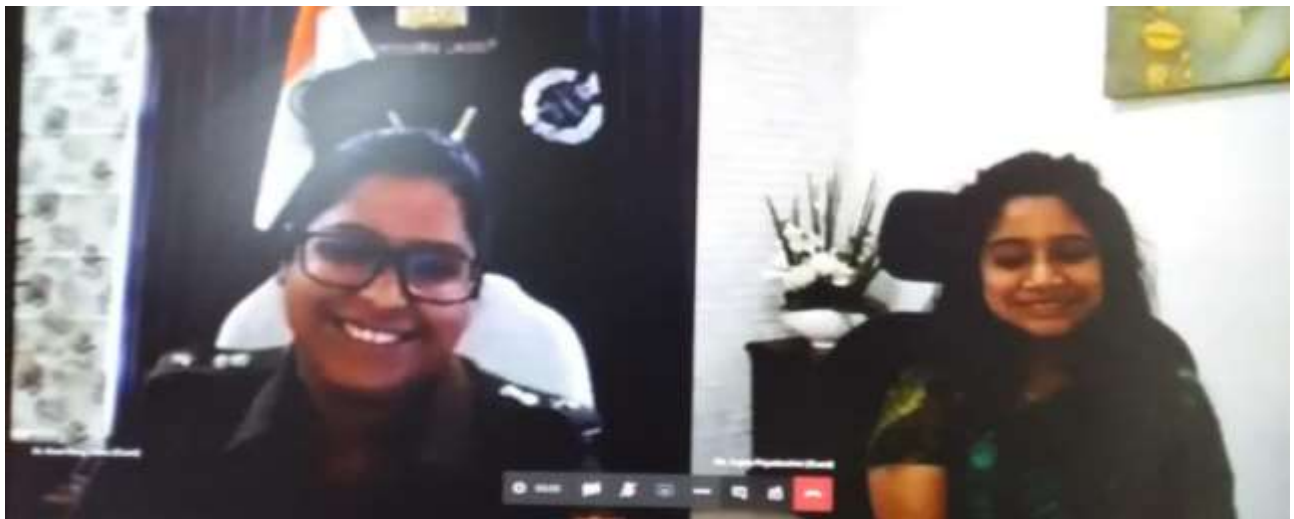
NACIN, Jaipur organized 28 trainings involving 4147 man days on GST in which 2803 officers of CGST & SGST participated. Out of 28 trainings 07 Outreach GST training programs conducted by this office in which 1398 students and staff participated. The GST Outreach programs were organized at the following Colleges/ Educational Institutes:-

1. Maharshi Dayanand Law College Jaipur (Raj)
2. Dr. B. R. Ambedkar Govt. College Mahawa, Dist. Dausa (Raj)
3. Bhupal Nobles College of Pharmacy, Udaipur (Raj.)
4. Government Girls College, Jhunjhunu (Raj.)
5. Lal Bahadur Shastri College, Ganora, Banswara (Raj.)
6. Rural Management Campus, Jaipur (Raj)
7. Department of Management Studies in Jai Narain Vyas University, Jodhpur (Raj.)



WORKSHOP ON INTERNATIONAL ANTI-CORRUPTION DAY:

On the occasion of International Anti-Corruption Day an online workshop was organized for the officers of CGST Jaipur Zone, in order to raise awareness about corruption and of the role of Convention in fighting and preventing it with intent to provide an insight about corruption and the measures need to be taken to become accountable and responsible officers.



WORKSHOP ON MANAGEMENT OF POST COVID-19:

A one day online Workshop on "Road to Recovery" Management of post Covid-19 Compilation for the rehabilitation of officers of CGST Jaipur Zone who have been infected with COVID-19, in which 53 officers participated.



WORKSHOP ON CYBER OPERATIONS, INTELLIGENCE GATHERING AND DIGITAL FORENSICS:

An online workshop on Understanding Cyber Operations, Intelligence Gathering and Digital Forensics with special reference to Indirect Taxes was organised on 10.03.2021. The special needs of the officers handling of digital evidences and Importance of Botnet & Malware free Digital Equipments with special reference to Cyber Swachchta Kendra was catered to in the workshop. The officers were trained to improve their skills in the field of forensics and to acquire new techniques for intelligence gathering of information lying on electronic / media devices to detect tax evasion.



WORKSHOP FOR WOMEN EMPLOYEES ON THE OCCASION OF INTERNATIONAL WOMEN'S DAY:

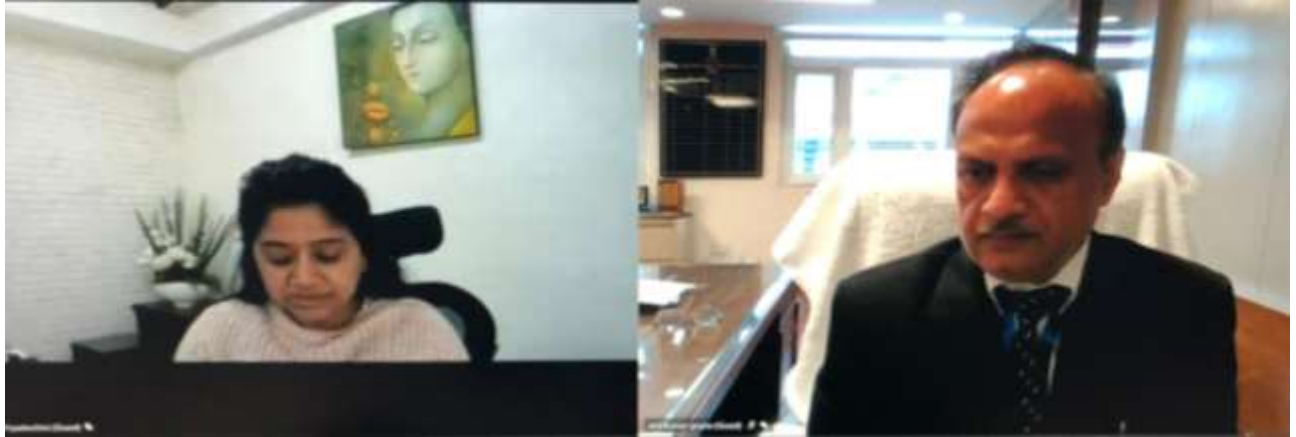
An online Workshop for Women employees was organized on occasion of International Women's Day on 8th March, 2021 on the theme "Women in leadership: Achieving an equal

future in a COVID-19 world” to address the imbalance in responsibilities of women officers at home and towards job, which leads to acute stress which may result in health ailments, and to instill Leadership qualities in them. The lectures in the workshop were delivered by Ms. Simmi Jain, Pr. Commissioner, New Delhi (Customs) and Ms. Meeran Chadha Borwankar, (IPS Retd.)



WORKSHOP MANDATORY OREINTATION COURSE FOR NEWLY PROMOTED ASSISTANT COMMISSIONERS:

A 7 Days' Online Mandatory Orientation course for the newly promoted Assistant Commissioners was conducted 06.01.2021 to 15.01.2021 to prepare the newly promoted Assistant Commissioners for their new assignments and responsibilities. The training module has been designed mainly focusing on leadership & change management and administration & vigilance related matters in terms of the directions imparted by the Board.



Summing up, NACIN Jaipur is moving ahead enthusiastically with a firm commitment to its mandate to provide comprehensive and quality training experience to the officers and staff of CGST, SGST and Customs, Rajasthan.

ZTI KANPUR

The NACIN, ZC, Kanpur is on 4th Floor, UPSIDA Building, A-1/4, Lakhanpur Kanpur-208024. The Academy also started its Hostel w.e.f. 15.06.2007 in a separate

building located nearby Academy. Participants are finding it very convenient while staying in the hostel.

Last five years training data:

Year-wise Detail of No. of Courses and Participants									
Year	No. of Courses	No. of Participants							Man Days
		Group 'A'	Group 'B'		Gr. 'C'	Gr. 'D'	Other s	Total	
			Gzt	Non-Gzt					
2016-2017	51	110	971	1126	254	1	8	2470	10050
2017-2018	70	138	537	702	99	0	347	1823	5503
2018-2019	51	114	340	427	82	0	55	1018	3215
2019-2020	52	40	280	717	164	0	107	1308	6916
2020-2021	47	166	570	670	226	0	161	3654	9728

Online Trainings: -

This Academy has conducted a two days training on '**Implementation of e-Office**' in which 1191 officers (all Groups) participated.

One (01) '**Mandatory Training of Inspectors for promotion to the grade of Superintendent**' was organized in which 227 Inspectors attended.

One (01) '**Induction Course for Tax Assistant**' was also organized in which 73 Tax Assistant participated.

Two(02) '**GST Outreach Programs**' were organized for trade and consultants.

One (01) Orientation Program for **newly promoted Group 'A' Officers** was also organized in which 430 officers participated.

Departmental Examinations: for confirmation of the Inspectors of Central Tax conducted and completed successfully using electronic process without any technical glitch on 35 examination centers in the month of September, 2020 and 62 examination centers in the month of February, 2021.





Details of Infrastructure:

Lecture Hall equipped with sitting arrangement for 30 Participants, **Latest Wi-Fi Projector**, Laptop, Wi-Fi, Video conferencing, Sound System and CCTV.

STN Computer Lab equipped with 31 AIOs, Projector, Laptop & Sound System.

Computer Lab equipped with 25 Desktop Computers Projector, Laptop, Wi-Fi, and Sound System.

Library with social, inspirational and departmental books.

Refreshment/Recreation Hall equipped with TV, Newspapers and magazines.



NACIN, Zonal Campus, Kolkata started functioning from the hutment in the 4th floor of the Custom House in 1950s. A full-fledged Regional Training Institute was started in 1970 from College Street, Kolkata. During 1990s, the RTI was shifted to Bamboo Villa at 169, A. J. C. Bose Road, Kolkata and Its present location is at P – 27, C. I. T. Scheme, VIII (M), Bidhan Nagar Road, Kolkata – 700 067. This Zonal Campus at Kolkata is having its jurisdiction over the State of West Bengal and Sikkim and Union Territory of Andaman and Nicobar.

Performance of Zonal Campus, Kolkata during 2020-2021:

Total No. of trainings conducted	Total No. of Officers attended	Total No. of Man-days
159	6012	11962

Special Courses:

1. **Health and Stress management in emergent situation arising out of COVID - 19** –To adapt to ‘new normal’ life because of lockdown restrictions due top spread of COVID 19, this Zonal Campus conducted webinar on Health and Stress Management on 14th May 2020 which

was attended by 145 officers from Kolkata Zone. Dr. Alakananda Mukherjee was among the key speakers.

2. **Training for implementation of e-office** – In order to facilitate smooth rolling out of e-office module in

Kolkata Zone, trainings on e-office module were held on 19th June 2020, 24th August 2020 and 17th September 2020. Total of 1626 officers of various grades attended the trainings.

3. **Motivation**– This Zonal Campus conducted webinar on the topic on 08th July 2020 for the officers of CBIC of Kolkata Zone and number of participants was 172. Former Indian Test Cricketer, Sh. Arun Lal addressed the participants.
4. **How to face the situation of Pandemic** – To cope with the situation of Pandemic, webinar was organized on 11th August 2020 which was attended 123 officers and staff. Swami Vedatitananda, Chief Spokesperson from Belur Shilpa Mandira, Ramakrishna Math and Ramakrishna Mission, Belur was the speaker.
5. **Work life balance**–On 20th January 2021, webinar on Work Life Balance was held for 135 officers from Kolkata Zone. Swami Vedatitananda, Chief Spokesperson from Belur Shilpa Mandira, Ramakrishna Math

and Ramakrishna Mission, Belur was the speaker.

6. **Role of Evidence in Quasi-Judicial Proceedings** – on 21st January 2021, this Zonal Campus organized webinar on Role of Evidence in Quasi-Judicial Proceedings in association with West Bengal National University of Juridical Sciences, Kolkata for the cutting edge level officers. Total 47 officers attended the webinar.
7. **Leadership** – Sh. Harendra Singh, Dronacharya Awardee -2012, Former International Hockey Player and Former Coach of Indian Men's and Women's Hockey Team addressed the 55 trainee officers on 22nd February 2021 on Leadership.
8. **Human Rights and Human Trafficking**– This Zonal Campus held webinar on Human Trafficking to generate awareness among the officers against Human Trafficking on 25th February 2021 in association with NGOs from West Bengal. Sixty-nine Gr. A and Gr. B officers participated in it.



Webinar on Health and Stress management in emergent situation arising out of COVID – 19. Sh. Raj Kumar, Pr. ADG while addressing the participants on 14.05.2020



Sh. Arun Lal, Former Indian Test Cricketer while addressing during webinar on 08.07.2021



Sh. Harendra Singh, Dronacharya Awardee 2012, Former International Hockey Player and Former Coach of Indian Men's' and Women's Hockey Team delivered lecture on Leadership on 22.02.2021

The 'Multidisciplinary School of Economic Intelligence' functioning within the campus of NACIN ZTI Mumbai is engaged incapacity-building in the area of 'economic intelligence'. In the year 2010, in the backdrop of emerging trend of trans-national economic crimes and limited intelligence-sharing by various Government agencies handling different aspects of such crimes, the idea for setting up a specialized institute in this critical area impacting national security was first mooted by the then Finance Minister, in the Economic Intelligence Council (EIC) meeting on 18.01.2010. Following this, a detailed report titled 'Modalities for setting up and operationalizing the MDSEI' was prepared by CEIB and NACEN, which contained a roadmap for setting up a multi-disciplinary institute.

This proposal received in-principle approval in the EIC meeting on 28.2.2012. NACEN was formally mandated to set up and operationalize the MDSEI. It was also decided that the primary focus would be on major organized crime, racketeering, and commercial frauds, which require strategic collection of intelligence and development of information across jurisdictions and countries.

NACIN Mumbai is regularly conducting specialized courses under the aegis of MDSEI and has conducted 14 courses up to FY 2020-21 on various topics, as detailed below:

Sl. No.	Name of the Course	Time & Duration
01	Capacity Building on Economic Intelligence	11.03.2010 to 12.03.2010
02	Course On Economic Intelligence	21.06.2010 to 22.06.2010
03	Capacity Building on Economic Intelligence.	05.07.2011 to 06.07.2011
04	Prevention of Smuggling FICN and Foreign Currency	30.10.2012 to 31.10.2012
05	Anti-Money Laundering and Countering of Terror Financing (AML-CFT)	17.01.2013 to 18.01.2013
06	Aspect of Chemical Security: International and National Ramification.	23.09.2013 to 24.09.2013
07	Cyber Forensics	15.12.2014 to 16.12.2014
08	Workshop on "Ponzi Schemes"	08.06.2015 to 09.06.2015
09	Workshop on "Combating illicit wildlife trade - a multiagency approach	23.03.2017 to 24.03.2017
10	Workshop on "Data Analytics in Government for Development of Economic / Business Intelligence"	22.03.2018 to 23.03.2018
11	Workshop On 'Non Realization Of Export Proceeds: Multi Agency Perspective	28.01.2019
12	Workshop on analysis of GST frauds involving fake invoices -18th to 19th March 2019	18.3.2019 to 19.3.2019
13	Workshop on Single Window Interface for Facilitation Trade (SWIFT) with Specific Focus on Challenges in its Implementation	22.7.2019
14	Online training on Anti-Terrorism & Emerging role of Customs	17.02.2021

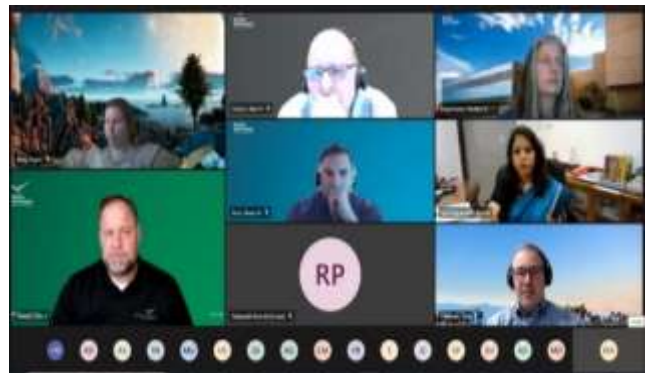


NACIN ZTI Mumbai is a 2-acre campus with state-of-the-art training facilities. NACIN Mumbai has been catering to the training needs of Groups A, B & C officers posted at Customs & CGST Commissionerates and Directorates in the states of Maharashtra and Goa.

During FY 2020-21, totally **141** courses were conducted and training was imparted to **8082** officers. Out of the 141 courses, 34 courses were conducted on GST law, procedures and GST back-end application and 42 courses were conducted on Customs/Allied Acts. The latter category covered Drugs Law Enforcement, Intelligence & Investigation, Wildlife Protection Laws, as well as the current development in Customs such as Faceless Assessment, INCOTERMS 2020, CAROTAR 2020 etc. The remaining 65 courses were on a variety of topics such as Inquiry Proceedings, Gender Sensitization, Leading in Crisis, Implementation of Policy on Official Language, Sevottam, Financial Accounting and others. In addition, 2 Induction courses were conducted for 331 Inspectors of CGST and Customs (Preventive Officers & Examiners) and 05 Mandatory training programs were conducted for promotion to the grade of Superintendents which covered 462 Inspectors of Customs and 240 Inspectors of GST. A 6-week (half day) online mandatory training for 62 Executive Assistants for promotion to the grade of Administrative Officers was also conducted. An Orientation program for 105 newly promoted Assistant Commissioners was conducted from 22.02.2021 to 26.02.2021.

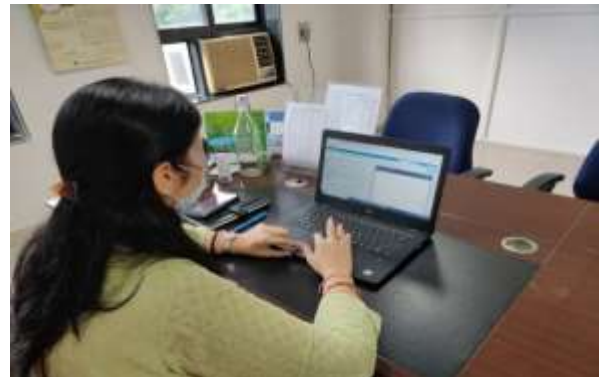
ONLINE TRAINING: In the wake of Covid-19 pandemic, while the country went through lockdown restrictions to contain the spread of the disease, NACIN Mumbai rose to the challenge of meeting capacity development needs of CBIC officers through use of technology. Trainings were conducted in virtual/online mode on various departmental topics as well as other topics which helped in enhancing the mental and physical wellbeing of our officers.

INTERNATIONAL TRAININGS: A Virtual training program on Combating ‘Low-Technology Threats to Public Transportation (LTTPT) by US Department of State, Bureau of International Security and Non-Proliferation (ISN)’s Export Control and Related Border Security(EXBS) Program, U.S. Embassy, New Delhi, was conducted from March 8-12, 2021. 60 Group A and B CBIC officers from Mumbai, Pune and Nagpur Zones attended the training.



E-OFFICE: NACIN Mumbai went fully on-board with e-office application on 27th July 2020.

To aid the smooth transition from manual process to e-office, NACIN conducted a total of four trainings on E-office implementation for its staff as well as for officers from CGST and Customs formations and Directorates in Maharashtra and Goa in which 389 officers participated.



On the Job Training (OJT) of 71st Batch of IRS (C&IT) probationers:

Probationers of the 71 Batch of IRS (C&IT) were posted for their On the Job Training (OJT) vide CBIC Order No. 129/2020 dated 06.11.2020 and they reported on 09.11.2020 to various GST Zones across India. 07 OTs were posted in Zones in the jurisdiction of this ZTI in Mumbai, Pune and Goa. Regular monthly online interactions/meetings to enquire about their



on-the-job training experiences in their respective Commissionerates/attachments as well as their wellbeing were organized. On completion of their 3-week attachment to Mumbai from March 1 – 19, 2021 (comprising of one week attachment each with DRI, DGGI and CESTAT) an interaction/meeting of OTs with Principal Chief Commissioners, Chief Commissioners, Pr. ADG NACIN Mumbai, senior officers of DRI, DGGI and CESTAT and Commissioners of Customs, was organized at New Custom House, Mumbai during which the OTs shared their experiences and key takeaways from their attachments in Mumbai. Reports in this regard were sent at the end of each month to NACIN Faridabad.

GST TRAININGS/SYMPIOSIUMS: During the year, 34 courses on GST were conducted which included Refresher Trainings on GST, GST-IT Back-end Application, GST Symposiums on various topics, training in GST Audit and trainings for Maharashtra State GST officers on specific topics.



NACIN, Mumbai regularly conducted symposiums on specific topics of GST/specific sectors of industry. In these symposiums, issues faced by trade and departmental officers were discussed. Eminent faculty from department as well as trade were invited and participants were drawn from CGST as well as Maharashtra GST. These included topics such as Banking & Financial Services, Gaming Industry, Review & Revision in GST, Linkages between GST, Indian Contract Act, 1872 and Sales of Goods Act, 1930, Doctrine of Mutuality and GST, Returns Mechanism – QRMP scheme and others.

Online outreach courses were also organized in co-ordination with CGST & CX, Mumbai & Pune Zone on 'QRMP Scheme' in Mumbai, 'e-Invoicing' in Mumbai & Pune and 'Refund in GST' in Mumbai & Pune Zones.

Several online trainings were conducted with the help of Master trainers on "Modules of GST Backend Application" –to give the participants an overview of CBIC-GST Back end Application and refund, registration and return processes to help them in discharging their duties smoothly during the pandemic. 201 Officers totally were trained during this period.

GST updates: The practice of preparation of updates on GST (to incorporate changes implemented from time to time in GST law and procedures, in pursuance of periodical meetings of GST Council) which was started in 2017 has been continued. These updates are being hosted on the CBIC website and are of immense use to departmental officers as well as trade.

SPECIAL TRAININGS-

- A Webinar on **‘Gender Neutrality at Workplace for Greater Organizational Success: Lessons for young leaders’** was held on 25.11.2020. The faculty for the program was Dr. Meeran Chadha Borwankar, IPS, DG Police (Retd), Govt of Maharashtra. The program was aimed at sensitizing officers about ways in which gender-biases at workplace undermine organizational efficiency; proactive approaches to achieve camaraderie and teamwork through gender-neutrality; and effective use of laws related to crimes against women, both at workplace and outside it, to usher in equality among men and women in all areas in society. 57 Group A officers took part in this training.



- A 1-day online training on **‘IBC and NCLT’ proceedings: implications on ongoing investigation cases and safeguarding of revenue interest’** was conducted on 16.09.2020. The course was attended by 165 Gr. A and B officers of DGGI, DRI and Customs/CGST formations in Mumbai and Delhi, which included many senior level officers.



Training on Vernacular language: As an unique initiative, NACIN Mumbai conducted a 36 day online training from 2.11.2020 to 22.12.2020. This **‘Introductory training in Marathi language’** was aimed at imparting basic speaking reading and writing skills to non-Marathi speaking officers. The training program attended by 144 officers of all ranks received very encouraging feedback.

OTHER TRAININGS/ACTIVITIES

- On the request of the Indian Institute of Foreign Trade (IIFT) New Delhi, a 5-day online training module on Customs and GST for Indian Trade Service (ITS) probationers was conducted from Oct 5 – 9, 2020.

The trainings covered important Acts, Rules and procedures related to Customs and GST and included topics on new initiatives in Customs, SEZ, Export Promotion schemes and Indian Customs Automation.



- Special emphasis was given to **health, stress management** and general well-being of officers and their families by conducting trainings such as ‘How to improve mental strength and stay positive during a pandemic’, ‘Well-being – New Normal, Work Life balance’, ‘Me and My Health’, ‘Managing stress through Yoga’, ‘Team Management at work place’, amongst others.



- NACIN Mumbai organized a ten-day online training on ‘**New Frontiers in Customs and Allied Acts**’ from 20.07.2020 to 31.07.2020. Esteemed faculty from SWIFT, DG Systems, DGFT, EnY Partner and S. P. Jain Institute delivered sessions during the said training. The training emphasized on Ease of doing business and New Initiatives in Customs including Risk Management System, FEMA and its linkages with Customs, INCO Terms 2022, Drugs & Cosmetics Act, Wild Life Protection etc. The sessions were highly appreciated by 72 Group A and B officers from formations of CGST, Customs & Directorates who participated in the training.



• **INDUCTION AND MANDATORY TRAININGS**

As per New Recruitment Rules, one online **mandatory training** of Executive Assistants of CGST for promotion to the grade of Administrative Officers and five mandatory training for Inspectors of CGST and Customs for promotion to the grade of Superintendents were conducted. The details are as follows:-

- A 6-week (half day) online mandatory training for 62 Executive Assistants for promotion to the grade of Administrative Officer was conducted from 09/07/20 to 19/08/20.
- A 3-week online mandatory training was conducted for 28 Inspectors of Customs (Preventive Officers) from 07/09/2020 to 25/09/2020.
- 3-week online mandatory trainings for 240 Inspectors of CGST in 2 batches were conducted from 28/09/2020 to 17/10/2020 and 19/10/2020 to 06/11/2020.
- A 3-week online mandatory training for 181 Examiners for promotion to the post of Appraiser was conducted from 22.2.2021 to 12.3.21. One more 3-week mandatory training for 253 Examiners was conducted from 22.3.2021.

Two 14-week Induction Training programs commenced during the period. The first online **Induction training program** for newly recruited 136 Inspectors of CGST Mumbai Pune and Nagpur started from 08.02.2021 and another 14-week online Induction training program for newly recruited 195 Inspectors of Customs (Examiners and Preventive Officers) of Mumbai commenced from 22.03.2021.



iGOT 2.0

‘Mission Karmayogi’- National Programme for Civil Services Capacity Building (NPSCB) was launched by Government of India on 2nd September 2020. DoPT has initiated iGOT 2.0 (Integrated Government Online Training) Portal, a Learning Management System, to undertake capacity building initiative for more than two crore government officials in India. NACIN, along with six Central Training Institutes (CTIs), has been on boarded by DoPT on the initial phase of iGOT 2.0 Project., Pr ADG, NACIN, Mumbai has been made team leader in four topics for content preparation.



The content preparation work on three IGOT topics- “Assessment in GST”, “Valuation in Customs” and “Composition Scheme in GST” has been completed. Further, Advance presentations on two topics viz “Assessment in GST”, and “Valuation in Customs” for classroom teaching have also been completed.

ZTI PATNA



The Regional Training Centre of National Academy of Customs, Excise & Narcotics was established at Hazaribagh (Jharkhand) on 4th April 2002 and was inaugurated by the then Hon'ble Finance Minister of India, Shri Yashwant Sinha.

The said Regional Training Centre was shifted to Patna (Bihar) in the year 2005. The academy was shifted in a rented building i.e. 668, Prasad Mansion, Rajendra Path, Patna. Thereafter the academy was again shifted in the building of Circle Telecom Training Centre Building, Buddha Marg, Patna in October 2014. At present, academy is functioning at 6th Floor, Block C, D, E & Part of G, Karpuri Thakur Sadan, Kendriya Karmchari Parisar [GPOA], Ashiyana-Digha Road, Patna. The carpet area under academy is 9940 sq ft (approx.). This academy has 02(two) Classrooms, 01 (One) Computer Lab, 01(One) Library, 01 (One) Conference hall apart from regular office space. Zonal Training Institute (ZTI), Patna is catering to the training needs of the officers/staffs posted under the jurisdiction of CCO, CGST & CX, Ranchi Zone, Patna and Commissioner, Customs (P), Patna, which covers two states namely Bihar & Jharkhand. Apart from the conventional training on subject relating to Customs, Central Excise, Service Tax, GST and Narcotics, emphasis is also placed on capacity building in:

- ❖ Stress Management
- ❖ Yoga and management of health
- ❖ Personality development

- ❖ Leadership & Change Management
- ❖ Ethics & Morality

Courses conducted on the topics, other than regular departmental topics, are:

- ❖ Financial Investigation
- ❖ Official Language
- ❖ Drug Law Enforcement
- ❖ Right to Information Act
- ❖ Money Laundering under FEMA & PMLA

RTI, NACIN, Patna re-designated as ZTI, Patna is imparting training to departmental officers of different formations of CBIC as well as SGST officers of Bihar and Jharkhand for capacity building and to prepare themselves for smooth implementation of new enacted Act i.e. GST.

During the financial year 2020-21, due to COVID-19 pandemic all trainings were conducted online.

Trainings Conducted at NACIN, Patna (2020-21)

Total No. of trainings conducted	Total No. of Officers attended	Total No. of Man days
58	2338	4006

OUTREACH PROGRAMME: An online webinar on “Common Mistakes in Compliance of GST” was organized for Trade and consultants on 11.02.2021. 34 members from Bihar Industries Association, Bihar Chamber of Commerce and CA Association participated in the said webinar.

Implementation of E-Office: E-Office has been launched at ZC, NACIN Patna from 29th July, 2020. Five online trainings on E-Office have been organized by ZC, NACIN, Patna in which 448 officers (all groups) participated. Apart from this, one training on E-Office was also organized in collaboration of ZC, NACIN, Chandigarh in which 387 officers (all groups) of this zone attended the training.

RTI RANCHI



Consequent to the re-organisation of NACIN in the GST regime, two new RTIs were proposed at RANCHI and RAIPUR in the year 2017. However, the R.T.I. at Ranchi (Now Regional Campus, Ranchi) could be fully operationalize in the month of September, 2018 and since then various training programmes on GST as well as other relevant topics have been successfully conducted at this institute. In this institute, trainings are being imparted to the officers of CGST & SGST and other stakeholders in the state of Jharkhand.

The details of the training programmes conducted by NACIN, RC, Ranchi during the financial year 2020-21 are as under:-

Sl. No.	Date of Training	Name of the Training Course	Number of trainees
1	04.06.2020	Recent changes in ITC provisions under GST	60
2	05.06.2020	Recent changes in Refund provisions under GST	55
3	11.06.2020 - 12.06.2020	Training on e-Office implementation in CBIC	95
4	23.06.2020 - 24.06.2020	Training on e-Office implementation in CBIC	445
5	08.07.2020	How to protect yourself & others from COVID-	58

		19	
6	14.07.2020	Right to Information Act, 2005	25
7	22.07.2020	CCS Conduct Rules, 1965	45
8	30.07.2020	Inspection, Search, Seizure & Arrest under GST	140
9	12.08.2020	Gender Sensitization	35
10	18.08.2020	Stress Management	36
11	25.08.2020 - 28.08.2020	Training on "GST Audit"	135
12	04.09.2020	CCS(CCA) Rules, 1965	52
13	10.09.2020	Yoga and Meditation	42
14	17.09.2020	Valuation, Payment of Tax and Returns under GST	55
15	29.09.2020	Analysis of Data & Returns under GST	52
16	30.09.2020	Soft skills and Excel utility for tax administrators	179
17	08.10.2020	SCN, Adjudication & Appeal provisions under GST	55
18	13.10.2020	Leadership & Personality development	49
19	21.10.2020	Training on eoffice implementation	40
20	29.10.2020	Recent Changes in the provisions of Income Tax with reference to the Government employees.	33
21	04.11.2020	Organizational behavior	24
22	11.11.2020	GST on Construction Services	46
23	17.11.2020 - 18.11.2020	Salient features of VRS, Compulsory Retirement and Pre-mature Retirement under Rule 56j	20
24	27.11.2020	Provisions of TDS under GST	81
25	07.12.2020	Stress Management & Health Tips	17
26	10.12.2020	Salient features of CCS (Leave) Rules, 1972 & Central Services (Medical Attendance) Rules, 1944	42
27	17.12.2020	Recovery of Arrears of Tax/Duty	62
28	24.12.2020	Vigilance Matters- Departmental Proceedings (Chargesheet, Inquiry, Imposition of Minor/Major Penalty)	14
29	08.01.2021	Webinar on e-office Implementation	39

30	12.01.2021	Salient Features of the Authorized Economic Operator Programme	28
31	20.01.2021	Framing of SCN - A Focused Approach	40
32	08.02.2021 - 09.02.2020	Role and duties of I.O/P.O. in course of Departmental enquiry	23
33	12.02.2021	Wild Life Conservation and Prevention of Trafficking / Smuggling activities.	28
34	17.02.2021	Need based training of officers posted in Range Offices	28
35	25.02.2021	Recent Changes in ITC provisions under GST	34
36	04.03.2021	Ethics and Integrity	24
37	09.03.2021	Analysis of Annual Report of the Assessee vis-a-vis GST Returns	21
38	15.03.2021	राजभाषा अधिनियम, १९६३	11
39	25.03.2021	Cure of Common Ailments through Yoga	9
		Total	2277

The above mentioned training programmes have been successfully conducted by NACIN, RC, Ranchi despite the fact that there is acute shortage of staff as well as officers in this institute. As such, this institute has been successfully catering to the training requirements of the officers of the entire state of Jharkhand with a meagre working strength of only 04 (four) officers.

In addition to the above, NACIN, RC, Ranchi also organized 02 (two) GST Outreach Programmes in the month of March, 2021 for the taxpayers and other stakeholders of the state of Jharkhand which helped them to get solution of the problems being faced by them in Compliance of GST. Altogether, 91 persons actively participated in the said GST Outreach Programmes which were highly appreciated by all the participants.

PHOTO GALLERY



"Wild Life Conservation and Prevention of trafficking / smuggling activities"

01:37:11 Request control

The image shows a Zoom meeting window with a grid of six video feeds. The top bar includes the meeting title, time, and control buttons. The sidebar on the right lists participants, including presenters and attendees. The bottom of the screen shows a toolbar with icons for adding participants and a gallery view of other attendees.

Participants:

- Presenters (1): RK (Organizer)
- Attendees (14): Diksha (Guest), Niranjan Prasad Deo (Guest), Arun Kumar, Amita Kumar, Anuj Kerketta

Bottom toolbar: +7, SS, RS, AK

ZTI SHILLONG

Nestled in the picturesque state of Meghalaya lies the largest hill station of India. It is in the heart of Shillong, capital of Meghalaya where the Office of the National Academy of Customs, Excise and Narcotics (NACIN), ZC is located. The Cadre Restructuring 2014 *has considered sanction of a Zonal Training Institute for the first time in Guwahati Zone covering the entire North Eastern Region having a geographical jurisdiction of 2,55,168 sq. km comprising of seven states- Assam, Arunachal Pradesh, Meghalaya, Manipur, Mizoram, Nagaland and Tripura.*

During the month of September 2017, this Academy relocated from the Hqrs Customs, NER, Shillong premises to a

rented building comprising of 2 floors with a floor space of 8832 Sqft owned by the Meghalaya State Housing Financing Cooperative Society Limited, located in Nongrim Hills, Shillong-793003.

In the month of January 2019, this Academy rented building for Hostel comprising one floor with floor space of 2709 sq. ft owned by the Meghalaya State Housing Financing Cooperative Society Limited, which is located at the same campus in Nongrim Hills, Shillong-793003. The hostel comprises 5 rooms with 19 beds, out of 5 rooms one room with 4 beds is exclusively reserved for female trainees.

TRAINING CONDUCTED BY THE ZONAL CAMPUS, SHILLONG DURING 2020-21

The Prime Minister of India Shri Narendra Modi imposed a Nationwide Lockdown starting from 24th March 2020 as a preventive measure against the Covid19 Pandemic in India. Therefore, NACIN, ZC, Shillong could not organize any training during the month of April 2020. However, with an objective to provide essential training to officers posted in this remote North East Region efforts were made to organize training from time to time in the midst of the pandemic. This academy conducted the first ever online training on 15.05.2020 on the topic "Sanitation and hygiene measure to be adopted for prevention from Covid-19" for which a total of 52 officers (Group A (8) and Group B (44)) attended the online talk. Another online

lecture on the Budgetary Support & Refund under GST was also held on 27.05.2020 which was attended by 35 Officers including 5 Group A and 30 Group B officers of CGST, Guwahati Zone.

The online training was rigorously started from the month of **June 2020**. One / Two days each duration training on disposal of seized goods, SPARROW, overview of IGST, role of DDO, budgetary support, NDPS Act, search, seizure, arrest & prosecution under Customs Act, data mining, data analysis, stress management in the midst of Covid19 pandemic with a total of 12 days training during the month of June 2020 was conducted. A total of **472** number of officers participated.

During the month of **July 2020**, a total of 15 days training were conducted on various topics on GST & Customs for which 541 numbers of officers participated. 10 days mandatory training of Executive Assistants for promotion to Administrative Officers was concluded successfully during the month of July 2020.

During the month of **August 2020**, 4th batch Induction Training of Inspectors of CBIC posted in the zone commenced for which 316 officers enrolled and attended the said online training. Total number of trainings held during the month was 13 days which includes one day each duration training on other selected topics from Customs & GST.

In the month of **September 2020**, a total of 29 days training was held which includes 22 days for Induction training of Inspectors during and other selected topics on Customs & GST of one day each duration for 7 days.

During the month of **October 2020**, this academy conducted a total of 30 days training including 3rd batch Mandatory training of Inspectors for promotion to the grade of Superintendent for 15 days duration.

During the month of **November and December 2020**, a total of 15 days duration of online training was held by this academy which includes 4 days GST Refreshers Course & field attachment for 71st batch of IRS officers.

In the month of **January 2021**, a 10 days GST refresher course & field attachment for 71st batch IRS officers was concluded. Training on Vernacular

languages was commenced during this month. A total of 21 days of training duration was held during the month of January 2021.

During the month of **February 2021**, one day GST outreach program was held with the Pachhunga University College, Aizawl and Higher and Technical Institute, Mizoram on 16.02.2021. A training on vernacular language i.e Assamese was conducted for 20 days during this month.

In the month of **March 2021**, the vernacular language training on Assamese was concluded successfully. GST outreach program was held online with the Gauhati Commerce College, Guwahati on 03.03.2021 and with the Shillong Commerce College, Shillong on 06.03.2021. Besides these, one day each training was also held for 7 days during the month.

The following training were conducted by NACIN, ZC, Shillong during the year 2020-2021.

(a) Mandatory training of Executive Assistant for promotion to the grade of Administrative Officer was held from 29.06.2020 to 10.07.2020, (10 days) and 4 (four) officers participated.

(b) 4th Batch Induction training for Inspectors of CBIC was held from 17.08.2020 to 09.10.2020 (7 weeks) in which was attended by 29 officers.

(c) 3rd Batch Mandatory Training of Inspectors for promotion to the grade of Superintendent was held from 05.10.2020 to 22.10.2020 (15 days) and 19 officers attended the training.

(d) GST Refresher Course & Field attachment for 71st Batch IRS officers

28.12.2020 to 08.01.2021 (10 days) by this Academy for 3 officers.

(e) GST Outreach Programs were held 3

(three) times during the year one each at (i) Pachhunga University College, Aizawl, Mizoram on 16.02.2020 (ii) Gauhati Commerce College, Guwahati, Assam on 03.03.2021 and (ii) Shillong Commerce College, Shillong, Meghalaya on 06.03.2021. Altogether about 1186 students have enthusiastically attended these three outreach programs.

(f) Training on Vernacular languages

was started with Assamese with effect from 18.01.2021 and was successfully completed on 12.03.2021 (40 days) and the next language on vernacular language i.e. Mizo has been continuing since 22.03.2021.

Induction /Mandatory Training conducted by NACIN Shillong during 2020-21.

Sl.No.	<u>Induction /Mandatory Training</u>	Duration (Days)	Date	No. of Officers	Man Days
1.	Mandatory Training for Executive Assistants working under CBIC for promotion to the post of Administrative Officers	10	29.06.2020	4	40
2.	4 th Batch Induction Training for Inspectors of CBIC	40	17.08.2020	29	1160
3.	3 rd Batch Mandatory Training of Inspector for Promotion to the grade of Superintendent	15	05.10.2020	19	285

Summary of trainings conducted by NACIN ZC, Shillong during 2020-21.

Total Numbers of training conducted	No. of days of training	No. of participants	No. of Man days used
66	193	5932	8891

**SOME PHOTOS OF ACTIVITIES OF NACIN, ZC, SHILLONG DURING THE
YEAR 2020-21**



Shri C. Songate, ADG, NACIN, ZC, Shillong addressing the inauguration of GST Outreach program on 03.03.2021. Smt. Arunita Phukan Yadav, Joint Director, NACIN, ZC, Shillong and Shri A. M Paul, Assistant Commissioner (Retd.) were the Program Director and Guest Speaker respectively.



Students and Faculties of Gauhati Commerce College attending the online GST Outreach program conducted by NACIN, ZC, Shillong on 03.03.2021.



Shri C. Songate, ADG, NACIN, ZC, Shillong releasing balloons with a message “Azadi Ka Amrit Mahotsav” with CBIC logo on 30.03.2021 as part of events to commemorate 75 yrs of India’s independence.

The Zonal Training Institute (ZTI) of NACIN was set-up at Vadodara in the Year 2002. Initially, this Institute catered to the entire state of Gujarat and also to the training needs of M.P. viz. Indore and Bhopal Commissionerates. Subsequently, NACIN, RTI in Bhopal, was created for the state of M.P. Initially, this ZTI operated from a two-room residential flat in the Central Revenues Colony, Vadodara. Because of lack of infrastructure, most of the Courses were conducted jointly with ZTI, at Mumbai only. From December, 2008 onwards all the Courses are regularly being conducted by this ZTI at Vadodara independently. Presently, this ZTI functions from the GST Bhavan, 2nd and 3rd Floor, Subhanpura where Central GST & Central Excise, Vadodara-II and Audit Commissionerates are also located. This ZTI caters to the training needs of in-service departmental officers of CBIC working in Gujarat and also the State GST official of Gujarat. Most of the Courses conducted by ZTI Vadodara are interactive and participatory in nature. Along with physical fitness through morning Yoga/ Games etc., it is also ensured that the trainee officers get adequate exposure to the real-time work environment situations through field visits to Factory, ICD, SEZ, Port etc. Police Training is also provided to familiarise the trainees with handling of small firearms in preventive operations. The social aspect is also covered through the village visit, classes on music and culture as a part of long term training programmes.

ZTI Vadodara not only provides in-house training but it is also servicing on demand at the doorstep of various field formations and stake holders. Apart from Vadodara, workshops have been conducted and trainings have been provided at Ahmedabad, Kandla/ Mundra Port & Surat.

NACIN, Hostel: Upgradation and renovation of NACIN, Hostel facility was also taken-up with the help of CPWD during 2018-19. The four Type-III Flats in the Central Revenue Colony have been re-designed and converted into 16 beds hostel, fully air conditioned and attached W.C. in six rooms, modern kitchen, fully furnished dining and drawing room.

Virtual Classroom at ZTI, NACIN, Vadodara: From the formal way of teaching which was a carryover of the twentieth century to the modern, dynamic, interactive way of learning, ZTI, NACIN, Vadodara has taken measures to introduce the digital way of learning.

Computer aided content delivery make the trainers more productive and the subsequent trainings more value creating. These classrooms create a fundamental transformation in the quality of officers which the department strives to inculcate in its officers at all levels.

A virtual, interactive classroom has been established with a modern state of the art DLP Short Throw Projector System with a large visual display and training through long distance video conferencing facility at all other locations at the same time.

A BRIEF NOTE ON PERFORMANCE OF ZTI, VADODARA IN F.Y 2020-21

In the year F.Y. 2020-21, the year of the pandemic, NACIN Vadodara has trained a total no. of **16227** officers in **146** courses, totaling to **30229** man-days.

It established **e-pryogshala: Digital forensics lab and training centre**, with help of special grant under the 1% scheme. This is the first of its kind, 18 seater cyber forensic lab and training center, ever commissioned at any ZTI.

The ZTI, Vadodara shifted to 100% use of e-office, ever since we were activated on the same date i.e. on 25th July, 2020. Over 220 files have been created on e-office, during F.Y 2020-21.

Due to the Pandemic the ZTI shifted to online training and made maximum use of the outreach it gave us to train over **16227** officers, for about **30229** man days. This was making use of three online platforms for long courses (like 15 days/60 sessions, mandatory courses), & short courses of just 1 session as well and also held open houses sessions, which could be attended by the trainees without having to travel or sit together in closed spaced, which was not advised during the pandemic.

It also trained **1816** officers of **Gujarat State GST** under various programs such as GST Audit, GST Refresher, Induction Training, Advance Rulings, various services.

The ZTI, Vadodara collaborated with other NACIN (at Jaipur, Kanpur, etc.) and also with DGTS, NIC for conducting trainings for the departmental officers as well as trade.

The category of **“other courses”** conducted include viz. GST Audit, Vigilance, RTI, Soft Skills, Gender Sensitization, Vigilance, APAR, PFMS, FSSAI, New GST Return System, Post Audit of Refund, FEMA/FICN, Refresher Course on GST for CGST and SGST Officers and GST Audit course for CGST and SGST Officers etc.

A break-up of the important courses conducted during the year is shown as below:

Sl. No.	Name of the Course	No. of courses conducted	No. of officers trained	of Man-days of training
1	Induction Course for Tax Assistants	01	64	640
2	Refresher Course on GST	04	524	1420
3	Mandatory Training for promotion of Inspector to Superintendent	03	647	11548

4	Course on GST Audit	08	1213	3519
5	Other Courses		13779	13102
	Total	146	16227	30229

The other trainings courses organized at the ZTI, Varodara, are furnished below:

- Course for Retiring Officers.
- Course on Assessment under GST.
- Course on Gender Sensitization and Soft Skills.
- Course on PFMS.
- Course on Data Analytics
- Course on Vernacular Language.
- Course on Rules of Origin/CAROTAR 2020: Its importance in Customs.
- Course on construction and work contract service.
- Course on Analysis of Supply and detection of evasion using Neo4j.
- Course on AAR.
- Training on implementation of e-office.
- Course on GEM.
- Course on Human Growth.
- Course on Women Empowerment.
- Course on Stress Management
- Mandatory Training to Inspectors for promotion the grade of Superintendent.
- Mandatory training to Executive Assistants for promotion to the post of Administrative Officer.
- Training on TDS for DDOs under GST regime.
- Mandatory training for promotion to A.O. for promotion to the grade of C.A.O.
- Training on GST Awareness Programme.
- Induction Course for State GST Inspectors.
- K9 Customs.

Departmental Examination: This ZTI has also been given the mandate for conducting Departmental Examination for confirmation of Tax Assistants and for Sepoy/ Hawaldar. During 2020-21 Examination for Tax Assistants was conducted which was taken by 349 candidates from 86 Commissionerates/ Directorates all over India. Similarly, 82 candidates from 48 Commissionerates took the examination for Sepoy/ Hawaldar.

E-Learning Modules: ZTI, Vadodara has prepared e-Learning modules on the following subjects;

- (i) Search operation under Central Excise, Service Tax and Customs;
- (ii) Custom Brokers Regulation;
- (iii) Risk Management System (Import); and
- (iv) Time and Value of Supply under GST

NACIN, Zonal campus, Visakhapatnam came into existence on 1st July, 2017. This Zonal Campus caters to the training needs of CGST Commissionerates of Visakhapatnam, Guntur, Tirupati, Audit Commissionerate, Appeals Commissionerate, Customs Preventive Commissionerate Vijayawada and Custom House, Visakhapatnam besides Directorates located in the State of Andhra Pradesh.

This Zonal Campus conducted 03 weeks Mandatory Training to Group B officers for promotion to the grade of Superintendent, viz. to CGST Inspectors for promotion to the grade of Superintendent of Central Tax and to the Preventive Officers for promotion to the grade of Superintendent of Customs (P), in the month of June 2020, September/October 2020 and February 2021. Further, Three Weeks Mandatory Training to Executive Assistants for promotion to the grade of Administrative Officers was conducted in September 2020.

Induction Training for CGST Inspectors as well as newly recruited Customs Inspectors (PO and EO) was conducted during the year. Two Weeks Induction Training for LDC/TA was conducted in February 2021. An exclusive Four Weeks Vernacular Language (Telugu) Training Programme was conducted for all non-telugu speaking officers of Vizag Zone in November / December 2020. Also, sessions on Telugu language were incorporated in Induction Training for Inspectors.

In addition to the regular trainings for officers of the department, specialized training sessions were also conducted to meet specific requirements of the field formations. These include Implementation of E-office, Trade facilitation, RTI Act, Cyber Forensics & Digital Evidence, Change, Health & Stress Management during covid pandemic, Hindi Official Language, GST backend Training, Intellectual Property Returns and sector specific workshops viz. GST on services of Hotels & Restaurants, Rent a cab operator and GST on services by government. Trainings were also organized on General and Personnel Management in association with IIM, Visakhapatnam. All the said Training Programmes were conducted online due to the prevailing covid pandemic.

To empower women employees of the department and create awareness regarding Prevention of sexual harassment at workplace, online sessions were conducted for officers on Gender Sensitization, gender equality & women rights, in association with Damodaram Sanjivayya National Law University, Visakhapatnam.

PERFORMANCE OF NACIN, ZONAL CAMPUS, VISAKHAPATNAM FOR THE YEAR 2019-20				
S. No.	NAME OF THE TRAINING	NUMBER OF TRAININGS CONDUCTED	NUMBER OF OFFICERS ATTENDED	MANDAYS
1	14 Weeks Induction Training for CGST Inspectors	1	29	1102
2	Two Weeks Induction Training for LDC/TAs	1	14	140
3	Three Weeks Mandatory Training to Executive Assistants for promotion to the grade of Administrative Officer	1	20	300
4	Three Weeks Mandatory Training to CGST Inspectors for promotion to the grade of Superintendent of Central Tax	1	112	1680
5	Three Weeks Mandatory Training to Preventive Officers for promotion to the grade of Superintendent of Customs (P)	2	19	285
6	14 Weeks Induction Training for newly recruited Inspectors of Customs (PO & EO)	1	17	221
7	Trainings on GST	44	2286	2039
8	Non-GST Trainings	47	2627	2370
	TOTAL	98	5124	8137
DETAILS of PARTICIPANTS TRAINED				
S. No.	Category	Number		
1	Group-A officers	130		
2	Group-B officers	4954		
3	Group-C officers	40		
	TOTAL	5124		

RENOVATION OF TOILETS

Four toilets of Administration block and those in front of the auditorium were renovated to improve the existing infrastructure at the Academy. To promote better hygiene contactless sensor taps have been installed in all the toilets.



SWACHHATA INITIATIVES ZTI BENGALURU

- For effective waste management, the officers and staff were given compost bins for use at their homes during the Swachhata Pakhwada
- Distributed cloth and jute bags among the officers and the outsourced personnel to discourage the use of plastic bags
- Undertook the cleaning of the surrounding campus area



- **Swachhata Initiatives at upcoming NACIN, Hindupur campus:**

- Renovation of three cottages at the site was undertaken.
- Renovation of three toilets at the site was done.
- Jungle clearance at the site by removing weeds and other unwanted herbs/plants was done
- A Green belt was created across the boundary of the site
- Levelling of land and creation of arterial kuchha road within the upcoming campus was done.
- Drip Irrigation installed for mango groves
- In a nearby Govt. School, levelling of throw ball/ volleyball/tennis courts were done.





SWACHHATA INITIATIVES ZTI BHOPAL

A swift action plan was proposed and executed at a government school, at Maholi, Baramad, Bhopal, where the washrooms was completely renovated, under the Swachhta Abhiyan Program.



SWACHHATA INITIATIVES ZTI BHUBANESHWAR

1) Observation of Swacchwata Pakada during 1st September to 14th September, 2020:





2) **Distribution of Different Swachhata items as a Part of Swachhata Activities:**





SWACHHATA INITIATIVES ZTI CHANDIGARH

Projects under Swachhta

NACIN, Zonal Campus, Chandigarh undertook renovation/construction of two toilets of Central Revenue Building Chandigarh under the Swachhta Action Plan through the CPWD Chandigarh. In addition to the original grant of Rs 5 lakh under Swachhta, additional funds of Rs. 10 lakh were sought from Hqrs Faridabad for meeting the renovation expenditure. NACIN, Faridabad approved and sanctioned additional funds of Rs. 10 lakhs under OE (Swachhta). The renovation work was successfully completed by the CPWD by January, 2021 and both the toilets (Male and Female) were made operational.

Besides above, in other Swachhta activities, NACIN Chandigarh conducted an Essay Writing competition on Swachhta for children up to the age of 14 so as to enhance Swachhta awareness among the younger generation. Prizes and Certificates were also given to the 1st, 2nd and 3rd position winners.



SWACHHATA INITIATIVES ZTI CHENNAI

On 15.9.20 20, officers & staff of NACIN Chennai cleaned the premises of a Govt school in neighborhood picked up plastic waste, got the Corporation to take away the waste & made the premises plastic free.15 tree saplings were also planted as part of Swachhta Pakhwada activity.



SWACHHATA INITIATIVES ZTI COCHIN

NACIN, ZC, Cochin was allocated a budget sanction of Rs. 2,00,000/- under the budget head OE Swachhta for the year 2020-21 with directions to utilize the same for activities such as creating awareness regarding cleanliness among staff, department's stakeholders and general public, keeping office premises clean, etc., thereby mainstreaming sanitation and cleanliness activities as required under the Swachhta Abhiyan.

(i) **Beautification of Office Premises:**

As mandated under the Swachhta Abhiyaan (Swachhta Action Plan), initiatives were undertaken for improving ambience of the office space including placing additional indoor plants and flower pots at various places in the office premises.



Indoor plants at NACIN ZC, Cochin

- (ii) As part of Swachhta Pakhwada observed during the month of September, the officers were presented with potted plants by the Additional Director General.
- (iii) Rag Pickers operating in the neighborhood of ZC Cochin were provided with protective gear like coverall, gumboots, cleaning gloves, etc.



NACIN Cochin Officers distributing protective gear to rag pickers

(iv) **Cleaning and sanitization works at PVS Hospital, Kaloor, Cochin:**

Under the Swachhta Action Plan 2020, NACIN ZC Cochin volunteered to support the health department to clean and sanitize one of the blocks and its surroundings at the PVS Hospital, Kaloor which had been lying defunct for more than a year. The hospital was declared as COVID Apex Center under the Disaster Management Act by the Kerala Government in order to accommodate more rising COVID patients in the Ernakulam District. The work undertaken was completed to the satisfaction of the hospital authorities.



ADG ZC Cochin along with NACIN officers at old hospital block, PVS Hospital, Kaloor

(v) **Installation of Waste Burning Incinerator at Govt. Higher Secondary School, North Paruvur, Cochin:**

The school authorities had requested for aid to install an incinerator in the school compound for disposal of general waste. NACIN Cochin approved the request and a 30 kg capacity waste burning incinerator was installed and commissioned at the school compound.



Waste Burning Incinerator installed and commissioned at school premises

SWACHHATA INITIATIVES ZTI DELHI

NACIN, ZTI, Delhi has celebrated Swachta Pakhwada and give a tribute to Nation's father Gandhi Ji. Staff of ZTI, Delhi. All staff voluntary cleaned the office premises and tree plantation drive was held at NBCC plaza, Saket.



Tree Plantation Drive at NBCC Plaza by NACIN, ZTI, Delhi

Swachhata Initiatives by ZTI, HYDERABAD

For the Financial year 2020-21, an amount of Rs. 3,75,000/- was allotted under Swachhata Action Plan (SAP). Out of the above amount Rs. 3,69,265/- was utilised for the purchase of Air Purifiers for office use.



SWACHHATA INITIATIVES ZTI JAIPUR

Staff of NACIN Jaipur actively participated in the Swachhta activities during Swachhta Pakhwada, thereunder, organized Clean Office premises and Rangoli competition on swachhta. Jute bags were distributed to the staff for discouraging the use of single use plastic. A tree plantation drive was conducted by the staff in National Skill Training Institute (Women) Jaipur. NACIN Jaipur is committed towards fulfilling its social responsibility and in the direction, a Sanitary Napkin Vending Machine and Sanitary Napkin Incinerator Machine were got installed at the National Skill Training Institute for women, Jaipur.



SWACHHATA INITIATIVES ZTI, KANPUR

Swachhata Action Plan 2020-21: -

1. Renovation and repairing work of Toilet at King George Medical University, Lucknow.
2. Arrangement of Clean potable water to the students/staff at Nagar Nigam Balika Inter Collage, Kanpur.
3. Distribution of Jute Bags and Plants among staff and public.
4. Distribution of Large Dustbin to the Govt. residential colony and schools.
5. Decoration of office premises with natural plants.
6. Shramdan Activities done by staff and officers of NACIN, Kanpur. Also placed posters depicting message “Swachhta Hi Sewa” at various spots.

Photographs



(Jute Bags & Plants Distribution)



(Renovation of Toilet of K.G.M.C, Lucknow-Before/After)

SWACHHATA INITIATIVES BY ZTI, MUMBAI



(Project of Clean potable water at Nagar Nigam Balika Inter Collage, HeeramanPurwa, Kanpur)



(Dustbin Distribution)



(Plantation at Office)

SWACHHATA PAKHWADA

During the Swachhata Pakhwada campaign from 01.09.2020 to 15.09.2020, NACIN Mumbai conducted a Workshop on Cleanliness & Waste Management on Day 3 of the Swachhata Pakhwada, during which senior officers spoke on the importance of hygiene particularly in the times of Covid and importance of proper waste disposal. A webinar on 'What Can I Do For My Environment' by Dr. Prasad Karnik, a well-known environment conservation expert, was also conducted on 11.09.2020 as part of 'Swachhata Pakhwada'. Other activities included cleaning of campus premises, essay and drawing competition, anti polythene drive and display of Swachhata quotes.



SAP 2020-21: A holistic approach-

The provision of **Swachhta Action Plan (SAP)** funds of previous years was a golden opportunity to beautify, upgrade and transform the NACIN campus as an ideal learning haven. SAP 2020-21 offered an opportunity to not only further improve the facilities in the campus but also reach out to a deserving community beyond the campus and be a carrier of positive change in terms of health and hygiene.

The FY 2020-21 began with the unfortunate and alarming spread of Covid-19 pandemic across the world. Part of SAP funds were immediately allocated to provide sanitization and safety items such as face masks, sanitizers, cotton gloves, liquid hand wash, touch free sanitizer dispensers, face shields, thermal sensor etc. for optimum protection of the staff and contractual staff of NACIN.

Toilet Upgradation: Two toilets in NACIN campus, one disabled friendly and another for ladies, were in urgent need of repair and upgradation. CPWD carried out the work and the transformation of toilets has resulted in much needed utility and value addition to the facilities for the disabled and ladies.

Garden beautification: The sprawling central garden of the campus had three dilapidated cement benches. These have been replaced with six new garden benches, offering good seating facilities to the visitors. In coordination with the Horticulture department of CPWD, *aherb medicinal* plantsgarden has been created, having traditional herbs such as *Giloy, Aloe Vera, lemon grass* etc. The campus has also been beautified with flowering plants.



Social Outreach: With an aim to improve the hygienic conditions, a tribal hostel in Vikramgad taluka of Palghar district was identified where the existing toilet block was in a dilapidated condition. With proactive approach of NACIN staff, the entire block of three toilets and washrooms was upgraded and beautified, overcoming the challenges related

to distance and logistic requirements. It was dedicated to the children during an interactive program held on the hostel premises on 25.01.2021, following all the Covid-19 protocols. It also proved to be an opportunity to interact with the tribal children and provide them guidance related to cleanliness as well as educational and sports opportunities. Two water purifiers were also donated to two tribal students hostels situated at Chaltwad and Beriste near Mumbai.



SAP 2020-21 funds were thus utilized in a holistic manner, enhancing hygiene, health and beautification facilities of not only NACIN campus but also of a tribal hostel.

SWACHHATA INITIATIVES ZTI PATNA

NACIN Patna is committed to Swatchh Bharat Mission since inception and has left no stone unturned in creating awareness among fellow officers as well as the trainee officers to maintain cleanliness. The Officers of NACIN took the pledge on Swachhta. They were sensitized about importance of cleanliness. Intensive cleaning of the NACIN office premises was undertaken.

Under Swachhta Action Plan, ZC, NACIN, Patna has installed a water purification system and a water cooler at 'Balak Madhya Vidyalaya' (Government School, Punaichak, Patna) on 01.02.2021.

SWACHHATA INITIATIVES BY NACIN, RC, RANCHI

A local Govt. aided school namely Hinoo United Govt. Middle School, Hinoo, Ranchi - 834002 was adopted by NACIN, Ranchi, where the following works have been done:-

- ❑ One R.O. water purifier was purchased through GeM and got installed in the said school to ensure clean, hygienic and safe drinking water for the teachers, staff and the students of this school who hail from the lowest strata of the society.
- ❑ One Water Cooler of Voltas was purchased through GeM portal and got installed in the school to provide cold water.
- ❑ One Water Tank (Syntex/PVC) - 1000 ltrs. was purchased through GEM and got installed in the school.
- ❑ Two sets of Hand washing platforms with taps were constructed.
- ❑ One kitchen sink with pipe connections & washing platform was constructed.
- ❑ One shade measuring 200 sq. feet was constructed for the washing area.
- ❑ Two Nos. of Toilets (with pans, flush, urinals, wash basins, ventilation/exhaust fans, electricity connection, water supply and Tiles work) was constructed.
- ❑ Two Nos. Of Toilet Pans were replaced with floor repairing.
- ❑ Pipe work for water supply was done throughout the school.

PHOTO GALLERY







SWACHHATA INITIATIVES ZTI SHILONG

NACIN, ZC Shillong has contributed all efforts and resources towards realizing dream of Swachh Bharat in the year 2020-2021. In spite of the Covid19 pandemic, NACIN, ZC, Shillong has taken up the following projects for augmentation of Swachhata Action Plan for the financial year 2020-2021.

1. Renovation of toilet septic tank, installation of Syntax tank and water pipeline to ShillongVidyalaya Secondary School, Bishnupur, Shillong and Laban Assamese L.P School, Laban, Shillong.





2. Cleaning and Plantation of fruit bearing trees at NACIN, ZC, Shillong Permanent Campus located at Umsawli, Shillong, Meghalaya was organized on 19th March 2021:



SWACHHATA INITIATIVES DURING THE PANDEMIC YEAR, BY ZTI, VADODARA

The officers were sensitized about importance of cleanliness. Intensive cleaning of the NACIN office premises was undertaken. The said activities were performed by all officers and staff.

During the Corona virus Pandemic, vaccination of the staff members was the first priority and preventive measures such as physical/ social distancing, quarantining, ventilation of indoor spaces, hand washing and proper sanitization, use of face masks or coverings has been followed by all the officers at ZTI, Vadodara to minimize the risk of transmissions.

Further, to commemorate 75 years of progressive India and a contribution to the “**Azadi ka Amrit Mahotsav**” an initiative by the Government of India, the following poster has been displayed in the office premises of NACIN, Vadodara.



Photo of Dandi March

SWACHHATA INITIATIVES NACIN, ZONAL CAMPUS, VISAKHAPATNAM

As part of initiatives under the Swachhta programme, this Zonal Campus provided water filters with water storage tanks and connecting pipes, laundry baskets, steel dustbins, flying insect control machine (Pest-o-flash), wheel barrows, gardening tool kit, vacuum cleaner to Government run schools in the vicinity such as the Zilla Parishad high school in M. Alamanda village, Devarapalli Mandal, residential school for visually handicapped girls at Sagarnagar and in Araku valley.

1. Initiative under Swachhta Programme – Water Filters to Government Run School:



2. Initiative under Swachhta Programme – Dust Bins and Wheel Barrows to government school:



3. Initiative under Swachhta Programme – Flying Insect Control Machine to government school:



4. Initiative under Swachhta Programme – Water Storage Tank To Government School:



5. Initiative under Swachhta Programme – Water Filters to government school:



Appendix- 1

SANCTIONED STRENGTH OF NACIN & ITS ZONAL CAMPUSES AS ON 01.01.2021

DESIGNATION	FARIDABAD	CENTRE OF EXCELLENCE (CoE)	ZC, DELHI	CHENNAI	KOLKATA	MUMBAI	PATNA
	S	S	S	S	S	S	S
Pr. DG(Apex)	1	0	0	0	0	0	0
Pr. ADG/Pr. Commr.	1	1	1	1	1	1	0
ADG	3	0	0	0	0	0	1
Addl. Dir/Jt. Dir	6	1	1	1	1	2	1
DD/AD	26	5	5	8	7	8	5
DD (OL)/AD (OL)	2	0	0	0	0	0	0
CAO	1	0	0	1	1	1	1
AO	2	0	0	1	1	1	1
Sr. PS	2	1	1	1	1	1	0
PS	3	0	0	0	0	0	1
Suptd.	5+9*	1+2*	1+2*	1+5*	1+2*	1+8*	1+2*
Steno-I	6	2	2	2	2	2	0
Steno-II	2	0	0	0	0	0	1
Inspector	12+9*	2+2*	2+4*	2+6*	2+4*	2+14*	1+4*
STA	5	0	0	1	0	0	0
TA	2	1	1	0	1	1	1
Driver Spl. Grade	0	0	0	1	0	0	0
Driver Grade 1	0	0	0	1	1	1	0
Driver Grade 2	1	1	1	0	0	0	0
Driver Grade 3	2	1	1	0	0	0	0
Sr. Hindi Translator	1	0	0	0	0	0	0
Jr. Hindi Translator	2	0	0	0	0	0	0
LDC	4	0	0	0	0	0	0
Head Havaladar/Havaladar	16	2	2	2	2	2	1
MTS	6	1	1	1	1	1	0
TOTAL	111+18*	19+4*	19+6*	24+11*	22+6*	24+22*	15+6*
* On Loan Basis							
** On Deputation							
@ on insitu basis							

DESIGNATION	KANPUR	BANGALURU	VADODARA	HYDERABAD	COCHIN	SHILONG	BHOPAL
	S	S	S	S	S	S	S
Pr. DG(Apex)	0	0	0	0	0	0	0
Pr. ADG/Pr. Commr.	0	0	0	0	0	0	0
ADG	1	1	1	1	1	1	1
Addl. Dir/Jt. Dir	1	1	1	1	1	1	1
DD/AD	5	7	5	8	5	5	5
DD (OL)/AD (OL)	0	0	0	0	0	0	0
CAO	1	1	1	1	1	1	1
AO	1	1	1	1	1	1	1
Sr. PS	0	0	0	0	0	0	0
PS	1	1	1	1	1	1	1
Suptd.	1+2*	1+2*	1+4*	1+2*	1+2*	1+2*	1+2*
Steno-I	0	0	0	0	0	0	0+1*
Steno-II	1	1	1	1	1	1	1
Inspector	1+4*	1+4*	1+4*	1+4*	1+4*	1+4*	1+4*
STA	0	0	0	0	0	0	0+1*
TA	1	1	1	1	1	1	1
Driver Spl. Grade	0	0	0	0	0	0	0
Driver Grade 1	0	0	0	0	0	0	0
Driver Grade 2	0	0	0	0	0	0	0
Driver Grade 3	0	0	0	0	0	0	0
Sr. Hindi Translator	0	0	0	0	0	0	0
Jr. Hindi Translator	0	0	0	0	0	0	0
LDC	0	0	0	0	0	0	0
Head Havaldar/Havaldar	1	1	1	1	1	1	1+1*
MTS	0	0	0	0	0	0	0
TOTAL	15+6*	17+6*	15+8*	18+6*	15+6*	15+6*	15+9*
* On Loan Basis							
** On Deputation							
@ on in situ basis							

DESIGNATION	VIZAG	BHUBANESHWAR	CHANDIGARH	JAIPUR	RANCHI	RAIPUR
	S	S	S	S	S	S
Pr. DG(Apex)	0	0	0	0	0	0
Pr. ADG/Pr. Commr.	0	0	0	0	0	0
ADG	1	1	1	1	0	0
Addl. Dir/Jt. Dir	1	1	1	1	1	1
DD/AD	5	5	5	5	3	3
DD (OL)/AD (OL)	0	0	0	0	0	0
CAO	1*	1*	1*	1*	0	0
AO	1*	1*	1*	1*	0	0
Sr. PS	0	0	0	0	0	0
PS	1*	0	1*	0	0	0
Suptd.	2*	2*	1*	1*	1*	1*
Steno-I	1*	0	1*	1*	1*	0
Steno-II	1*	1*	1*	1*	1*	1*
Inspector	4*	2*	2*	2*	2*	2*
STA	1*	1*	1*	2*	1*	0
TA	2*	2*	2*	2*	1*	1*
Driver Spl. Grade	0	0	0	0	0	0
Driver Grade 1	0	0	0	0	0	0
Driver Grade 2	0	0	0	1*	0	0
Driver Grade 3	0	0	1*	0	0	0
Sr. Hindi Translator	0	0	0	0	0	0
Jr. Hindi Translator	0	0	0	0	0	0
LDC	1*	1*	1*	1*	0	0
Head Havaldar/Havaldar	3*	3*	3*	3*	2*	1*
MTS	0	0	0	0	0	0
TOTAL	7+18*	7+14*	7+16*	7+16*	4+9*	4+6*
* On Loan Basis						
** On Deputation						
@ on in situ basis						
