

No. 43011/12/2025-SEZ (ADMIN.)  
Government of India  
Ministry of Commerce & Industry  
Department of Commerce  
SEZ- Admin Section

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Vanijya Bhawan, New Delhi  
Dated the 19<sup>th</sup> February, 2025

To

All Development Commissioners  
Special Economic Zone

**Subject: 'Jan-Sunwai' for redressal of grievances of SEZ stakeholders - reg**

Sir/Madam,

I am directed to state that in order to provide an institutional mechanism for the redressal of grievances of unit holders and other stakeholders, all Development Commissioners of Special Economic Zone should schedule '**Jan Sunwai**' through **Video Conferencing (VC) for at least two hours in a week** on working days.

2. The Development Commissioners are advised to fix a time schedule of VC which may be notified for public information to all stakeholders including developers, unit holders, etc. and prominently displayed on the respective website also. It is also requested that competent officers from the SEZ may be designated to hear the grievances and provide resolutions in a time-bound manner.

3. A copy of public notice along with schedule of Jan-Sunwai may be shared with this Department. A monthly compliance report containing the number of grievances heard, resolutions offered etc. may be shared by every 5<sup>th</sup> of the following month with this Department.

4. This issues with the approval of the Competent Authority.

Yours faithfully,



(Ashish Prakash Sinha)  
Under Secretary to the Government of India  
Tel: 011-23039730  
E-mail: ashishprakash.sinha@nic.in