



सीमा शुल्क आयुक्त कार्यालय, निवारक
OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE)
नं 1, विल्लियम्स रोड, कन्टोनमेंट, तिरुच्चिराप्पल्लि-620 001
NO.1 WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPPALLI- 620 001

C.No VIII/58/02/2017-TRC

Date: 06.09.2017.

OFFICE ORDER

The Central Board of Excise & Customs, New Delhi, has decided to introduce "SEVOTTAM" in all the Commissionerate, to render quality and time bound services to the citizens as per the Service Quality Manual (SQM) approved by the CBEC, issued by Directorate General of Inspection, Customs & Central Excise (DGICCE), New Delhi and also as per "CITIZEN CHARTER".

2. In this connection, Shri. J.Md. Navfal, Joint Commissioner is nominated as Co-ordinator for all activities related to SEVOTTAM.

3. Shri.H.Rajasekar, Assistant Commissioner is nominated as the Nodal officer and also as Public Grievance Officer.

4. The following officers have been nominated as 'Process Owners' in respect of the areas identified below.

Sl No	Name of the Assistant Commissioner S/Shri.	Process owner
1	K.Johnson	RTI/IAD/EDI.
2	H.Rajasekar.	Legal, Review, Prosecution, TRC, SEVOTTAM, Policy.
3	M.Venkatesulu.	AIR PORT
4	S.Narayanamoorthy.	
5	R.P.Chandrasekar	
6	K.Jeyakumar.	Air Intelligence Unit (AIU), Air Cargo.
7	T.Senraj	Personal & Vigilance.-Hqrs. Trichy Division: Export, Import, Refund, Drawback, Admin, Vigilance, EDI, Statistics, SEVOTTAM, RTI.
8	V.Selvadurai	Nagappatinam Division: Export, Import, Refund, Drawback, Admin, Vigilance, EDI, Statistics, SEVOTTAM, RTI.
9	K.Ramesh	Cuddalore Division: Export, Import, Refund, Drawback, Admin, Vigilance, EDI, Statistics, SEVOTTAM, RTI.
10.	V.Rajkumar Moses.	Tuticorin Division: Export, Import, Refund, Drawback, Admin, Vigilance, EDI, Statistics, SEVOTTAM, RTI.
11.	V.Rajkumar Moses.	Ramnad Division: Export, Import, Refund, Drawback, Admin, Vigilance, EDI, Statistics, SEVOTTAM, RTI.

All the Process Owners are directed to strictly adhere to the functions and responsibilities as per the relevant provisions contained in the Service Quality Manual (SQM) on SEVOTTAM.

5. The following audit teams are constituted to conduct periodical audit on SEVOTTAM records maintained by the Process owners in their respective service deliverables.

TEAM A – Headquarters

- 1.Shri.M.Venkatesulu. Assistant Commissioner.
- 2.Shri.M.Ravikumar. Superintendent.
- 3 Shri.G.Balamurugan.Superintendent.

TEAM B – Trichy Division.

- 1.Shri.T.Senraj, Assistant Commissioner.
- 2. Shri M.Nandakumar, Superintendent
- 3. Shri S.Murugesan, Inspector.

TEAM C – Nagapattinam Division

- 1. Shri V.Selvadurai. Assistant Commissioner.
- 2. Shri S.Venkatesan. Superintendent.
- 3. Shri Ravi Ranjan Kumar-Inspector.

TEAM D – Cuddalore Division.

- 1. Shri K.Ramesh.-Assistant Commissioner.
- 2. Shri Ravishankar.-Superintendent.
- 3. Shri Rachid Kumar- Inspector.

TEAM E – Tuticorin Division.

- 1. Shri .V.Rajkumar Moses.- Assistant Commissioner.
- 2. Shri .S.S.N.Rajan Superintendent.
- 3. Shri .Sunil Kumar-Inspetor.

TEAM F – Ramnad Division.

- 1. Shri V.Rajkumar Moses. Assistant Commissioner.
- 2. Shri S.Chelladurai. Superintendent.
- 3. Shri Manoj Kumar Meena. Inspector.

The above teams will conduct audit on the records maintained by the respective process owners in line with SQM at Head quarters ,Divisions and formations during third week of every month and submit their reports along with corrective measures in areas of non- conformance, to the Nodal officer latest by the first week of succeeding month. To ensure fairness and impartiality, the internal audit will be conducted by the audit team headed by the Assistant Commissioners as mentioned below:

Name of the Division	Name of the Auditing Division
Head Quarters	AC,TRICHY
TRICHY DIVISION	AC,HQRS
CUDDALORE DIVISION	AC, NAGAPPATINAM.
NAGAPATTINAM DIVISION	AC, CUDDALORE
RAMNAD DIVISION	AC , TUTICORIN.
TUTICORIN	AC, RAMNAD.

6. A 'Core Group/ Management review Committee' is constituted with the following officers: S/Shri.

- 1. K.Johnson -Assistant Commissioner.
- 2.S. Narayanamoorthy - Assistant Commissioner.
- 3. K.Jeyakumar -Assistant Commissioner.
- 4. K.Ramesh -Assistant Commissioner
- 5. V.Selvadurai -Assistant Commissioner.
- 6.T.Senraj. -Assistant Commissioner.
- 7. V.Rajkumar Moses. -Assistant Commissioner.
- 8. G.Balamurugan - Superintendent.
- 9. Sureshkumar -Inspector.

The Management Review Committee will review the audit reports submitted by the audit teams during the 2nd week of succeeding month and report the outcome of the review to the Nodal Officers (both at apex and unit level)

7. In case of transfer of the above officers, the officer who joins in the place of the above officer shall automatically assume the charge as ' Nodal Officer', ' Public Grievance Officer' , 'Process owner', 'Member of Audit Teams/ Management Review Committee ' as the case may be. The officer under transfer should hand over the charge properly including handing over of files, correspondence, etc to the incoming officers and appraise about the details of the SEVOTTAM scheme.

(Signature)
06/09/2017
(ASHOK)

COMMISSIONER.

TO

- 1. The Joint Commissioner of Customs, Trichy.
- 2. Nodal officer, Trichy.
- 3. Public Grievance Officer, Trichy.
- 4. All Process owners of respective service deliverables in Trichy Customs Preventive Commissionerate.
- 5. Members of Audit Teams- A , B, C,D,E & F.
- 6. Members of Management Review Committee, Trichy.

Copy submitted to:

- 1. Chief Commissioner of Customs (P), Trichy.