



सीमा शुल्क आयुक्त कार्यालय,

OFFICE OF THE COMMISSIONER OF CUSTOMS

नं 1, विलियम्स रोड, कन्टोनमेंट, तिरुच्चिरापल्लि-620 001

NO.1 WILLIAMS ROAD, CANTONMENT, TIRUCHIRAPPALLI- 620 001

C.No VIII/58/02/2017

Date: 26.04.2017.

Public Notice 03 /2017


Sub:- Implementation of SEVOTTAM in Customs Commissionerate, Trichy.

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 and issued by Director General of Personal Management (DGPM), New Delhi and also as per "CITIZEN CHARTER".

The following process owners are hereby nominated as per the revised duty allocation for providing the services within the time frame committed by the CBEC in the Citizen Charter and as per procedures prescribed under the process charts in the SQM for the-respective services:

Sl No	Name of the Commissioner S/Shri.	Assistant	Process owner
1	V.Thangarajan.		Admin & Training, Vigilance.
2	H.Rajasekar.		Legal, Review, Prosecution, EDI, TRC, Statistics, RTI, SEVOTTAM.
3	M.Venkatesulu.		Customs Policy, Adjudication, Audit.
4	C.Esakkimuthu.		Air Cargo.
5	S.Narayanamoorthy.		Passenger Baggage.
6	M.Muruganandam.		Air Intelligence Unit (AIU)
7	Smt. R.N.Vimala		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	G.J.Panicker.		Tuticorin Division: Export, Import, Refund, Drawback, Admin, Vigilance, EDI, Statistics, SEVOTTAM, RTI.
11	B.Francis Xavier Raja		Ramnad Division: Export, Import, Refund, Drawback, Admin, Vigilance, EDI, Statistics, SEVOTTAM, RTI.

The Process owners are directed to strictly adhere to the guidelines and processes as stipulated in the Service Quality Manual (SQM) to render the services entrusted with. To measure and analyse the performance of the service rendered, it is required that each 'Process Owner' should maintain records as per the record keeping formats covered under SQM-4.2. All the 'Process Owners' are directed to implement the record keeping of all the documentation under the above services with immediate effect. The record maintained is required to be audited for the purpose of SEVOTTAM certificate. The Process owners shall interact with the Nodal Officer for implementation of SEVOTTAM.

 26/04/2017
अशोक ASHOK

आयुक्त COMMISSIONER.

TO
The Officers concerned.

EDI for uploading in the web/Notice Board.