

वित्त मंत्रालय / Ministry of Finance
राजस्व विभाग / Department of Revenue
सीमा शुल्क आयुक्त के कार्यालय / Office of the Commissioner of Customs
कस्टम हाउस नई हार्बर एस्टेट / Custom House, New Harbour Estate
तूतुकुडि - 628 004 / Thoothukudi - 628004.

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C.No.VIII/48/76/2015-Sevottam

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Public Notice No. 29/2016

Sub: Implementation of Sevottam in Custom Commissionerate, Tuticorin

The Central Board of Excise & Customs, New Delhi has decided to introduce 'Sevottam' in all the Commissionerates to render quality and time bound services to the citizens as per the 'Service Quality Manual' (SQM) approved by the CBEC and issued by DGICCE, New Delhi and also as per 'CITIZEN CHARTER'. Accordingly, 'Sevottam' is being implemented in Custom Commissionerate, Tuticorin and the following services have been identified:

1. Acknowledge all written communications including declarations, intimations and Applications (SQM 3.2.1.1)
2. Convey Decision on matters relating to written communications (SQM 3.2.1.2)
3. Disposal of Refund claims (SQM 3.2.1.3)
4. Remittance of drawback (SQM 3.2.1.4)
5. Registration, Examination and Let Export Order of Export Goods (SQM 3.2.1.5)
6. Registration, Examination and Out of Charge of Import Goods (SQM 3.2.1.6)

Citizen Communications (Citizen Tapals), Service covered under SI.No.1 above, will be continued to be received and acknowledged centrally by Sevottam Counter (SQM 3.2.1.1) located in the Ground Floor of B Wing, Custom House, Tuticorin and will be forwarded to the concerned sections of Custom House, Tuticorin.

For providing these services within the time frame committed by the CBEC in the Citizens' Charter and as per procedures prescribed under the process charts in the SQM for the respective services, the following officers are hereby nominated as process owners for the services dealt in the section as shown below:

<u>Sl.No.</u>	<u>Designation</u>
1.	Assistant Commissioner for Export Assessment
2.	Assistant Commissioner for Import Assessment (Group I to III), PD Bonds & finalization, Sevottam, RTI.
3.	Assistant Commissioner for Import Assessment (Group IV to VII) & all schemes, Review & Settlement Commission, ARC
4.	Assistant Commissioner for Drawback & Monitoring of BRC in custom house & ICD
5.	Assistant Commissioner for Bonds (Monitoring of DEEC, EPCG, Advance License Schemes/Undertaking at CH, TTN, Audit (including

- ICD Audit), Record Management cell)
6. Assistant Commissioner for ICD Assessment & Office (Monitoring of DEEC, EPCG, Advance License Schemes/Undertaking at St. John ICD, ICD Refund and all related works not specified, Disposal at CH, TTN and St. John ICD)
 7. Assistant Commissioner for Docks, Wharf Preventive, CMFC – Container Scanning, All CFS & Import General, Examination (including ICD)
 8. Assistant Commissioner for SIIB, SVB Cell, EDI, Unaccompanied baggage, RMS, Statistics, IPR Cell, E-Governance initiative & Website Management
 9. Assistant Commissioner for Customs Policy, CH-Refund, CBLR, Adjudication, Legal & Prosecution, Vigilance (Public Grievances & Redressal)

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 services 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 Owner' 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. It is therefore directed that utmost care be exercised to maintain record as prescribed in the formats enclosed.

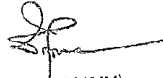
The process owners shall interact with the Nodal Officer for implementation of SEVOTTAM on monthly basis.

Nomination of Public Grievance Officer (SQM 3.2.3)

Shri P. Venugopal, Asst. Commissioner of Customs has been designated the Public Grievance Officer to redress the public grievances through CPGRAMS pertaining to Custom House, Tuticorin.

Nomination of Nodal Officer with regard to documents and records (SQM 3.2.4, 3.2.5 and in respect of exigencies SQM 3.2.2)

Shri K. Jayakumar, Assistant Commissioner of Customs has been designated as Nodal Officer for documented procedure for control of documents.


के. सी. जोणी / (K.C. JOHNY)
आयुक्त / COMMISSIONER

To
The Officers Concerned

✓ EDI for uploading in the web/Notice Board.