



वित्त मंत्रालय / Ministry of Finance

राजस्व विभाग/ Department of Revenue

सीमा शुल्क आयुक्त कार्यालय/ Office of the Commissioner of Customs

कस्टम हाउस नयी हारबर एस्टेट/ Custom House, New Harbour Estate

तूतुकुडी- 628 004 / Thoothukudi - 628004.

दूरभाष/ Tel: 0461 2352655, 2352633फैक्स/ Fax 0461 2352019

C.No. VIII/48/76/2015-Sevottam (Vol - II)

Date : 21.03.2017

Public Notice No. 08/2017

Sub: Implementation of Sevottam in Customs 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'.

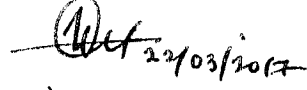
Public Notice No. 29/2016 dated 27.07.2016, is modified to the following extent, nominating process owners as per the revised duty allocation for providing the services within the time frame committed by the CBEC in the Citizens' Charter and as per procedures prescribed under the process charts in the SQM for the respective services:

	<u>Name of the Asst. Commissioner</u>	<u>Process owner</u>
1	Shri. S. Ajit Kumar,	Export Assessment, Admin. & Training, OLIC and MCD
2	Shri. K. Jayakumar,	PD Bonds & Finalization, Sevottam and RTI
3	Shri. L. Meenakshi Sundaram,	Import Assessment Gr. IV to VII & all schemes, Settlement Commission & ARC
4	Shri. G. Nisar Basha,	Drawback, BRC & CBLR
5	Shri. S. Perumal,	Bonds, Audit
6	Shri. N. Sethuraj,	ICD, Disposal
7	Shri. G. Swaminathan,	All CFS, Docks, Wharf Preventive.
8	Shri. Varun Rangaswamy,	SIIB & Import Assessment Gr. I to III, RMS
9	Shri. P. Venugopal,	Customs Policy, Adjudication, Legal & Prosecution.
10	Shri. T. Mariappan,	Vigilance, UB, Monitoring of Advance Licence, DEEC and EPCG
11	Shri. R. Sekar,	Container Scanning Division, Import General & CMFC
12	Shri. S. Sivaprakasam,	LRM, Statistics and refund
13	Shri. R. Pannerselvam,	EDI & Review

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' 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.

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

 22/03/2017

अशोक/ASHOK

आयुक्त /COMMISSIONER

To

The Officers Concerned

EDI for uploading in the web/Notice Board.