



OFFICE OF THE COMMISSIONER OF CUSTOMS, CENTRAL EXCISE & SERVICE TAX, N-5, TOWN CENTRE, CIDCO, AURANGABAD- 431 030

TRADE NOTICE No. 04/2012
(Sr.No.01/Sevottam/2012)

Sub:- Implementation of "Service Delivery Excellence Model" called "SEVOTTAM" in Customs, Central Excise & Service Tax Aurangabad Commissionerate.

It is brought to the notice of the Trade, Industry and all other stakeholders that the Commissionerate of Customs, Central Excise & Service Tax, Aurangabad and its Divisional offices will make "Service Delivery Excellence Model" called "SEVOTTAM" operational with effect from 09.11.2012 with the aim to enhance customer satisfaction, to provide effective and efficient service, to continually improve its services and service delivery processes by encouraging, facilitating and assisting existing and potential assesseees to voluntarily discharge their tax obligations and to provide them services required in meeting their obligations. The Commissionerate commits itself to discharge all its functions in a fair, impartial, transparent and consistent manner.

2. As a measure of achieving excellence in the service delivery, the following will be provided in implementing the same immediately in the Headquarters Sections and all Divisions of the Commissionerate:-

(a) "Single Window" facility to the Trade, Industry and other stakeholders where a centralized receipt and disposal system for all written communications have been established at Office of the Commissioner of Central Excise, Aurangabad Commissionerate. All written communications from citizens should be submitted at the Counter of Centralized Dak receipt system. Acknowledgement alongwith date and time will be issued and handed over by the officials immediately over the counter at the time of submission of such written communication indicating unique identification

number for further reference. However, in respect of the written communications received by post, acknowledgement shall be sent by post within 7 working days. This office shall meet the standards and services promised under Citizen's Charter and disposal of all written communications received shall be made within the time limit. In case of unavoidable reasons, where this office will not be in a position to finalize the issue within the given time period, reasons for such delay along with additional time to be taken in disposal of such matter shall be communicated to the applicant.

(b) Customer feedback cum suggestion forms collecting information on parameters that lead to high customer satisfaction. Parameters like reliability (timeliness, accuracy and availability), responsiveness and empathy (caring attitude) and assurance (local language, knowledge and courtesy of employees) may be proactively captured in the prescribed format, which is available at Sevottam Single window & Information and facilitation Centre.

(c) The responsible officers for this "Sevottam Single Window & Information and Facilitation Centre" in Aurangabad (Hdqrs) office are as under:

Sr. No	Designation	Contact details
1.	Superintendent (Sevottam & Information Centre)	Telefax : 0240 2484972 e-mail id:
2.	Inspector (Information Centre)	cexauran@excise.nic.in
3.	STA/ TA	

The details of responsible offices for "Sevottam Single Window & Information and Facilitation Centre" in respect of divisional offices under Aurangabad Commissionerate are available on official web site of Aurangabad Commissionerate (centralexciseaurangabad.gov.in)

(d) The different processes set out in the Citizen's Charter where the standards of service that the department seeks to provide to the customers viz. trade, industry and other stake holders and the norms fixed for the Commissionerate for the deliverables are as follows :-

Sr. No.	Service Norm in Citizen's Charter to be met
1	Acknowledge all written communication within 7 days other than communications of confidential/secret natures which are to be transferred to PS to Commissioner/Vigilance Section (HQ.)

2	Convey decisions on matters within 15 working days of their receipt. All correspondence related to clarification and conveying decisions shall be completed within 15 working days.
3	Dispose of refund claim within 90 days of receipt of the complete claim.
4	Complete Central Excise/Service Tax Registration within 7 working days of receiving a complete application
5	Complete examination and clearance of export consignments at factory premises within 24 hours of receiving written request.
6	Give minimum 15 days advance intimation before undertaking the audit of the assessee's records. Intimation letter itself would contain a statement to the effect that the audit shall be conducted any day after the lapse of 15 days from the issue of letter.
7	Release of seized documents within 30 working days if they are not required by the department.
8	Clearance of export goods within 24 hours of goods arrived / complete documents alongwith written/e-mail request of exporter/CHA filed.
9	Clearance of import goods within 48 hours goods arrived / complete documents alongwith seal cutting order filed.
10	Sanction of Drawback claim within 7 days of filing of complete claim.
11	Acknowledgement of grievance / complaint received within 48 hours of receipt and to provide reply within 30 days.
12	Documented procedure for exigencies in service delivery.

(e) The Additional Commissioner (P&V), Central Excise, Aurangabad is designated as "Public Grievance Redressal Officer" for cases received in Commissionerate HQ Office. For cases received in the Divisions, the concerned Deputy Commissioner or Assistant Commissioner of the division is designated as "Public Grievance Redressal Officer".

(f) All officers of the rank of Superintendent and above are appointed as responsible officers for the delivery of above service norms in the Divisions and Headquarters of the Commissionerate:

3. Trade, Industry and other stakeholders are requested to utilize the above said "Sevottam Single Window & Information and Facilitation Centre" for submission of all their written communications to the Department, centrally located at one point and obtain dated acknowledgement thereof. A diary number unique to each communication received from all stakeholder will be given over the counter alongwith date of receipt, which can be utilized by the recipients for future reference/ ascertaining the status of their letters etc.

4. It is also informed that facility of Suggestion/ Feedback Box alongwith blank form has been provided in the "Sevottam Single Window & Information and

Facilitation Centre" for receiving pro-active feedback and suggestions for the convenience of the Trade, industry and other stakeholders.

5. The Public Grievance Redressal Committee will be holding meeting quarterly.

6. All Trade Associations, Industries and other stakeholders are requested to advise their constituent members and trade interests accordingly.


6/11/12
(KUMAR SANTOSH)
COMMISSIONER

F. No. VGN(30)9/Insp/2011
Aurangabad, the 06-11-2012

Copy to :- As per mailing list.