



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CENTRAL
EXCISE RAIGAD COMMISSIONERATE:
4TH FLOOR, KENDRIYA UTPAD SHULK BHAVAN, PLOT NO. 1,
SECTOR 17, KHANDESHWAR, NEW PANVEL, - 410216.
Tele No: 27492233**

TRADE NOTICE NO. 01 /2015

**SUB: -Implementation of SEVOTTAM Project to deliver Excellence in Service Delivery
at Central Excise Raigad Commissionerate - Reg.**

The Central Board of Excise and Customs (CBEC), New Delhi, is implementing the SEVOTTAM project to deliver excellence in service delivery to its tax payers. The system serves the premise that certainty of applicable tax and procedures results in voluntary tax compliance which serves to lower the 'cost of collection' with fewer resources allocated to control tax evasion, thereby leading to an efficient revenue administration. Towards this end, the CBEC has placed emphasis on quality service delivery through business process re-engineering. Further a "Citizens' Charter" has been put in place wherein norms have been set for timeliness for specific services to increase transparency and accountability. SEVOTTAM is an ISO 15700: 2005 certifiable standard. SEVOTTAM is a Service Delivery Excellence Model which provides an assessment improvement framework to bring about excellence in public service delivery. The model works as an evaluation mechanism to assess the quality of internal processes and their impact on the quality of service delivery.

2. The SEVOTTAM model seeks to assess an organization (Commissionerate) on:
 - i) Implementation of the Citizens' Charter (the Citizens' Charter as formulated by the CBEC is available at the website of CBEC at <http://www.cbec.gov.in/htdocs-cbec/whoweare/ctzen-cttre.>)
 - ii) Implementation of Grievance Redressal System and
 - iii) Service delivery capability.
3. The following services would be delivered under SEVOTTAM:-
 1. Acknowledge all written communications including declarations, intimations, applications and returns immediately and in no case later than 7 working days of their receipts.
 2. Convey decision on matters relating to declarations or assessments within 15 working days of their receipt.
 3. Dispose of rebate/refund claim within 90 days from the receipt of a complete claim.
 4. Complete Central Excise registration within 2 working days of receiving a complete application.
 5. Complete examination and clearance of export consignment at factory premises within 24 hours of accepting the request.
 6. Release of seized documents within 30 days if they are not required by the department, post the issue of Show cause Notice.
 7. Acknowledge complaints received within 48 hours of receipt and attempt to provide final replies within 30 working days.
4. The Commissionerate is rolling out SEVOTTAM model to provide quality service to the public. Accordingly the following initiatives are being undertaken:
 - i) Officers have been sensitised and trained.
 - ii) The Citizens' Charter and the Service Quality Policy have been prominently displayed at the entrance of each of the formations of the Central Excise Raigad Commissionerate.
 - iii) SINGLE WINDOW FACILITY at Commissionerate Headquarters has been established for receiving all written communications other than those related to

Maritime Commissionerate, Show Cause Notices and matters of confidential/ secret nature, and any other matter not covered under SEVOTTAM.

- iv) All written communications pertaining to Show Cause Notices and matters of confidential / secret nature pertaining to Commissionerate Headquarters will be received at Room no. 321 on 3rd floor, Raigad Commissionerate Building.
- v) All written communications pertaining to Maritime Commissionerate including Rebate Claims will be received at Room no. 21 on Ground floor, Raigad Commissionerate Building.
- vi) Feedback cum Suggestion forms and the Suggestion cum Complaint drop box have been provided at the Visitor's Lounge on the ground floor of the Commissionerate Headquarters and at the Divisional Offices for collecting feedback from the public.
- vii) Public Grievance Redressal Officers, Process Owners at Commissionerate Headquarters and Division Offices and Public Relations Officer at Commissionerate Headquarters are appointed as follows:-

I. Public Grievance Redressal Officer:

Sr. no	Name of officer	Designation	Designated for implementation in SEVOTTAM as
1.	Shri Ajay Gautam	Asstt. Commissioner, (P&V).	Public Grievance Redressal Officer

- II. At Division level, the Divisional Asstt./ Deputy Commissioners are appointed as Public Grievance Redressal Officer for the Division concerned.

III. Public Relations Officer:

Sr. no	Name of officer	Designation	Designated for implementation in SEVOTTAM as
1.	Shri N. D. Gokhale	Superintendent, P.R. O.	Public Relations Officer:

IV. Process Owners in Hqrs. Raigad / Division offices.


Sr. no	Service Norm in Citizens' Charter to be met	Process owners designated/ appointed as responsible officers.
i	ii	iii
1.	<p>a. Acknowledge all written communications including declarations, intimations, applications and returns immediately and in no case later than 7 working days of their receipts other than communications relating to</p> <p>i. Show cause notices,</p> <p>ii. matters of confidential / secret nature,</p> <p>iii. Maritime Commissionerate, Raigad.</p>	Supdt (P. R. O.)
	<p>b. Acknowledge all written communications pertaining to Maritime Commissionerate, Raigad including rebate claims immediately and in no case later than 7 working days of their receipts.</p>	Superintendent (Rebate)

	c. Acknowledge all written communications pertaining to Show Cause Notices issued from Head Quarters, Raigad and matters of confidential / secret nature immediately and in no case later than 7 working days of their receipts.	Administrative Officer, Commissionerate Head Quarters, Raigad.
2.	Convey decision on matters relating to declarations or assessments within 15 working days of their receipt excluding the time taken for clarification, if any, from the applicant.	<u>The officer competent to take decision.</u> i.e. Principal Commissioner/ Additional Commissioner / Joint Commissioner / Deputy Commissioner / Assistant Commissioner / Superintendent
3.	a) Dispose of complete rebate claims filed at Maritime Commissionerate within 90 days from receipt.	Assistant/ Deputy Commissioner (Rebate).
	b) Dispose of complete refund/ rebate claims filed at Divisional offices within 90 days from receipt.	Divisional Assistant / Deputy Commissioner
4.	Complete Central Excise registration within 2 working days of receiving a complete application.	Divisional Assistant / Deputy Commissioner
5.	Complete examination and clearance of export consignment at factory premises within 24 hours of accepting the request.	Range Superintendent
6.	Release of seized documents within 30 working days if they are not required by the Department, post the issue of Show Cause Notice.	Superintendent (Preventive) Hqrs
7.	Acknowledge complaints received within 48 hours of receipt and to provide final replies within 30 working days	Assistant Commissioner (P&V)

- 5) The following Divisional heads would be responsible for implementing "Sevottam" in their Divisions:-

Sr no	Division	A. C. / D. C. in charge
1.	Alibag Division	Assistant/Deputy Commissioner
2.	Mahad Division	Assistant/Deputy Commissioner
3.	Khopoli Division	Assistant/Deputy Commissioner
4.	Panvel Division	Assistant/Deputy Commissioner
5.	Kalamboli Division	Assistant/Deputy Commissioner

- 6) All the Trade Associations/ Chambers of Commerce and the members of the Regional Advisory Committee are requested to publicize the contents of this Trade Notice amongst their Members/Constituents for their information and necessary action. It is requested to cooperate for successful implementation of "SEVOTTAM" in the Central Excise, Raigad Commissionerate. Problems, if any, in the implementation of Sevottam, may be communicated to the undersigned so that necessary remedial action can be taken. Any suggestions are welcome at <http://cexraigad.gov.in/>


9.12.15

[S. H. HASAN]
PRINCIPAL COMMISSIONER
CENTRAL EXCISE, RAIGAD

F.No.V.Gen(30)- 69 /RGD/2015
Navi Mumbai, the December, 2015

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9-12-15