



केन्द्रीय उत्पाद शुल्क के आयुक्त का कार्यालय, चेन्नै - II आयुक्तालय

**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE
CHENNAI - II COMMISSIONERATE**

692, एम.एच.यू. कॉम्प्लेक्स, नन्दनम, चेन्नै-600035

692, M.H.U.COMPLEX, NANDANAM, CHENNAI - 600 035

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सी सं C.No.IV/16/10/2012-Tech

दिनांक Dated: 30.10.2015

TRADE NOTICE NO. 13 /2015

Subject: Citizens Charter- On implementation of Sevottam - Reg.

Central Board of Excise & Customs (CBEC) is committed to encourage, facilitate and assist its existing assesseees to voluntarily discharge their tax obligation and to provide them service necessary in meeting these obligations. CBEC is also committed to discharge all its functions in a fair, impartial, transparent and consistent manner. **The Government of India has authorized .CBEC to implement "Service Delivery Excellence Model" SEVOTTAM at unit level and achieve the customer satisfaction as required in IS 15700:2005.** The word SEVOTTAM is a combination of two Hindi words: SEVA(service) & UTTAM(Excellence) emphasizing the idea of "Service excellence". Accordingly this office has created an integrated Sevottam compliance system for a) implementation, monitoring and review of Citizens charter b) receipt, redress and prevention of Public Grievance and c) customers, employees and infrastructure based service delivery capability. Sevottam compliance System is implemented in Headquarters and in all Divisions and Ranges formations falling under this Commissionerate.

2. The Commissioner of Central Excise Chennai - II shall be the **Public Grievance Officer** of the Commissionerate and also **Nodal officer** for the implementation of **SQM** (Service Quality Manual) of the Commissionerate. The Additional Commissioner (Tech) of Central Excise Chennai-II Commissionerate shall co-ordinate with the process owners and report to the Nodal officer. The Assistant Commissioner (Technical/Sevottam) will assist in such co-ordination.. The Public Grievance officer can be contacted by Phone - **044-24331177 AND FAX NO.044-24336285.**

3. To achieve the commitments enunciated in the Citizen's Charter, the following services are being delivered in a time frame and prescribed manner to our customers

under SEVOTTAM by **Headquarters** and Divisional Offices of this Commissionerate in respect of Central Excise, Customs and Service Tax.

S.NO	SQM NO.	SERVICE DELIVERABLES
1	3.2.1.1	Acknowledge all written communications, intimation, application and returns received from the citizen within 7 (seven) working days,
2	3.2.1.2	Convey decision on matters relating to declaration or assessments within 15(fifteen) working days of their receipt
3	3.2.1.3	Dispose of refund claims within 90 (ninety) days from the date of its receipt,
4	3.2.1.7	Complete central Excise registration within two working days of receiving a complete application
5	3.2.1.10	Release of seized documents within 30(thirty) working days if they are not required by the department after the issue of show cause notice,
6	3.4	Acknowledge complaints received within 48 hours of receipt and attempt to provide final replies within 30 working days

4. While implementing the SEVOTTAM model, the following steps have been taken.

S.NO	SQM NO./process	Nomination of process owners for the SQM and responsibilities of process owners
1	3.2.1.1	Concerned sections/divisions will issue acknowledgement and the same will be monitored by the facilitation centres.
2	3.2.1.2	All DCs/ACs will be the process owners for their sections/divisions.
3	3.2.1.3	All DCs/ACs will be the process owners of the disposal of rebate claims,

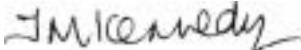
5. Citizens / Clients / Trade are advised to submit all written communications including intimations, applications, declarations, etc pertaining to Head Quarters Office, Chennai II Commissionerate in Centralized receipt section (Facilitation Centre) at I Floor, 692, M.H.U.COMPLEX, NANDANAM, CHENNAI - 600 035 and obtain dated spot acknowledgement. In case of any difficulty, Public Relations Officer (PRO) may be contacted telephonically (044-24330066-Extn 680) or in person. A suggestion/complaint box has been kept at 1st floor of this office and all Divisional offices. Additionally, online facilities for submitting public grievances are available on the following web Ids:

- i) www.pgportal.gov.in
- ii) www.cbec.gov.in

6 The Commissionerate reiterates its commitment to **discharge** all its **functions** in a fair, impartial, transparent and consistent manner, to provide **quality** services to its existing as well as the potential **assessee**s and to encourage, facilitate and **assist** them to voluntarily discharge their tax obligation.

7. All concerned are advised to avail of the above services and all communications from the trade and public shall be received only through the Facilitation Centre and will not be received at individual Sections Tax payers and the public are requested to avail the SEVOTTAM services and provide their valuable feedback in chennai2sevottam@gmail.com. Officers are requested to participate actively and strive for excellence in public service delivery.

This is for information of the Trade, Industry and all concerned.


(J.M.KENNEDY)
COMMISSIONER

Copy Submitted to:

The Chief Commissioner of Central Excise, Chennai.

To

The Trade & RAC Members (As per mailing list)

The AC/DC of all Divisions of this Commissionerate.

The AC/DC of all Sections in Headquarters.

The P.S to Commissioner and Additional Commissioner, Chennai II Commissionerate

*The Supt of C. Excise (Computers) - Chennai - I -
for uploading it on website please.*