

**SEVOTTAM**

कार्यालय आयुक्त

केन्द्रीय उत्पाद शुल्क आयुक्तालय, जयपुर-।

OFFICE OF THE COMMISSIONER

Central Excise Commissionerate – Jaipur I

C. No. : V (Tech) 30/Misc/5/2011

Dated : 29/07/2011

**Public Notice No. 1/2011-Sevottam**

**Sub.- Implementation of “SEVOTTAM – A service delivery excellence model” in the Central Excise Commissionerate, Jaipur-I**

The Officers and the staff of the Central Excise Commissionerate, Jaipur-I take immense pleasure in informing the members of the Trade and the Industry that our Commissionerate has been nominated by the Central Board of Excise & Customs to implement ‘SEVOTTAM’ model for achieving excellence in service delivery to the citizens. The ‘SEVOTTAM’ model shall be implemented with effect from 1<sup>st</sup> August , 2011 in the Commissionerate and its field formations.

2. SEVOTTAM is a Service Delivery Excellence model developed for the public service organizations for bench marking excellence in service delivery. The word SEVOTTAM is a combination of two Hindi words : SEVA (Service) & UTTAM (Excellence) emphasizing the idea of “service excellence ”. It seeks to assess an organization on the basis of (i) implementation of citizens’ charter (ii) implementation of grievance redress system and (iii) service delivery capability. SEVOTTAM is a IS 15700 : 2005 certifiable standard which is prepared by Bureau of Indian Standards ( BIS) for grant of certification to the department improving public service delivery.

3. It is our endeavor to implement the SEVOTTAM model in true letter and spirit by way of providing quality services to our existing as well as potential assessees ( referred to as the “citizen” and “customer” also ) as specified in the Citizens’ Charter within the prescribed time frame and also to ensure continual improvement of our services in order to enhance customer satisfaction to its optimum best. The following are the services which we are committed to provide to our citizens :-

**(A) The standards as set in the Citizens’ Charter :-**

- (i) We shall acknowledge all written communications ,brought by hand or sent by post sent by the citizens, within 7 working days of their receipt. For this purpose, a Centralized Dak Receipt Counter has been set-up at the entrance of the Office. A written acknowledgement shall be issued by the receipt clerk

clarifications on certain matters and such other correspondences would be covered under this service deliverable.

- (iii) We shall dispose of the refund claims within 90 days from the date of the receipt in the Division office.
- (iv) We shall grant Central Excise Registration within 2 working days of receiving a complete application. In respect of application for Service Tax Registration it shall be granted within 7 working days of receiving a complete application. The applicants must submit the copy of documents required for the purpose of obtaining the registration on the same day of filing an application on ACES to the concerned Division / Range office and get the physical verification of their premises be carried out immediately.
- (v) We shall complete the examination and clearance of export consignment at factory premises within 24 hours of accepting the request.
- (vi) We shall give a minimum 15 days advance intimation before conducting the audit of the records of the assessee in their premises.
- (vii) We shall release the non relied upon documents within 60 days of issue of show cause notice.

**(B) Mechanism for lodging grievance / complaint :-**

As you are aware that CPGRAMS (Central Public Grievance Redress And Monitoring System) is in place where Citizen can lodge their grievances if prescribed service norms are not met with or if there is any case of mistreatment to them. This system is a standardized web based solution and an integrated application to register and to redress the grievance received online. The citizen can lodge their grievance by log-in to [www.pgportal.gov.in](http://www.pgportal.gov.in) and also by using – link on CBEC web site [www.cbec.gov.in](http://www.cbec.gov.in). The specifics in the grievance may be provided like the jurisdictional office (if known), details of specific service not meeting Citizens' charter norms and such other details.

The system shall generate a unique registration number for each grievance which could be used to check the periodic progress and to send the reminders. On grievance redress, reply sent by the department can be viewed through the PG portal.

The Commissioner of Central Excise, Jaipur-I is the Public Grievance Officer in the Commissionerate. Grievance can also be sent by post or by hand to him at the office address. His phone / fax number are 0141-2385034/0141-2385324. The complaints shall be acknowledged within 48 hours of their receipt and reply to the same shall be provided within 30 working days.

(C) Further in order to fulfill the implied needs of our customers, a citizens' lounge has been

(E) The Citizens' Charter and the Service Quality Policy of the CBEC have been displayed at the prominent places for the benefit of the customers.

(G) A suggestion box has been kept at the entrance of the Citizens' lounge. Our customers are requested to spare some time on their visit to our offices to fill up the Customer feedback cum suggestion forms kept near the suggestion box and to put the same in the box as it will help us to get their inputs on the quality of our services provided to them in terms of timeliness, responsiveness, empathy and level of courtesy of employees and to improve upon the same.

4. 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 assessees and to encourage, facilitate and assist them to voluntarily discharge their tax obligation.

5. All the Trade Associations are requested to bring to the notice of their constituent members about the contents of this Public Notice and to help us in our efforts to provide and improve upon the quality of services as specified in the Citizen Charter to them.

Encl. As above

*O.P. Dadhich*  
29/7/11

( O.P.Dadhich )  
Commissioner

As per mailing list

*Superintendent*  
29/7/11

Superintendent (Tech)