



भारत सरकार/Govt. Of India

वित्त मंत्रालय, राजस्व विभाग/Ministry of Finance, Dept. of Revenue

कार्यालय प्रधान आयुक्त, केन्द्रीय वस्तु एवं सेवाकर एवं उत्पाद शुल्क

Office of The Pr. Commissioner, CGST & Central Excise

मुख्यालय: नव केन्द्रीय राजस्व भवन, जयपुर, राज. -302005

HQ:NCRB, Statue Circle, C-Scheme, Jaipur-302005 (Raj.)

फोन न. 0141-2385104

सेवोत्तम शाखा

ई-मेल : commr-cejpr@nic.in

C.No. TECH/MISC/ADMN/8/2023-HQRS

Dated: .04.2025

Minutes of the management Review Meeting Held on 21.04.2025

Clause 5.7 of IS 15700-2018 (SQM-3.4) mandates that top management shall review the organization's management systems for service quality, Citizen's Charter and complaint handling at planned intervals to ensure their continuing suitability, adequacy, efficiency and effectiveness.

2. Accordingly, the Management Review Meeting was held on 21.04.2025 as per para 3.1(J) of SQM.for the period of Six months from Apr-2024 to Sep-2024.

3. The meeting was presided over by the Principal Commissioner Shri Chetan Kumar Jain (Nodal officer). The following officers of this Commissionerate attended the meeting:-

1. Sh. Rishi Yadav, Additional Commissioner (Sevottam)
2. Sh. Rajesh Agarwalla, Asst. Commissioner (Sevottam)
3. Sh. Laxmi Kant Tanwar, Supdt.(Sevottam /PRO/ Hqrs.)
5. Smt. Sunita Jain, Supdt.(Tech)
6. Sh. Dally Gill, Supdt.(Law)
7. Sh. M B Pathak, Supdt.(CERA Audit)
8. Sh. Mahesh Gupta, Supdt.(AE)
9. Smt. Neeta Goswami, Supdt. (Vigilance, CRU)
10. Sh. Bhawani Singh Shekhawat, Supdt.(Adj. Cell)
11. Sh. Pradeep Malik, Supdt.(Review Cell)
12. Sh. Rakesh Kumar Deriwal, Supdt. (TRC)
13. Sh. Pradeep Kumar Parwani, Supdt. (Systems)
14. Sh. Abhishek Sharma, Inspector (Sevottam)

4. After welcoming the participants. It was informed that the Department have New series IS 15700:2018 Certificate. Hence it was emphasized that all

Sections/ Branches should keep their records updated for this purpose. Thereafter the following agenda points were taken up for detailed discussion:-

(A) **Follow up actions of previous management review-**

- (i) As directed by Principal Commissioner sir, all the office of this Commissionerate should have full knowledge of citizen Charter. All the dak received in CRU should be monitored and it should be disposed off as soon as possible.
- (ii) Principal Commissioner has desired that adjudication & Anti evasion Branches should dispose off the old cases related to RUD as earliest as possible.
- (iii) All the Branches of CGST Commissionerate Jaipur should work under SQM and they should have the wide knowledge of SQM.
- (iv) Service quality norms should not only be followed for the services specified in the schedule to the BIS certificate but should be followed for the other services too.

(B) **Results of Audit:**

Internal audit of various branches of the HQ was conducted as per SQM 3.1(J) for the period Apr. 2024 to Sep-2024 by auditors on 08.04.2025 and 09.04.2025. No major non conformity found as the Service Quality Norms as laid down in the Citizen's Charter were met. The Branch-wise internal Audit findings were brought to the notice of the Nodal officer which is as under:-

Technical Branch: No letter was received during the period of audit in respect of SQM 3.2.1.2. The record is found proper. No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

Anti evasion Branch: No non conformity of records returned beyond stipulated time of 30 days and procedure laid down under SQM 3.2.1.10 is being adhered strictly.

Vigilance Branch: Records are being maintained properly during the period Apr 2024 to Sep-2024 for the stakeholders which have been found disposed off in the stipulated period. No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

CRU Branch: During test check it has been found that letters were received in E-office and sent to related branches and acknowledgement

given by email in time. No non-conformity was found as the Service Quality Norms as laid down in the Citizen Charter were met.

SEVOTTAM Branch: The record is found proper. No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

Law Branch: No letter was received during the period of audit in respect of SQM 3.2.1.2. The record is found proper. No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

Review Branch: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

Adjudication Branch: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

Computer Branch: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

Cera Audit: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

TRC Branch: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

(C) **Customer Feedback including results of Customer Satisfaction:**

The analysis of Feedback forms received for the period indicates that Customer satisfaction on the aforesaid aspects has broadly been "Very good." Customers are satisfied with the service delivered by the Officers.

(D) **Status of Preventive/ Corrective Action:-**

All out efforts are to be made to provide services as enshrined in the Citizens Charter to the customers.

(E) **Review of process performance:**

It is observed that in respect of all the specified processes for each service deliverable, the processes performance has been found satisfactory as the designated processes have resulted in achievement of the same.

(F) **Recommendation for improvement:**

The Nodal officer emphasized the following points for better implementation of Sevottam:-

- a. The Minutes of the Management Review Meeting should be circulated to all the branches for compliance along with a copy to Director General of Taxpayer Services (DGTS).
- b. The SQMS Manual should be adhered to strictly for the better services to the citizens/taxpayers.

(H) **Review output:**

(a) **Improvement in service quality standards:** It was observed that the present norms prescribed for delivery of services are being followed.

(b) **Improvement in customer satisfaction:** No non-conformity was observed and there was satisfaction amongst citizens/assesses, as assessed through the customer feedback forms.

(c) **Improvement in Management systems for Service Quality Citizens' Charter and Complaint handling:** Constant improvements in the management systems are being carried out in the background of statutory requirements to meet the requisite objectives of the Citizens Charter.

5. The Meeting Concluded with the Principal Commissioner thanking all the participants.

Assistant Commissioner (Sevottam)

C. No. TECH/MISC/ADMN/8/2023-HQRS-O/oPrCOMMR-CGST-JAIPUR

Date: .04.2025

- 1- The Principal Commissioner, CGST Commissionerate, Jaipur.
- 2- The Additional Commissioner (Sevottam /Tech), CGST Commissionerate, Jaipur.
- 3- AC/DC (Tech./ Law/ CERA/ Stat. /Adjudication/ Review/ AE/ Vigilance/ PRO/ Computer/ GST Cell), CGST Commissionerate, Jaipur
- 4- All Branch Heads Tech/ Law/ CERA/ Stat./ Adjudication/ Review/ AE/ Vigilance/ PRO/ Computer/ CRU Cell /GST Cell/ TRC Cell, CGST Commissionerate, Jaipur.
- 5- Director General of Taxpayer Services (DGTS), Email: dgts-cbic@gov.in
- 6- The Superintendent (Systems) with a request to upload the Minutes on the official website of CGST Jaipur.

Assistant Commissioner (Sevottam)