



केन्द्रीय उत्पाद व सीमा शुल्क आयुक्तालय,  
वडोदरा-11

केन्द्रीय उत्पाद एवं सीमा शुल्क भवन,  
सुभानपुरा, वडोदरा - 390023

Office of the Principal Commissioner,  
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### **GUIDANCE NOTE ON IMPLEMENTATION OF SEVOTTAM AT VADODARA-II**

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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 flows into assessee's voluntary tax compliance. The voluntary compliance lowers the 'cost of collection' with fewer resources allocated to control tax evasion, leading to an efficient revenue administration. In this regard CBEC has taken an approach towards quality delivery through business processes re-engineering. Further a 'Citizen's Charter' has been 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 CBEC has decided to roll out Sevottam in various Commissionerates, Vadodara-II Commissionerate is one of them where the said Sevottam project is being rolled out w.e.f \_\_\_\_\_.

3. The bilingual Citizen Charters have been displayed at the prominent places of the Commissionerate building at Subhanpura and Divisional Offices of Halol-I and Halol-II Divisions, which lay down our regulatory functions, service functions and standards (time norms) for the services selected. This Charter is the declaration of our mission, values and standards to achieve excellence in the formulation and implementation of Customs, Central Excise and Service Tax policies and enforcement of cross border controls for the benefit of trade, industry and other stakeholders. This Citizens' Charter will also be the benchmark to determine our efficiency and would be a dynamic document. The Citizen's Charter as formulated by the CBEC is available at the website of CBEC at <http://www.cbec.gov.in/whoweare/citzn-chtr-e.pdf> and at Vadodara-II's website [www.excisevadodara2.nic.in](http://www.excisevadodara2.nic.in).

4. It has been decided that in order to be Sevottam compliant and IS 15700:2005 certified, it is necessary to follow six out of nine standards of Citizen Charter which are applicable to Central Excise & Service Tax Formations. As a responsive and tax-friendly department, a mechanism is also being put in place for complaints and grievances as per Citizen Charter.

4.1 Process owners for the aforesaid six standards of Citizen Charter and time norms to be followed for complaints and grievance have been identified as under:-

1. Acknowledge all written communications including declarations, intimations, applications and returns immediately and in no case later than 7 working days of their receipt.

**(Process Owner : Assistant Commissioner(P&V))**

All the citizen communications will be received centrally at one point. All non-citizen communications like internal / departmental communications are not covered by this procedure. Separate registers for letters received from citizens and internally have to be maintained. A standard acknowledgement letter (as per the format attached) will be used to standardize the procedure. For communications received by post, acknowledgement will be sent by post as prescribed. For the communications received by hand, the acknowledgement will be issued on the spot by affixing a rubber stamp.

According to explanation of service deliverables, this covers all written communications including declarations, intimations, applications and returns.

We have established a centralized DAK system at Hqrs, Vadodara for the Hdqrs. office of Vadodara-II Commissionerate and three Divisions viz. Makarpura, Waghodia and Service Tax and separate centralized DAK system at Halol for the two Divisions viz. Halol-I & Halol-II to implement this service.

2. Convey decision on matters relating to declarations or assessments within 15 working days of their receipt.

**(Process Owner : All Divisional ACs / DCs and AC/DC Incharge of Sections)**

The dak or communication is entered in a register and the decision is conveyed in 15 days. If it is not possible to convey a final decision, then, an interim reply is sent in 15 days.

According to explanation of service deliverables, decision is to be conveyed on matters relating to declarations or assessments within 15 working days of their receipt; that a decision in matters like goods detained, bank guarantees not released or assessee needs a speaking-order etc will be covered in this service; that even a decision like unable to release the goods, if assessee wants the goods to be released, will be considered as a decision.

3. Dispose of a refund claim within 3 months of receipt of a complete claim.

**(Process Owner : All Divisional ACs / DCs)**

4. Complete Central Excise registration formalities within 2 working days of receiving a complete application.

**(Process Owner : All Divisional ACs / DCs)**

With ACES, all registrations are online. However for the purpose of monitoring, a record in prescribed format shall be maintained by the division office. If possible to capture the

record data from ACES reports, such a record can be maintained online and printed at the time of audit check or monitoring by process owner.

5. Complete examination and clearance of export consignment at factory premises within 24 hours of accepting the request.

**(Process Owner : All Jurisdictional Range Officers)**

6. Release of seized documents , which have not been relied on for the issue of Show Cause Notice, within 30 days from the date of issue of the said notice, unless otherwise provided under the law.

**(Process Owner : Assistant Commissioner (Preventive))**

Release of seized documents within 30 working days if not required by the department. It is mandatory to return the non-relied upon documents within 30 days of the issue of SCN. For this purpose, in all show cause notices, a clause may be inserted to state that the assessee should collect the non-relied upon documents from the department within 30 days of the receipt of the SCN. The date of SCN and date of actual return is to be indicated in the search register. In case where show cause notice is not issued, within 15 days of such decision, letter shall be issued to party to collect documents by designated person. The date of actual return is to be indicated in the search register.

7. Acknowledge complaints within 48 hours of receipt and attempt to provide final replies within 30 working days of their receipt. In case it is not possible to send the final reply within the time specified, an interim reply shall be furnished to the complainant.

**(Process Owner : Assistant Commissioner (P&V))**

Office Order has been issued for nominating Assistant Commissioner (P&V) as Central Grievance Redressal Officer.

5. CBEC has documented following documents for implementation of standard IS 15700:2005

- SERVICE Quality Manual
- Citizens' Charter
- Quality procedures
- Service procedures
- Records required to fulfill the requirements of IS 15700

The Service Quality Manual contains the following :

- Scope of Service Quality management system.
- Service quality policy.
- Service quality objectives and complaints handling objectives.
- Organization Structure and responsibility and authority of personnel at relevant levels within the scope of the standard.
- Documented procedures for-
  - i) Procedure for control of document


- ii) Procedure for control of records
- iii) Procedure for complaints handling
- iv) Procedure for various services offered by CBEC
- Citizens' Charter.

6. Infrastructure has been put in place as per SQM for better customer experience like facilitation center at Hdqrs. by nominating a Central Public Relation Officer for information and guidance on procedures etc. along with wide publicity and display of Citizens' Charter helping increase customers' voluntary compliance and a drop box facility at Hdqs for collecting feedback cum suggestion forms in the prescribed format. A board of "MAY, I HELP YOU" is being placed at the single Window Centre and Board displaying the names and designation of Process Owners with Contact details are being publicized. All the information regarding Sevottam is being placed on the Vadodara-II Central Excise Website.

7. For the ease of reference, the standard operating procedures for services to be delivered as given in SQM of CBEC are being attached with this instruction. All the concerned officers are directed to put them in place for implementing in true spirit. The record keeping formats are also attached herewith. It is impressed upon all concerned to strictly maintain the record keeping in the formats so prescribed. Each record shall be supported by individual proofs, like record of acknowledgement shall be supported by copies of acknowledgements given. It is needless to state that a feedback from the citizens is must so as to ascertain the level of satisfaction in the area of service deliverables. A standard prescribed format of "Feedback & Suggestions" is also attached herewith. Booklets of this format can be got printed duly paginated and supplied to each formation engaged in delivery of services.

8. The Sevottam requires to maintain the records from the October'2014.

9. All the Officers are requested to co-operate in implementation of SEVOTTAM. 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.

  
 (A.K. JYOTISHI) 20/5/15  
 PRINCIPAL COMMISSIONER  
 CENTRAL EXCISE, CUSTOMS & SERVICE TAX  
 VADODARA-II

F. No.IV/16-S7/Vad-2/T/2014-15

Vadodara, Dtd. /05/2015

Copy forwarded to:

1. The Chief Commissioner, C. Ex. & Customs, Vadodara Zone.
2. The Commissioner, Central Excise, Customs & Service Tax, Vadodara-I / Anand / Surat-I / Surat-II / Bharuch / Daman / Valsad / Silvassa
3. The Secretary, Gr. 'B' (Exe), Gr. 'C' (Exe), Gr. 'C' (Mini) and Gr. 'D' Officer's Association, C. Ex. & Customs, Vadodara-II.
4. Guard File
5. Notice Board