



**OFFICE OF THE COMMISSIONER  
CENTRAL EXCISE & SERVICE TAX COMMISSIONERATE  
CHANDIGARH –I**

PLOT No. 19, SECTOR 17-C, CHANDIGARH

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**व्यापार सूचना सं. 03 /2012 TRADE NOTICE NO. 03/2012**

विषय/SUB: **-Implementation of Sevottam Project to deliver excellence in service delivery at Chandigarh-I Commissionerate - Reg.**

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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.** In its third phase of implementation of SEVOTTAM Project, the CBEC has selected Central Excise Commissionerate, Chandigarh-I, where the said Sevottam project will be implemented with effect from 1<sup>st</sup> April, 2012.

**3.** The SEVOTTAM model seeks to assess an organization (Commissionerate) on:

- i) Implementation of the Citizens' Charter (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>). The Citizens' Charter has been publicly displayed at the entrance of each of the formations as well as at the entry gate of the "Excise Wing" of Central Revenue Building, Chandigarh.
- ii) Implementation of grievances redress system and
- iii) Service delivery capability.

4. The following services would be implemented under SEVOTTAM:-

**(i) In respect of Central Excise:**

1. Acknowledge all written communications within 7 working days
2. Convey decision on matters within 15 working days
3. Dispose of a refund claim within 3 months
4. Complete Central Excise registration within 2 working days
5. Complete examination and clearance of export consignment at factory premises within 24 hours
6. Give 15 days' advance intimation before undertaking the audit of assessee's records
7. Release of seized documents within 60 working days if they are not required by the department
8. Acknowledge complaints within 48 hours and attempt to provide final replies within 30 working days

**(ii) In respect of Service Tax:**

1. Acknowledge all written communications within 7 working days
2. Convey decision on matters within 15 working days
3. Dispose of a refund claim within 3 months
4. Give 15 days' advance intimation before undertaking the audit of assessee's records

5. Release of seized documents within 60 working days if they are not required by the department
6. Acknowledge complaints within 48 hours and attempt to provide final replies within 30 working days

**5. Following steps have been initiated towards SEVOTTAM:**

We are working on each SEVOTTAM module to assess ourselves, identify gaps and make improvements. Accordingly we have

- i) Sensitised and trained all our officers;
- ii) Established centralised DAK system at Hqrs and Division Offices at Chandigarh, Shimla and Mandi Gobindgarh.
- iii) Appointed exclusive Public Grievance officer at Hqrs and other Process Owners at Hqrs, Division Offices, who are as under:-

*(1)Public Grievance Officer:*

<b>Sl. No</b>	<b>Officer</b>	<b>Designation</b>	<b>Formation</b>
1	Sh. S.J. Singh	Commissioner	Public Grievance Officer

*(2)Public Relation Officer:*

<b>Sl. No</b>	<b>Officer Shri</b>	<b>Designation</b>	<b>Formation</b>
1	Yudhveer Singh	Superintendent	Public Relation Officer

*(3)Process Owners in Hqrs. office Chandigarh*

<b>Sl. No</b>	<b>Officer S/Shri</b>	<b>Designation</b>	<b>Formation</b>
1	Savita Sharma	A.O. Hqrs	Centralised Dak Receipt
2	Patinder Malhotra	Superintendent	Vigilance/Public Grievances
3	Dharam Singh	Superintendent	Technical
4	Sharanjit Singh	Superintendent	Service Tax
5	Sukheep Singh	Superintendent	Preventive
6	R.K. Malhotra	Superintendent	Audit
7	Ranjana Sharma	Superintendent	PLA/Reconciliation

(4)The following divisional heads would be responsible for implementing “Sevottam” in their divisions:-

<b>Sr. No</b>	<b>Division</b>	<b>AC/DC Incharge</b>
1	Central Excise Division, Chandigarh	Sh. Kuldeep Singh
2	Central Excise Division, Mandi Gobindgarh	Sh. M.M. Verma
3	Central Excise Division, Shimla	Sh. Nitin Wapa
4	Service Tax Division, Chandigarh	Sh. R.K. Mittal

The Trade and industry is requested to take note of the above, and cooperate 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 at Chandigarh@icegate.gov.in.

[ Sd/- ]  
(02.04.2012)  
[S.J. SINGH]  
**COMMISSIONER**

फा.सं. F.No. IV(16)Tech/Trade Notice/50/2012

दिनांक Dated: ...../03 / 2012

[ Sd/- ]  
(02.04.2012)  
Superintendent (Tech.)

