OFFICE OF THE COMMISSIONER OF CUSTOMS (EXPORT)
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI – 400 001

F.No. S/16-Misc-02/2014 Sevottam (x)
Date :- 01.01.2020

OFFICE ORDER

BIS has granted the certificate no. SQMGC/L- 7000057.1 for Service Quality Management System w.e.f 07 May 2019 to 15 November 2021 for 3 years and the same is under the process of renewal with BIS Authority. A Surveillance audit will be conducted by BIS to inspect the implementation of the services provided as laid down in the SQM manual.

In continuation to the Office Order dated 31.12.2019 in order to audit the implementation of the various SQMs as specified under the Service Quality Manual for the period 01.01.2019 to 31.12.2019 below mentioned officers have been appointed as ‘Auditors’ to the audit the below mentioned sections on the following days as given below :-

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Name of officer &amp; Designation</th>
<th>Name of the Groups/sections to be audited</th>
<th>Date of Audit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Shri. Anurag Kumar, Appraiser</td>
<td>EDI, Refund, EPCB (M.C), DEEC (M.C), BRU, Export Examination &amp; Adjudication Cell</td>
<td>15th &amp; 16th January, 2020</td>
</tr>
<tr>
<td>3.</td>
<td>Shri. Rakesh Kumar, Preventive Officer</td>
<td>TRC, MCD, Prosecution Cell, RTI Cell, Sevottam, Audit Coordination Cell</td>
<td>15th &amp; 16th January, 2020</td>
</tr>
</tbody>
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The Auditors so appointed shall:

i) Attend the training for SQMS and carry out all activities in the 20 sections which are functional under Export Commissionerate.

ii) Audit all activities need to be carried out in format as per SQM 4.2

iii) Highlighting areas of non-conformance,

iv) Work with other officers to timely close the issue;

v) Submit summary reports of the audit in form SQM 4.3 to Sevottam for finalising report on Management Review.

vi) The Committee to conduct the Management Review meeting.

vii) Give suitable directions to respective Process Owners of the concerned sections to improve the record keeping and disposal, in respect of the areas of non-conformance where immediate rectification is possible.

The audit report of all Groups/Sections of this Commissionerate as mentioned above shall be submitted by 31.01.2020.

(KARAMBIR SINGH)
Asstt. Commissioner of Customs (Export)
NCH, Mumbai

Copy to :- 1. All concerned.
2. P.A to the Principal Commissioner (Export), NCH, Mumbai Zone-I