



Mumbai Customs Zone - I
New Customs House
 Department of Revenue, Ministry of Finance
 Government of India



सीमाशुल्कआयुक्त (आयात - II) कार्यालय
 OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT II)
 नवीनसीमाशुल्कभवन, बेलाईस्टेट, मुंबई 400001
 NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI- 400 001

File No: GEN/SK/13/2021-A/M-O/o COMMR-CUS-IMP-II-ZONE-I-MUMBAI दिनांक: 19.04.2021

STANDING ORDER No. 53/2021

विषय/Subject: Appointment of Process Owners in Import - II Commissionerate -reg.

Consequent upon revision of SQM and supersession to Standing Order No. 03/2017 dated 28.12.2012, following Process Owners are appointed as per SQM 3.0 for the service deliverables set out in the 'Citizens Charter' where the standards of service that the department seeks to provide to the customers and the norms fixed for the Commissionerate are as follows:

S.No.	Key Services	Timelines/Norms	Process owner	Record keeping format under SQM 4.2 (Annexure A)
1	Acknowledgement of all written communication including complaints, declarations, intimations, applications and returns received Physically and through electronic media	Immediate	Tax Assistant, Centralised Receipt Unit (CRU) – Import II	As per SQM 3.2.1.1
2	Convey decision on matters including declarations or assessments	15 days	ADC/JC, DC/ AC – Group I, IA/Oil Unit, IIA, IIB, IIL, PAS, SVB, CRARS (Refund), Bond, AEO,	As per SQM 3.2.1.2
3	i. Disposal of refund claim of Customs Duty	90 days from receipt of complete application	Deputy/ Assistant Commissioner CRARS (Refund)/Supdt/AO CRARS(Refund)	As per SQM 3.2.1.3
4	Cargo release time for Sea Cargo Imports	72 hours	Additional/Joint Commissioner or other person	As per SQM 3.2.1.5
5	Issue of Orders-in-Original/Orders-in-Appeal	30 days from the date of conclusion of personal hearing where all the requisite information is available	Adjudicating Authority/Appellate Authority	As per SQM 3.2.1.15
6	Finalization of provisional assessment	30 days from the date of conclusion of inquiry or submission of requisite documents	Deputy / Assistant Commissioner	As per SQM 3.2.1.16
7	Documented procedure for exigencies in service delivery i.e. in cases where due to unavailable circumstances, normal service delivery as per the Citizen Charter is not possible		DC/Sevottam	As per SQM 3.2.2

2. Deputy /Assistant Commissioner, Sevottam is here by designated as "**Public Grievance Redressal Officer**" for cases received in this Commissionerate and he/she Acknowledge within 48 hours of receipt and attempt to provide final replies within 30 working days. PS to Commissioner to maintain manual record as per SQM 3.2.3

3. Management Review meeting will be held every six-month. Additional Commissioner/Joint Commissioner to ensure that such review meeting is completed without fail.

4. The documented operating procedures for service Deliverables are appended to this order. Monthly abstract shall be drawn in the records maintained in this regard, to analyse the performance per month by the process owners and verified by the AC/DC of concerned Group/section. All concerned are directed to strictly follow the operating procedures as discussed in this order and made available at actual point of use.

5. The Citizens' Charter and Quality Policy shall be prominently displayed for benefit of trade/assessee. In this regard, the responsibility of the same shall be with Deputy/Asstt. Commissioner - Sevottam.

6. All Process Owners should forward feedback form to trade/assessee as per format given in Annexure B & collect the same for further improvement. These feedback forms should be stored in e-office for future action.

7. Central Receipt Unit, Import II shall forward all communications to the relevant Process owner on the same day. If any deficiency is found in these communications, the Process Owner will send a deficiency/ defect memo to the sender within time limit set above. Under no circumstances, written communications so received by the Process owners through Central Receipt Unit will be reverted back to the Central Receipt Unit. At the end of the month, DC/Sevottam at unit level will make enhanced use of Information Technology to compile the data in the prescribed format, from the Process Owners and measure the conformance to service delivery standard.

8. The above instructions and the provisions contained in the CBEC Service Quality manual (SQM) should be complied strictly for ensuring that service delivery to all customers is carried out as per IS 15700:2018.

9. All concerned should ensure that records for each step are maintained systematically.

10. Any practical difficulties faced by the Process Owners in implementation of above procedure may be communicated in writing to DC/ Sevottam who in turn will put up the same before the Chairperson in Management Review Meeting.

11. Additional Commissioner/Joint Commissioner – Sevottam shall coordinate all activities as given in Service Quality Manual.


(MANOJ KUMAR KEDIA)

COMMISSIONER OF CUSTOMS IMPORT-II, MUMBAI
ZONE

Encl:

1. Annexure A: Record Keeping Format as per SQM 4.2
2. Annexure B: Sample feedback cum suggestion form as per SQM 3.3

Copy to:

1. Chief Commissioner of Customs, NCH, Mumbai.
2. Addl. Director General, DGPM, 4th Floor, Transport House, Poona street, Masjid (East), Mumbai- 400 009.

3. Addl. Director General, DGPM, 5th Floor, D-Shape Building, I.P.Bhawan, New Delhi-110002.
4. All Addl./Jt. Commissioner of Customs, Import - II Commissionerate.
5. All Dy./Asst. Commissioner of Customs, Import - II Commissionerate.
6. EDI Section for putting up on the website.
7. Notice Board.
8. Office Copy.

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Monthly abstracts shall be drawn to analyze conformance performance per month and checked by each process owner.

The formats prescribed are at minimum level and field units may choose to record more data.

For SQM 3.2.1.1: for acknowledgement, following record format is prescribed:

S. No.	Name of applicant	Subject	Date of receipt	Mode of receiving of communication	Date of sending acknowledgment	Date of disposal	Whether any decision is required	If decision required, name of dealing person / branch
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Sample for acknowledgement for written communication:

Formation Dated:-	
<u>ACKNOWLEDGEMENT</u>	
Receipt of letter No. _____ dated _____	
_____ from M/s _____ is hereby	
address _____	
acknowledged duly which has been entered at Sl.No. _____	
dated _____ in the acknowledgement register __ of this office.	
Authorized Signatory	

The acknowledgement for written communication received through electronic mode may indicate reference to the communication received, date of communication etc.

As far as communications received through e-mode are concerned, system already allows issuance of auto-acknowledgment.

For SQM 3.2.1.2: For Conveying decision on matters, following record format is prescribed:

Sl. No.	Name of the party	Reference no. and date	Subject	Date of decision	If decision is not conveyed in 15 days, then, date of interim reply
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For SQM – 3.2.1.3: For disposal of refund claims, following record format is prescribed:

Sl No.	Name And Address Of Taxpayer	File No.	Notification Under Which Claim Filed.	Date Of Receipt Of Claim	Date Of Issuance Of First Deficiency Memo	Date Of Issuance Of Second Deficiency Memo	Date Of Issuance Of SCN If Any	Date Of Receipt Of Complete Claim	Date Of Disposal
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For SQM – 3.2.1.4: (i) For sanctioning drawback, following record format is prescribed:

Sl. No	Name of the CHA/Exporter	Date of filing of export general manifest or paper claim (a)	Date of sanction of drawback (b)	Working days taken to sanction drawback (b – a)	Whether drawback sanctioned within specified time (Yes/ No)
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(ii) For fixing brand rate of duty drawback, following record format is prescribed:

Sl. No	Name of the CHA/Exporter	Date of receipt of Complete application	Date on which Provisional/ Final Brand Rate Fixation letter issued	Remarks
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For SQM – 3.2.1.5: For Cargo Release Time

A. Clearance of export goods, following record format is prescribed:

Sl. No	Name of the CHA/Exporter	Time of filing of complete declaration (a)	Time of let export order (b)	Time taken to clear export goods in hours (b – a)	Whether let export order given within specified time (Yes/ No)
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B. Clearance of import goods, following record format is prescribed:

Sl. No	Name of the CHA/Importer	Time of filing of complete declaration (a)	Time of Out of Charge order (b)	Time taken to clear import goods in hours (b – a)	Whether out of charge order given within specified time (Yes/ No)
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For SQM – 3.2.1.6: For GST registration, following record format is prescribed:

Sl. No	Name of the Applicant	Date of application	Date of issue of registration	Registration No.	Remarks
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For SQM – 3.2.1.7 : For amendment in GST registration, following record format is prescribed:

Sl. No	Name of the Applicant	Date of application	Registration No.	Detail(s) of amendment	Remarks
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For SQM – 3.2.1.8: For cancelling GST registration, following record format is prescribed:

Sl. No	Name of the Applicant	Date of application	Registration No.	Date of cancellation of registration	Remarks
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For SQM – 3.2.1.9: For issuance of prior intimation before undertaking the audit, following record format is prescribed:

AMR No. and date of issuance of letter to the party for audit	Name and address of the party	Tentative date of visit	Actual date of visit
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For SQM – 3.2.1.10 : For conclusion of the audit, following record format is prescribed:

Name and address of the taxpayer	Actual date of visit for audit	Date on which Audit was concluded	Date of finalisation of draft audit report
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For SQM – 3.2.1.11: For intimation of the findings of audit, following record format is prescribed:

Name and address of the taxpayer	Date of conclusion of audit	Date on which final findings of audit were intimated to taxpayer	Remarks
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For SQM – 3.2.1.12: For release of seized documents and things, following record format is prescribed:

Sl. No.	Name of the party	Date of seizure of the documents and things	Date of issuance of SCN or letter requesting the party to collect the non-relied upon documents	Date of actual document collection
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For SQM – 3.2.1.13: For completing examination and clearance of export consignment, following record format is prescribed:

Sl. No.	Name of the exporter / taxpayer	Date of receipt of request	Nature of export	Request attended on	Name of the officer	Remarks
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For SQM – 3.2.1.14: For permission for self-sealing for export consignment, following record format is prescribed:

Name and address of the taxpayer/exporter	Date of request made by taxpayer/exporter for self-sealing	Date on which permission granted	Remarks
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For SQM – 3.2.1.15: For issuance of Orders-in-Original/Orders-in-Appeal, following record format is prescribed:

Name and address of the taxpayer	Date of final Personal hearing/all documents/information required are made available	Date on which O-in-O/O-in-A issued	Remarks
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For SQM – 3.2.1.16: For finalisation of provisional assessment, following record format is prescribed:

Name and address of the taxpayer	Date when inquiry was completed/ all documents/information required are made available	Date on which Provisional Assessment order was issued	Remarks
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For SQM – 3.2.1.17: For Return of Bond and BG in Export Promotion Schemes

Name of the Importer	Date of receipt of complete application including EODC	Date on which Return of Bond and BG issued	Remarks
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For SQM 3.2.3: Data is stored in CPGRAMS system and could be pulled using “monitoring report” tab. For manual record maintenance following format is prescribed:

Sl.NO.	Mode of receipt	Date of receipt of complaint	Date of sending acknowledgement	Date of forwarding to division/ section/ officer for comments	Date of receipt of comment from division/ section/ officer	Date of final / interim reply
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Approved by: CBIC

Issued by: Directorate General of Taxpayer Services

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Annexure B

CBIC

SERVICE QUALITY MANUAL (SQM)

SQM – 3.3	RESOURCE MANAGEMENT
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Sample feedback cum suggestion form		
Name of the taxpayer/Visitor		
GSTIN		
Contact No.		
Nature of the query		
Whether query was resolved		
Provide feedback on following parameters rating 1 for very dissatisfied and 5 for very satisfied		
<ul style="list-style-type: none"> • Service Reliability (timeliness/accuracy) • Responsiveness & courtesy • Information & guidance • Office ambience • Got what you wanted 		
Any other suggestions you would like to give for improvement		
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