

OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT-II)
NEW CUSTOM HOUSE, BALLARD ESTATE,
MUMBAI – 400 001.

F.No. S/26-Misc-01/2017-18 Sevottam (Imp-II)

Date: 08.07.2019

STANDING ORDER NO. 07/2019

Sub: Appointment of Sevottam Process Owners – reg...

Consequent upon bifurcation of Import Commissionerate into Import-I and Import-II and as a measure of improvement in the service delivery to the citizens, following Process Owners are appointed for the service deliverables mentioned in column (2) of the Table-A below.

Table-A

S.No. (1)	Service Deliverable (2)	Process Owner (3)	Record Keeping Format (available on CBIC Website) (4)
1	Acknowledgement: Acknowledgement of all written communication from the citizens received centrally at the point, within 7 working days. The internal/departmental communications are not covered by this procedure. The communications of confidential/secret natures are to be transferred to PS to Commissioner.	AC/DC Sevottam	SQM 4.2 (for SQM 3.2.1.1)
2	Convey decision on matters within 15 working days of its receipt. If it is not possible to convey a final decision, then interim reply be sent in 15 days giving an approximate time frame in which decision is expected. Such time frame given be followed scrupulously.	AC/DC – Group I/IA, IIA, IIB, III, SVB/GVC, PAS, Bond Section, CRARS (Refund),	SQM 4.2 (for SQM 3.2.1.2)

		Licence Section	
3	Disposal of Refund claims within 90 days from receipt where claim is complete in all respect	AC/DC Refund	SQM 4.2 (for SQM 3.2.1.3)
4	Clear the import goods within 48 hours of filing of declaration where the declaration relating to any consignment is complete and correct. To meet this service norm, 40 hours are kept for assessment of Bill of Entry and 8 hours for examination of goods.	AC/DC – Group I/A, IIA, IIB, III, PAS,	SQM 4.2 (for SQM 3.2.1.6)
5	Acknowledgement complaints received within 48 hours of receipt and attempt to provide final reply within 30 working days	AC/DC Appraising (Main) PS to Commissioner (Import-II)	SQM 4.2 for SQM 3.2.1.11

3. In no case, written communications addressed to the Process Owners falling under this Commissionerate will be refused for acceptance by Sevottam Section. Sevottam Section will channelize the communication 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 Sevottam Section will be reverted back to Sevottam Section. At the end of the month, AC/Sevottam 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.

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

-Sd-
(JAGREETI SAIN NEGI)
 COMMISSIONER OF CUSTOMS
 IMPORT-II, MUMBAI ZONE-I

Copy to:

1. Chief Commissioner of Customs, Mumbai Zone-I
2. Addl. Director General, DGI, Mumbai
3. Joint Commissioner of Customs, Import-II
4. All Deputy/Assistant Commissioners of Customs, Import-II
5. EDI Section for putting up on the website
6. Notice Board
7. Office Copy
8. Correspondence Section.