



OFFICE OF THE COMMISSIONER OF CUSTOMS(G)  
NEW CUSTOM HOUSE, BALLARD ESTATE,  
MUMBAI-400001

F. No. S/23-74/Sevottam/2013

DATED: 02.09.2013

PUBLIC NOTICE NO.108/2013

**Sub: Implementation of Sevottam in the Commissionerate, Mumbai  
(Customs General) Zone 1, Reg**

Attention of tax payers and other citizens is invited on the above mentioned subject. The office of the Commissioner of Customs (G), New Custom House, Ballard Estate, Mumbai, 400001 is in final stage of getting "Service Delivery Excellence Model" called "SEVOTTAM" in C.F.S. (Mumbai) and now the same is also being extended in other sections of Commissionerate (General). This "Service Delivery Excellence Model" called "SEVOTTAM" whose aim is to enhance customer satisfaction, provide effective and efficient service, continuously improve its service and service delivery processes by encouraging, facilitating and assisting tax payers and other citizens to voluntarily discharge their service obligation and provide them services required in meeting their obligations. The Commissionerate (General) commits to discharge all its functions in a fair, impartial, transparent and consistent manner.

1. As a measure of achieving excellence in the service delivery, the following is decided to be provided in implementing the same immediately in all Sections of the Commissionerate:-

a) "Single Window System" to tax payers and other citizens where a centralized receipt and Disposal system for all written communication have been established at the Office of The Commissioner of Customs (G), New Custom House, Ballard Estate, Mumbai 400001. All written communications should be submitted at the Counter of Centralised/Dak receipt system. Acknowledgement will be issued and handed over by the officials immediately at the time of submission of such written communication indicating unique identification number and specification of branch where request shall be processed. However,

the written communications received by post, acknowledgement shall be sent by post within seven days. The office shall try to meet the standards of services promised under Citizen's Charter and Disposal of all written communication received shall be made within the time limit. In case of any unavoidable reason where the office is not in a position to finalise the issue within the given time period, reason for such delay along with additional time to be taken in disposal of such matter shall be communicated to the applicant. The responsible officers for this "Single Window System" are as below:

Sr. No.	Designation
1.	Superintendent (Sevottam)
2.	Inspector (P. O.)
3.	STA/TA
4.	Hawaldar/Sepoy

b) The different processes set out in the Citizen's Charter where the standards of service that the department seeks to provide to the customers viz. tax payers/ other citizens and the norms fixed for the Commissionerate for the deliverables are as follows:

Sr. No.	Service Norm in Citizen's Charter to be met
1.	Acknowledge all written communication including declarations, intimations, application and returns within 7 days.
2.	Decisions on matters will be conveyed within 15 working days of their receipt. All correspondence related with clarification and conveyance of decision will be disposed of within 15 working days.
3.	Seized documents will be released within 30 working days if they are not required by the department. Where no SCN is issued, letter will be issued to party concerned to collect documents by designated person within 15 days of decision taken for not issuing the SCN.
4.	Complaints received will be acknowledged within 48 hours of receipt and attempt will be made to provide final replies within 30 working days.

c) Deputy/ Assistant Commissioner (Sevottam/Technical) is hereby designated as "Public Grievance Redressal Officer" for cases received in this Commissionerate.

All the tax payers and other citizens are requested to advice and guide their constituent members accordingly.

Sd/-

02.09.2013

(P. K. AGRAWAL)

Commissioner of Customs (G)

New Custom House, Mumbai

To,  
All concerned/  
Notice Board.

Attested by me

(Pawankumar)

Dy. Commissioner of Customs,

Sevottam,

NCH, Ballard Estate, Mumbai