



भारत सरकार  
Government of India  
वित्त मंत्रालय, राजस्व विभाग  
Ministry of Finance, Department of Revenue  
सीमा शुल्क आयुक्त (निवारक) का कार्यालय  
Office of the Commissioner of Customs (Preventive)  
पूर्वोत्तर क्षेत्र  
North Eastern Region  
सीमा शुल्क भवन 110 एम . जी. रोड शिलांग . 793001  
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**FACILITY No. 03 /2015**

Dated Shillong the 24th of February 2015

**Subject: Implementation of Sevottam- identification of process owners**

The members of the Trade and Industry and all concerned had been informed by this Commissionerate Facility No. 04/2014 dated 17.12.14 about the implementation of "Sevottam" in this Commissionerate. At Para 4, the services which we are committed to provide to our citizens had been listed. The process owners of the service deliverables are now identified and tabulated as below:

S.No	SQM No	SERVICE DELIVERABLES	Process Owners
I	3.2.1.1	Acknowledge all written communication, intimation, application and returns received from the citizen within 7 working days	Administrative Officer (GL) /PRO shall be the Process owner of the Centralised Receipt of the Commissionerate
II	3.2.1.2	Convey decision on matters relating to declaration or assessments within 15 working days of their receipt	The Deputy / Asstt Commissioner in charge of the branch/section to which the matter pertain for taking decision shall be the Process owner
III	3.2.1.3	Dispose of a refund claim within 90 days from the date of its receipt	The Deputy/Asstt Commissioner (Tech) if the issue pertains to the Hqrs. Or the Deputy/Asst. Commissioner of the concerned Division if issue pertains to a Division shall be the Process owner
IV	3.2.1.4	Remission of drawback within 7 working* days of receipt of a complete claim	The Deputy/Asstt Commissioner (Tech) if the issue pertains to the Hqrs. Or the Deputy/Asst.

			Commissioner of the concerned Division if issue pertains to a Division shall be the Process owner
V	3.2.1.5	Clear the export goods within 24 hours of filing of declaration , where the declaration relating to any consignment is complete and all documents are in accordance with the procedure	The Deputy/Asstt Commissioner of the concerned Division and/or the Superintendent of the concerned Customs Station shall be the Process owner.
VI	3.2.1.6	Clear the import goods within 48 hours of filing of declaration , where the declaration relating to any consignment is complete and all documents are in accordance with the procedure	The Deputy/Asstt Commissioner of the concerned Division and/or the Superintendent of the concerned Customs Station shall be the Process owner.
VII	3.2.1.10	Release of seized documents if they are not required by the department within 30 working days of the issue of show cause notice	A.C (Preventive) Or the Deputy/Asst. Commissioner of the concerned Division if issue pertains to a Division shall be the process owner.
VIII	3.2.2	Documented procedure for exigencies in service Delivery, i.e. in case where due to unavoidable circumstances, normal service delivery as per the Citizens Charter is not possible.	The Deputy / Asstt Commissioner in charge of the branch/section to which the matter pertain or the Deputy/Asst. Commissioner of the concerned Division if issue pertains to a Division shall be the Process owner
IX	3.4	Acknowledge complaints received within 48 hours of receipt and attempt to provide final replies within 30 working days	The Deputy / Asstt Commissioner in charge of the branch/section to which the matter pertain for taking decision shall be the Process owner
X	3.2.3	Documented procedure for complaint handling	Supdt ( SIU-Vigilance ) is responsible for handling of grievance on CPGRAMS and also as received by post or fax

  
 [Gaigongdin Panmei]  
 Commissioner

**SPEED POST**

C. No. VIII (48)12/CUS/TECH/Sevottam/2014/

2250-85(A)

Dated: 125 FEB 2015

Copy to:

1. The Chief Commissioner, Central Excise & Customs, Shillong Zone, NER, 'CRESCENS', M.G. Road, Shillong – 793001
2. The Commissioner, Central Excise, Morello Compound, Shillong- 793001
3. The Commissioner, Central Excise, Sethi Trust Building, G.S. Road, Bhangagarh, Guwahati-781005
4. The Commissioner, Central Excise, Milan Nagar, Lane 'F', P.O. C.R. Building, Building- 786 003
5. The Commissioner (Appeals), Central Excise & Customs, Piyali Phukan Path, Christian Basti, Guwahati
6. The Deputy/Assistant Commissioner, Customs Division\_\_\_\_\_ (All). The identified process owners are requested to ensure service delivery as per set standards and re-deploy the resources within their direct control for optimum utilization, to target the objective of the CBEC Service Quality Manual. A copy of this Facility may be circulated to all field formations and proper delivery of services ensured by the process owners. The Facility may also be circulated among all the Exporter/Importer Association(s), Customs House Agents under their jurisdiction.
7. The Deputy/Assistant Commissioner, \_\_\_\_\_, Customs Hqrs., Shillong. The identified process owners are requested to ensure service delivery as per set standards and re-deploy the resources within their direct control for optimum utilization, to target the objective of the CBEC Service Quality Manual.
8. The Branch-in-charge, \_\_\_\_\_ Branch (all), Customs Hqrs., Shillong. The identified process owners are requested to ensure service delivery as per set standards and re-deploy the resources within their direct control for optimum utilization, to target the objective of the CBEC Service Quality Manual.
9. The Superintendent, Computer Cell, Customs Hqrs, Shillong to upload a copy of this facility to the Commissionerate website.
10. The Junior Hindi Translator, Customs Hqrs., Shillong to ensure issue of a Hindi version of the facility.
11. Guard File

*Subhadip Choudhury*  
24.02.15  
[Subhadip Choudhury]  
Superintendent (Tech)