

# PUBLIC NOTICE NO.06 /2013

OFFICE OF COMMISSIONER OF CUSTOMS(EXPORT)  
JAWAHARLAL NEHRU CUSTOM HOUSE, NAVA  
SHEVA, TALUKA URAN, DISTRICT RAIGAD.

F. No.S/5-Gen-27/2012 P& E /Sevottam JNCHA Date:  
21.02.2013

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Sub:- Implementation of Sevottam in the Export Commissionerate, Zone -II-reg.

Attention of all Exporters, CHAs and Trade is invited on the above mentioned subject. The Office of the Commissioner of Customs (Export), Jawaharlal Nehru Custom House, Nhava Sheva, Raigad 400707 endeavours to implement a "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 existing and potential assesses to voluntarily discharge their Export obligations and provide them services required in meeting their obligations. The Export Commissionerate commits to discharge all its functions in a fair, impartial, transparent and consistent manner.

2. 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 Export Commissionerate:-

a) "Single Window System" to the Exporters, CHAs and the Trade where a centralized receipt and disposal system for all written communication have been established at Office of the Commissioner of Customs (Export), Jawaharlal Nehru Custom House, Nhava Sheva, Raigad 400707. 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, acknowledgment shall be sent by post within seven days. This 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 finalize the issue within the given time period, reason for such delay alongwith 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.	PO & EO
3.	STA/TA

b) The different processes set out in the Citizensâ€™ Charter where the standards of service that the department seeks to provide to the customers viz Exporters, CHAs and the Trade and the norms fixed for the Commissionerate for the deliverables are as follows:

**Sr. No. Service Norm in Citizensâ€™ Charter to be met**

1. Acknowledge all written communication within 7 days other than communications of confidential / secret natures which are to be transferred to PS to Commissioner (Export)
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. Drawback will be disposed off within 7 days, Refund Claims to be disposed of within 90 days of receipt of a complete claim as per procedure .
4. The Export goods will be cleared for export within 24 hours of filing of declaration, where the declaration relating to any consignment is complete and correct.
5. 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.
6. 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 (Appraising Main) is hereby designated as “Public Grievance Redressal Officer” for cases received in this Commissionerate.

All the Trade/Association is requested to advice and guide their constituent members accordingly.

**Sd/-21.02.2013**

**MANOJ KRISHNA**

**Commissioner of Customs (Export)**

**New Customs House, Mumbai**

To,

All Concerned.