

Minutes of the Meeting held on 10th September 2015 regarding review of implementation of Sevottam in JNCH.

OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-IV)
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA-SHEVA
TAL – URAN, DISTRICT – RAIGAD, MAHARASHTRA – 400 707

F. No. S/12-Gen-32/2015-16 AM (X)

Date:22.09.2015

Sub: Minutes of the Meeting held on 10th September 2015 in the Conference Hall, 6th Floor, JNCH at 11.00 AM regarding review of implementation of Sevottam in JNCH.

To review the present position in respect of implementation of Sevottam at Mumbai Customs Zone II, JNCH, a Review meeting under the chairmanship of Shri Sanjeev Behari, Chief Commissioner of Customs, JNCH was held on 10.09.2015 at 1100 hrs in the Conference Hall, 6th floor, JNCH. Following officers were present.

Sl . No.	Name of the officer (Shri/Smt/Ms)	
1	D.K. Srinivas	Commissioner of Customs
2	Subhash Agrawal	Commissioner of Customs
3	Rakesh Goyal	Addl. Commissioner of Customs
4	Ashir Tyagi	Addl. Commissioner of Customs
5	Nilkanth N. Shelke	Addl. Commissioner of Customs
6	Rajesh Kumar Agarwal	Addl. Commissioner of Customs
7	A K Goel	Addl. Commissioner of Customs
8	Alok Agarwal	Joint Commissioner of Customs
9	Vishwanath	Dy. Commissioner of Customs
10	Abhinav Agrawal	Dy. Commissioner of Customs
11	Manvesh Kumar	Dy. Commissioner of Customs
12	Raghendra Pal Singh	Dy. Commissioner of Customs
13	Prabhakar Kumar	Dy. Commissioner of Customs
14	Rajiv Magoo	Dy. Commissioner of Customs
15	D. S. Rana	Dy. Commissioner of Customs
16	Arhana Nayak	Dy. Commissioner of Customs
17	Mahipal Singh	Dy. Commissioner of Customs
18	Dr. Subhash Yadav	Dy. Commissioner of Customs
19	Palash Bhoyar	Asstt. Commissioner of Customs
20	Pankaj Kumar	Asstt. Commissioner of Customs
21	Arvind K. Singh	Asstt. Commissioner of Customs
22	Jayshankar Upadhyay	Asstt. Commissioner of Customs
23	Raguram K.	Asstt. Commissioner of Customs
24	Sudhakar Pandey	Asstt. Commissioner of Customs

25	Anushree Hardikar	Asstt. Commissioner of Customs
26	Arpita Naharya	Asstt. Commissioner of Customs
27	B. Lokanatha Reddy	Asstt. Commissioner of Customs
28	Anand Y Gokhale	Asstt. Commissioner of Customs
29	I. L. Kalal	Asstt. Commissioner of Customs
30	Umaram Mitharwal	Asstt. Commissioner of Customs
31	R. M. Gangreddiwar	Asstt. Commissioner of Customs
32	B. D. Sankhe	Asstt. Commissioner of Customs
33	Shahdadpur J. G.	Asstt. Commissioner of Customs
34	M. K. Nair	Asstt. Commissioner of Customs
35	Ashok Thaker	Asstt. Commissioner of Customs
36	A Gangopadhyay	Asstt. Commissioner of Customs
37	Rakesh Kumar	Asstt. Commissioner of Customs
38	P M Dhole	Asstt. Commissioner of Customs
39	P K Ahire	Asstt. Commissioner of Customs
40	V L Kamble	Asstt. Commissioner of Customs
41	N J Sable	Asstt. Commissioner of Customs
42	R M Bhoopathy	Asstt. Commissioner of Customs
43	H M Choudhary	Asstt. Commissioner of Customs
44	O K Pathak	Appraiser
45	Ranjit Kumar	Appraiser
46	Navneet Rozal	Appraiser
47	Shailesh D Devrukhkar	Preventive Officer
48	Prashant Kumar Pandey	Preventive Officer

2. At the outset, the Chief Commissioner of Customs JNCH, was briefed by Shri Alok Agarwal, Joint Commissioner, Sevottam Cell about the progress made so far on Sevottam front and further requirements in order to implement Sevottam at JNCH.

Regarding working of CRS, it was informed that around 250-300 Citizen letters are being received everyday, a software for automated generation of acknowledgement, tracking of the letter and further update about sending its reply to the citizen is needed. He further added that two software developing companies have shown interest in developing the required software. One M/s Newgen Software Technologies has submitted their quotation and second will be submitting soon.

Shri Subhash Agrawal, Commissioner of Customs added that, there is a third option available. Shri AK Thakkar, Asstt. Commissioner has also been assigned to this work. Shri AK Thakkar, Asstt. Commissioner, informed that the skeleton of the software is ready and only layering of hierarchy is required to be mentioned.

The Chief Commissioner directed to examine the above said proposals at the earliest and also directed to examine the feasibility of getting software with the help of NIC.

(Action by: Dy. /Asstt. Commissioner EDI Cell)

3. The Chief Commissioner asked the head of audit teams about Second Preliminary Audit which has been done recently.

Head of Audit Teams explained their findings one by one. It was informed by the Head of Audit teams that, "Most of the sections now have their Sevottam Registers and entries in these are being done for citizen letters received". However, in most of the cases the register is not properly maintained as the column for Decision required/ Decision not required is not filled up.

The process owners of the concerned sections were directed to get the complete compliance done immediately. The Chief Commissioner said that a communication gap exists between the head of audit teams and process owners, he further directed to have a third audit done within a period of three weeks. The complete audit report should be submitted by 30th September 2015.

(Action by: All process owners and Audit teams)

4. Regarding training of officers, it was informed to the Chief Commissioner that training of Head of audit teams has been given by Ms Archana Nayak, Dy. Commissioner and further the head of audit teams may impart training of officers posted in the Commissionerates in which they are performing audit.

The Chief Commissioner directed Ms Archana Nayak, Dy. Commissioner to impart training of Tax Assistants on same day i.e. on 10.09.2015 at 03.00PM, as the initial entry is made by them and their role is very crucial.

(Action by: Centralised Sevottam Cell)

5. Development of infrastructure as per SQM is the most important requirement in respect of implementing Sevottam. Shri Alok Agarwal, Joint Commissioner informed that as per SQM a Visitors Lounge is required to be designed at convenient place on Ground/First floor, for receipt of citizen letters in Centralised Receipt Section (CRS), proper furniture and fixture are required to be designed and developed. Display boards/indicators showing CRS/Other Counters should be fixed at Visitors Lounge. For receipt of citizen letters, six counters/cubicals (one for CCO and CC (G) and rest five for other five commissionerates of JNCH) should be provided at one place. Board displaying the work handled by every Commissionerate should be shown in Board affixed at each counter. Accordingly, six semi-skilled persons are required to be deployed, one for CCO and CC (G) and rest five for other five commissionerates of JNCH.

The Chief Commissioner directed Shri Ashir Tyagi, Additional Commissioner, Shri Neelkanth Shelke, Additional Commissioner and Shri Alok Agarwal, Joint Commissioner to examine the feasibility for development of required infrastructure on ground or first floor. He also directed to examine the feasibility to hire semi-skilled persons on outsourcing.

The Chief Commissioner directed to co-ordinate with Publication Directorate for collection of framed Citizen Charter and other display materials.

(Action by: Shri Ashir Tyagi, Additional Commissioner, Shri Neelkanth Shelke, Additional Commissioner, Shri Alok Agarwal, Joint Commissioner and Dy. Commissioner of Customs P/G).

6. Dr. Subhash Yadav, Dy. Commissioner, stated that progress on Sevottam work is being badly affected due to shortage of staff at every level. Due to this CRS is not working properly. Performing audit was also difficult due to the same.

Shri Subhash Agrawal, Commissioner of Customs stated that, for CRS, ideally there is requirement of two persons for each Commissionerate. However, in the beginning there should be atleast one person for each Commissionerate. Since proper functioning of CRS is the prime requirement of Sevottam, outsourcing may be allowed.

The Chief Commissioner directed to examine the feasibility for getting required persons on outsourcing.

(Action by: Dy. Commissioner of Customs P/G).

(7) Shri Subhash Agrawal, Commissioner of Customs, submitted analysis of data on clearance of import goods/ Export goods and disbursement of Drawback. It was informed that in the month August 2015, about 72% Bills of Entry got cleared within 48 hours from filing to Assessment and about 91% got cleared from Registration to Out of Charge. He stated that JNCH is not compliant with the requirement at the first stage. The Chief Commissioner directed to find out the outliers and have a group wise analysis done in this regard.

For disbursement of Drawback, it is informed by Shri Ashir Tyagi, Additional Commissioner that, in normal course drawback is being disbursed within applicable period, however, due to large pendency of previous claims, it shows an adverse report. Once the pendency will be finished, this will not be an area of concern.

The Chief Commissioner directed to get detailed analysis of all the reports. He further directed to get Group wise analysis done for time taken for clearance of Bills of Entry, so that the outliers can be identified and corrective measures can be taken by respective groups.

(Action by: EDI Cell and All Assessment Groups).

8. In order to implement Sevottam at JNCH, the Chief Commissioner directed to adhere to the following timeline, which was decided earlier and informed to the DGICCE vide letter F. No. S/12-Gen-32/ 2015 -16 AM (X) Date: 13.07.2015.

Sl. No.	Action Plan	Timeline
1.	Final Internal Audit of all sections	30 th September, 2015.
2.	Final Review of status report submitted by Audit Committees. /Management Review.	15 th October, 2015.
3.	Application for BIS certification.	30 th October, 2015.

(Action by: All Process Owners and Centralised Sevottam Cell)

This issues with the approval of the Chief Commissioner of Customs, Mumbai Customs, Zone – II.

–sd– (22/09/2015)

(Dr. SUBHASH YADAV)

Dy. COMMISSIONER OF CUSTOMS

CENTRALISED SEVOTTAM CELL JNCH

Copy to :

1. PA to The Chief Commissioner of Customs, Mumbai Customs, Zone –II.
2. The Principal Commissioner/ All the Commissioner of Customs, JNCH.
3. All Addl. / Joint Commissioner of Customs, JNCH.
4. Process Owners – Dy. /Asstt. Commissioner of all sections/Groups.
5. EDI Section for uploading on website of Mumbai Customs, Zone – II
6. Office Copy.
7. Notice Board.