

Teck Solutions



सीमा शुल्क (निवारक) आयुक्त का कार्यालय  
OFFICE OF THE COMMISSIONER OF CUSTOMS  
CUSTOMS PREVENTIVE COMMISSIONERATE

55-17-3, सी -14, 2 तल, औद्योगिक एस्टेट, ऑटो नगर, विजयवाड़ा – 520 007

फोन: 0866-2551261 फैक्स: 0866-2551156

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Phone : 0866-2551261 Fax : 0866-2551156

C.No.VIII/48/03/2015-CPC (SEVOTTAM)

Dated 14 .01.2016

**Public Notice No. 01/2016- Sevottam**

Sub: SEVOTTAM – Implementation of SEVOTTAM in Kakinada Custom House /  
Krishnapatnam Custom House – Regarding

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The vision of the Central Excise and Customs (CBEC) is to provide an effective and transparent mechanism for collection of indirect taxes and voluntary tax compliance. The CBEC has the Government of India mandate to implement SEVOTTAM (Excellence in Service) and achieve the customer satisfaction as required in IS 15700:2005. In this regard the undersigned has initiated SEVOTTAM.

2. To achieve the commitments enunciated in the Citizens' Charter, the following Services are being delivered under SEVOTTAM by various formations of this Commissionerate.

- I. Acknowledge all written communications received from Citizens within 7 working days.
- II. Convey decisions on matters within 15 working days of their receipt.
- III. Dispose of a refund claim within 3 months of receipt of complete claim.
- IV. Remit Drawback Claim within 7 working days of either filing of manifest in the case of electronic processing of declarations or filing of a paper claim in the case of manual processing.
- V. Clear the goods, where the declaration relating to any consignment is complete and correct
  - a) in case of exports, within 24 hours of filing of declaration.
  - b) in case of imports, within 48 hours of filing of declaration.
- VI. Release of seized documents, which have not been relied upon for the issue of Show Cause Notice, within 30 days from the date of issue of the said notice, unless otherwise provided under the law.
- VII. Acknowledge complaints within 48 hours and attempt to provide final replies within 30 working days.

3. Citizens/Trade/Clients are advised to **submit any written communication including intimations, applications, declarations etc pertaining to the following:**

- a. **Office of the Commissioner of Customs, Customs Preventive Commissionerate, Vijayawada – In respect of any issues pertaining to any formation under Customs Preventive Commissionerate, Vijayawada.**
- b. **Office of the Joint Commissioner of Customs, Krishnapatnam Custom House, KAPS Building, CVR Complex, Gopapapuram (V), Krishnapatnam Port Premises, Nellore – In respect of issues relating to Krishnapatnam Port.**
- c. **Office of the Deputy Commissioner of Customs, Kakinada Customs House, Port Area, Kakinada – In respect of issues relating to Kakinada Port.**

4. **The public may file their applications in the centralized receipt section in the said Custom House concerned / Customs Preventive Commissionerate, Hqrs Office, Vijayawada and obtain the dated acknowledgement. The communications received other than in person will be acknowledged by post/fax/email. In case of any difficulty, the following officers may be contacted:**

- a. **The Commissioner of Customs, Customs Preventive Commissionerate, Vijayawada telephonically on 0866-2551265 or in person.**
- b. **The Joint Commissioner of Customs, Krishnapatnam Custom House, Nellore telephonically on 0861-2377722 or in person.**
- c. **The Deputy Commissioner of Customs, Kakinada Customs House, Kakinada telephonically on 0884-2364286 or in person.**
- d. **The Assistant Commissioner of Customs, Customs Preventive Commissionerate, Vijayawada telephonically on 0866-2551251 or in person.**

5. The disposal of written communication including intimations, applications, declarations etc filed at Kakinada Custom House, Kakinada / Krishnapatnam Custom House, Nellore under SEVOTTAM would be monitored by the undersigned.

6. SEVOTTAM is implemented in the Office of the Commissioner of Customs, Hqrs Office, Customs Preventive Commissionerate, Vijayawada with effect from 01.09.2015. SEVOTTAM will be rolled out in **the Office of the Joint Commissioner of Customs, Krishnapatnam Custom House, Nellore and Office of the Deputy Commissioner of Customs, Kakinada Customs House, Port Area, Kakinada from 01.02.2016.** The contents of this Public Notice may be brought to the notice of all concerned.

2/11

  
(S.K. RAHMAN)  
COMMISSIONER

To

All (As per Mailing List)

Copy to the Joint Commissioner of Customs, Krishnapatnam Customs House, Nellore

Copy to the Deputy / Assistant Commissioner of Customs, Krishnapatnam Customs House, Nellore

Copy to the Deputy / Assistant Commissioner of Customs, Customs House, Port Area, Kakinada.

Copy to the Superintendent (Cust-Tech) Hqrs Office, Customs Preventive Commissionerate, Vijayawada for information.

Copy to the Superintendent (Computers), Hqrs Office, Customs Preventive Commissionerate, Vijayawada for uploading this public notice in web master.