



OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, CUSTOMS & SERVICE TAX  
**VISAKHAPATNAM – I COMMISSIONERATE**

Central Excise Building, Port Area, Visakhapatnam - 530 035

Website: [www.cenexgstvizag1.gov.in](http://www.cenexgstvizag1.gov.in)

**STEP BY STEP GUIDANCE PAPER**  
**IN IMPLEMENTATION OF SEVOTTAM**

**A. COMMITTED SERVICES FROM US:**

Sl.No	Defined Service	Standard Time Norm
1	Acknowledging all written communications	<i>7 working days</i>
2	Conveying decisions	<i>15 working days</i>
3	Disposal of Refund Claim	<i>3 months</i>
4	Complete Central Excise Registrations	<i>2 working days</i>
5	Examination of Export Consignments	<i>24 hrs</i>
6	Release of non-required seized documents	<i><u>30 working days</u></i>
7	Advance Audit Intimations	<i>15 working days</i>
8	Final Decision on Grievances	<i>30 working days</i>

**B. ACKNOWLEDGING COMMUNICATIONS:**

**At Centralized IC/Outstation Ranges:**

1. All written communications from the citizens shall be acknowledged
2. Written communications include FAXES/Emails

While giving the acknowledgment the **standard format** to be followed, is

**Sl.No (4 digit)/Year/Name of Section(or)Division(or)Range /Visakhapatnam – I date  
DD.MM.YYYY.**

Further, as decided to follow the numbering calendar year-wise. Hence new series of serial number starts from 01.01.2013 onwards.

3. Please assign a running serial number to the acknowledgement.
4. Once FAX is assigned acknowledgment number, the original copy should also be given same number.

### C. THE WORK FLOW IN DELIVERY OF DEFINED SERVICE

5. All the Sevottam IC Papers shall be sent to the appropriate authority immediately after receipt.
6. The authorities concerned will immediately be making necessary remarks as to conveyance of decisions or interim replies within the stipulated time frame.
7. The date of dispatch from the dispatch section should be mentioned on the office copy of the acknowledgement. On last working day of every week, no outward correspondence shall remain un-dispatched from the office.
8. Sections shall not receive written communications directly at the Sections. Officers working in the Sections shall politely inform/guide the citizens to handover such written communications to the person in charge of the Centralized IC.
9. The authorities concerned should immediately make necessary remarks as to conveyance of decisions or interim replies within the stipulated time frame.
10. Hqrs Office 'Document Monitoring System' specially designed and developed should be used in Sevottam compliance in Hqrs Office.
11. On receipt of all papers received and acknowledged at the Centralized IC, please do enter the details in the Section IC Register whether they require conveyance of decision or not.
12. Wherever replies are warranted please do mention 'Yes' in the relevant column, and the communications that do not warrant any replies fall under the 'conveying decisions not required'. The appropriate entry for such papers is a simple 'No', in the Section IC
13. All communications that have entry 'Yes' under the conveying decisions, should again be entered in the 'Decision Register'.
14. Replies must be sent within the stipulated time frame work of 15 working days which means excluding the closed holidays.
15. In case a complete reply cannot be given on any written communication entered in the Decision Register, then ensure to give an Interim Reply within the stipulated timeframe of 15 working days to qualify for compliance. This measure is VERY IMPORTANT.
16. In case of IC Papers relating to Audit Groups on camp, the Superintendent MIS should take initiative to inform the groups and give replies on need, within the stipulated timeframe
17. Once FAX is assigned acknowledgment number, the original copy should also be given same number. By mistake another number is assigned, while entering the same in the Section IC/Decision Register, necessary corrective remarks need to be entered.
18. The date of dispatch from the dispatch section should be mentioned on the office copy of the acknowledgement and the process time in the dispatch should be made barest minimum. Efforts shall be made to send the outward correspondence on the same day. On last working day of every week, no outward correspondence shall remain un-dispatched from the office.
19. The Divisional Officers should open the Drop Box at 13.00 hrs and 18.00hrs of every working day and segregate grievances from general suggestions.
20. The Divisional Officers should acknowledge grievances within 48 hours and resolve the grievances if they are within their authority. In relation to all other cases of grievances, the same should be sent to the Hqrs (CIU) for immediate resolution.

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