

**Provisional Chart for implementation of SEVOTTAM  
(Visakhapatnam – I Commissionerate)**

Stage	% of work for completion	Criteria/ Requirements	Remarks
1	20%	Citizen Charter displayed	Fulfilled
		Core Team of 4-5 identified	Fulfilled
		Service Quality Manual (SQM) received from DG (Inspection)/website: www.dgicce.nic.in	Fulfilled
		Sevottam Sensitization done	Fulfilled
		Officers trained at BIS/NACEN/ In-house training	Fulfilled
2	60%	Services at site identified	Fulfilled
		Process owners for each service appointed	Fulfilled
		Work instructions issued to update existing procedures as SQM procedures	Fulfilled
		SQM procedures made available at point of use	Fulfilled
		Public Grievance Officer appointed	Fulfilled
		Data collected in standardized format in register for each service	Fulfilled
		Service Quality Policy displayed	Fulfilled
Data gathered is measured for 80% timeliness compliance	Fulfilled		
3	85%	Analysis done on resource required for 80% compliance	Fulfilled
		Resource provided for single window facility	Fulfilled
		Resource provided for information & facilitation	Fulfilled
		Citizen feedback system in place with the feedback proactively collected	Fulfilled
		Internal auditor appointed and audit plan drawn	Fulfilled
		Internal audit conducted with preventive & corrective actions highlighted as non-conformity	Fulfilled
4	95%	Internal audit report discussed in Management Review meeting	Fulfilled
		Any Non-conformities	Identified & corrective measures initiated
		Resources provided wherever required to sustain	Resource requirement is constantly assessed and being provided to sustain
5	100%	Applied for IS 15700 certification	Fulfilled
		Any non-conformity highlighted by certifying agency removed	No Non-Conformity. Certificate is granted