



केन्द्रीय उत्पाद शुल्क के आयुक्त का कार्यालय, चेन्नै - IV आयुक्तालय
**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE
CHENNAI - IV COMMISSIONERATE**
692, एम.एच.यू. कॉम्प्लेक्स, नन्दनम, चेन्नै-600035
692, M.H.U.COMPLEX, NANDANAM, CHENNAI - 600 035

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सी सं C.No.IV/16/64 /2014-Tech

दिनांक Dated: 28 .08.2015

TRADE NOTICE NO. 10/2015

Subject: Citizens Charter- Implementation of Sevottam - Reg.

Central Board of Excise & Customs (CBEC) is committed to encourage, facilitate and assist its existing assesseees to voluntarily discharge their tax obligation and to provide them service necessary in meeting these obligations. CBEC is also committed to discharge all its functions in a fair, impartial, transparent and consistent manner. The Government of India has authorized CBEC to implement "Service Delivery Excellence Model" SEVOTTAM at unit level and achieve the customer satisfaction as required in IS 15700:2005. Accordingly this office has created an integrated Sevottam compliance system for a) implementation, monitoring and review of Citizens charter b) receipt, redress and prevention of Public Grievance and c) customers, employees and infrastructure based service delivery capability. Sevottam compliance System shall be implemented in a phased manner in all Divisions and Ranges formations falling under this Commissionerate.

2. To achieve the commitments enunciated in the Citizen's Charter, the following services are initially being delivered under SEVOTTAM by Headquarters Office of this Commissionerate in respect of Central Excise, Customs and Service Tax.

- i. Acknowledge all written communications within 7 working days,

- ii. Convey decision on matters within 15 days,
- iii. Release of seized documents within 60 working days if they are not required by the department,
- iv. Acknowledge complaints within 48 hours and attempt to provide final replies within 30 working days.

3. Citizens / Clients / Trade are advised to submit all written communications including intimations, applications, declarations, etc pertaining to Head Quarters Office, Chennai IV Commissionerate in Centralized receipt section (Facilitation Centre) at V Floor, 692, M.H.U.COMPLEX, NANDANAM, CHENNAI - 600 035 and obtain dated spot acknowledgement. In case of any difficulty, Public Relations Officer (PRO) may be contacted telephonically (044-2410872) or in person. Additionally, online facilities for submitting public grievances are available on the following web Ids:

- i) www.pgportal.gov.in
- ii) www.cbec.gov.in

4. All concerned are advised to avail of the above services from 16/9/2015 and all communications from the trade and public shall be received only through the Facilitation Centre and will not be received at individual Sections


(R.MANGABABU)
COMMISSIONER

Copy Submitted to:
The Chief Commissioner of Central Excise, Chennai.

To
The Trade & RAC Members (As per mailing list)
The AC/DC of all Divisions of this Commissionerate.
The AC/DC of all Sections in Headquarters.
The P.S to Commissioner and Additional Commissioner, Chennai IV
Commissionerate

Copy to:

The Superintendent, Computers, Chennai -IV.... for placing the TN in the Intranet and Departmental Web site.