**E-MAIL**


भारत सरकार **GOVERNMENT OF INDIA**
वित्त मंत्रालय **MINISTRY OF FINANCE**
राजस्व विभाग **DEPARTMENT OF REVENUE**
मुख्य आयुक्त का कार्यालय
**OFFICE OF THE CHIEF COMMISSIONER**
केन्द्रीय उत्पाद शुल्क, सीमा शुल्क और सेवा कर
**CENTRAL EXCISE, CUSTOMS& SERVICE TAX**
कोच्चिन क्षेत्र, **COCHIN ZONE**
केन्द्रीय राजस्व भवन, **CENTRAL REVENUE BUILDING**
आई. एस. प्रेस रोड, कोच्चि, **I.S. PRESS ROAD, KOCHI-682 018**
**E-mail: cccochin@nic.in Fax: 0484-2397614 Phone: 0484-2394100/0404**


**C. No. IV/16/444/2015.CC(KZ) III** **Date: 28.03.2017**

# CIRCULAR NO: 1/2017

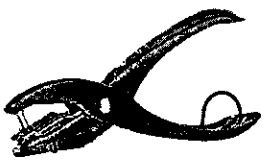
## Sub: SEVOTTAM - File Management, etc. – regarding

Central Excise, Customs and Service Tax Cochin zone endeavours to sustain and improve the Service Delivery Excellence Model **"SEVOTTAM"** whose aim is to enhance customer satisfaction, provide effective and efficient service, continuously improve its service and service delivery processes by encouraging, facilitating and assisting existing and potential assessees. The Offices of Cochin Custom House, the Commissioner of Central Excise and Customs & Service Tax Trivandrum and the Office of the Principal Commissioner of Central Excise, Customs & Service Tax Cochin (on 14.03.2017) are SEVOTTAM Certified. The Office of the Commissioner of Central Excise, Customs & Service Tax, Calicut is in advanced stages for SEVOTTAM Certification and for the remaining Commissionerates in the Zone steps are being taken to be SEVOTTAM Complaint. It would be our endeavour to make all the Offices in the Cochin Central Excise Zone SEVOTTAM Compliant.

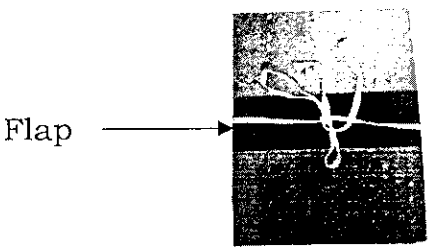
In this regard, **Proper Management of Files** is one of the quintessential steps towards achieving Service Quality Excellence, as this would ensure longevity, traceability etc. of files and consequent faster Service Delivery. Keeping this in view, all Officers are hereby directed to follow the trailing guidelines with regard to the **Management of Files of the Department**:

**A. Note Sheet:**

1. All Note Sheets in the file should be numbered in Roman Number System i.e. I, II, III, IV and so on.
2. File number should be mentioned in all the Note Sheets at the Top Right corner in the front side of the note sheet.
3. All Note Sheets in a file should be of the same size (Legal)
4. Concerned officer should make sure that none of the note sheets are folded at the edges.
5. The Officers handling the file shall affix their name/Rubber Stamp below their signature.
6. All officers handling files should have the single punch machine and if it is not given the same shall be procured from the concerned AO(H).



7. Files having large number of note sheets and correspondence papers should be tied with file flap.

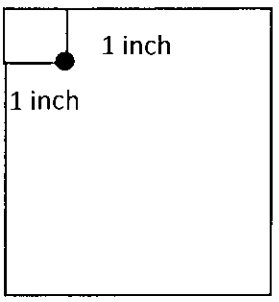



8. Special care should be given in handling Personal files, as these will have a life of more than the service of the Officer.
9. Care should be given to all the files keeping the longevity of the file as per the RTI Act, 2005. Under sub-section (1) of Section 8 of RTI Act 2005, files have to be maintained for at-least 20(twenty) years.
10. File Jackets, if torn, should be changed.

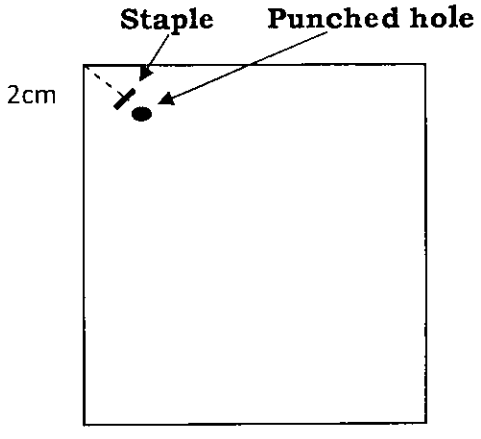
**B. Filing – General:**

1. All pages in the File, including Note Sheets, should be properly punched at the top left corner of the page giving a space of 1 inch each from both the sides of the corner of the page. In fact, the single punch machine is

designed for putting hole of 1 inch distance. The punch should be made from the top of the page and not from the side. The eyelet of the file jacket is also at 1.2 inch so that the note sheets and the correspondence papers will be within the file Jacket and they would not develop "Dog Ears"




2. Using double punch machine and piercing the paper with the tag to put the hole on the note sheet or correspondence papers should be strictly avoided
3. All circulating Files should be properly filed using the above guidelines **{B(1)}** and all existing papers (Note Sheets and Correspondence papers) in the files wherever possible should also be set right by pasting paper of **same colour** on the left hand corner and punching the hole afresh. Cellophane tapes and stapler should not be used to repair torn papers of note sheets and correspondence papers.
4. Pages should be filed only in vertical (portrait) manner and the system of filing the papers/documents in horizontal (landscape) manner and then folding it to accommodate the papers in the file should be completely avoided.
5. Stapling has to be done in such a way that the staple should not be too far or near from the top left corner of the paper. It should be approximately 2 cm diagonally from the top left corner as shown below:



**C. Official Letters:**

1. All the Sections should use the latest Headers (with SEVOTTAM logo wherever applicable) for their official letters. The format of the header can be obtained from the Administrative Officer (Headquarters)/EDP Section.
2. For letters, A4 size paper should be used and should have margins as given below:

| | | |
|---|---|---|
| | Top – 1.2" (3.048 cm) | |
| Left – 0.8" (2.032 cm) | | Right – 0.8" (2.032 cm) |
| | Bottom – 0.5" (1.27 cm) | |

3. For legal papers the margins should be as given below:

| | | |
|---|---|---|
| | Top – 1.2" (3.048 cm) | |
| Left – 0.8" (2.032 cm) | | Right – 0.8" (2.032 cm) |
| | Bottom – 1.2" (3.048 cm) | |

4. Font used should be preferably **Bookman Old Style** of size 12 with a line spacing of 1.5"/1.15".
5. Wherever bolding is done under line is not necessary.
6. Page number should be inserted in the footer and should preferably be of Bookman Old Style font of size 12 and in bold as given in this letter.
7. Single page letters should not have page numbers.
8. Settings of word document as well as the printer should be checked/changed accordingly (depending on A4 or Legal size) before taking the printout.

9. Rubber Stamps which are worn out and not giving a proper imprint should be replaced immediately.

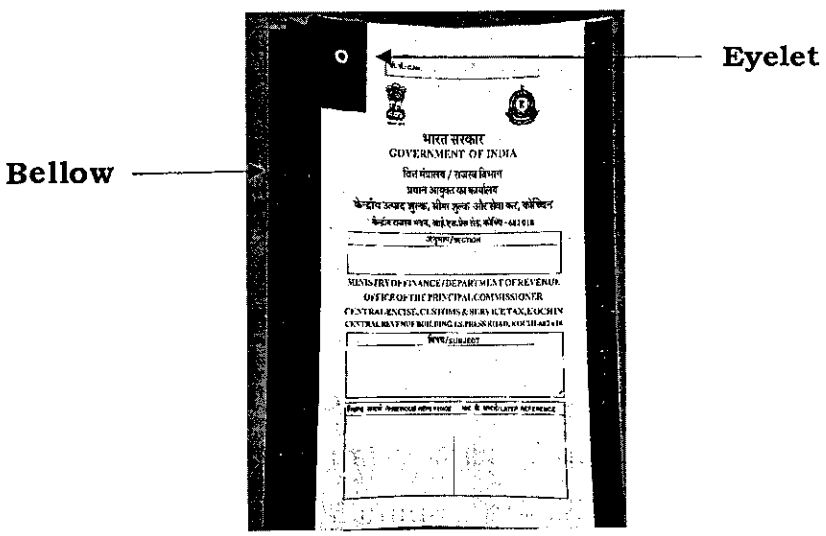
10. According to Section 3(3) of The Official Languages Act, 1963, "resolutions, general orders, rules, notifications, administrative or other reports or press communiqués issued or made by the Central Government or by a Ministry, Department or office thereof..." should be in Bilingual. Officers should ensure that such letters sent from the office are in Bilingual.

**D. Inward/Outward Correspondences**

1. The person in charge of receipt of Inward/Outward correspondences should be trained and should ensure that all the correspondence papers are handled as per the instructions given in **B(1)** supra before they are sent to the respective Sections/Departments. Similarly, all the outward correspondences should be sent after punching the hole and/or stapling as per **B(1) & B(5)** supra.

**E. File Jackets**

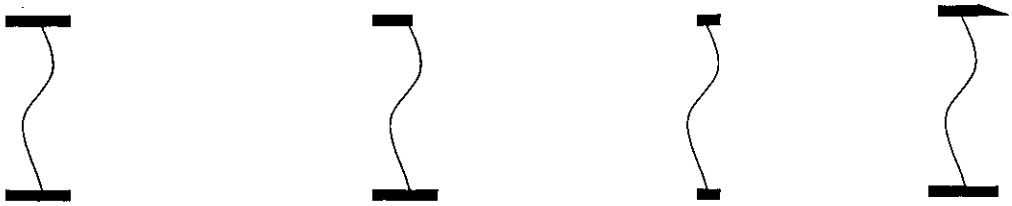
The new File Jackets (with bellow) which are procured by the Office of the Principal Commissioner, Cochin should be preferably used as file jackets as it would accommodate large number of note sheets/correspondence papers. AO(H) of the Office of the Principal Commissioner, Central Excise, Cochin may be contacted for further details to make sure that they procure these new File Jackets. The eyelet of the jackets should be at 1.2" X 1.2"



**F. File Tags**

All Administrative Officers (AOs) should make sure that they procure only good quality tags with no sharp edges and of different lengths for the use in various sections/departments. Examples of proper and improper tags are given below:

**Proper Tag** **Improper Tags**



All the concerned AO(H) of the respective Commissionerate shall provide all the required materials. The above guidelines have to be followed by all the Officers in the Zone so as to ensure **Proper Management of Files** and this would also reflect on the Officer's commitment and dedication towards achieving excellence in SEVOTTAM. Periodical guidelines in respect of Management of Files, etc. would be issued.

Yours faithfully,

28.03.2017

**[Pullela Nageswara Rao]**
**Chief Commissioner**

**All the formations in Cochin Zone**
**{All Commissionerates, Central Excise & Service Tax (Divisional & Range Offices), Cochin Custom House, Customs Preventive (CPDs and CPUs)}**

**All Administrative Officers (Hqrs.) of the Commissionerates in the Zone**

**Superintendent - Computer Cell (Cochin, Calicut, Trivandrum, Custom House and Customs (Prev), Cochin.) for uploading on the respective Commissionerate websites.**

**Copy for information and to ensure that the formations follow the above guidelines**

1. **Principal Commissioner, Central Excise, Customs & Service Tax, Cochin**
2. **Commissioner, Central Excise, Customs & Service Tax, Calicut**
3. **Commissioner, Central Excise, Customs & Service Tax, Trivandrum**
4. **Commissioner of Customs, Cochin**
5. **Commissioner of Customs (Preventive),Cochin**