SEVOTTAM

With effect from 04.08.2014, Cochin Commissionerate implemented SEVOTTAM project to achieve excellence in service delivery to Tax Payers which is an ISO 15700:2005 Certified Standard. This model aims to enhance customer satisfaction, provide effective and efficient service, continuously improve its service and service delivery process by encouraging, facilitating and assisting the tax payers and other citizens to voluntarily discharge their service obligation and provide them services required in meeting their obligations. Our Commissionerate commits to discharge all its functions in a fair, impartial, transparent and consistent manner.

This office has appointed Process Owners and Resource Persons attached to Process Owners. Joint Commissioner (Prev) of Central Excise Headquarters, Cochin is nominated for co-ordinating implementation of SEVOTTAM in Cochin Commissionerate. Joint Commissioner(P & V) has been nominated as Public Grievance Officer to address Public Grievance and to provide final replies within 30 working days.

All officers in the divisions and sections under the Commissionerate have been sensitized on Citizen Charter including procedures as per IS 15700:2005. The Citizen Charter and Quality Policy has been displayed at the Headquarters and each field formations.

Sevottam Dak Counter / Single Window facility has been opened in the Headquarters and Divisions for acknowledging citizen daks and to work as facilitation centres and feedback cum suggestion forums. Special software and separate seals have been designed for acknowledging of citizen tapals.

VARIOUS SERVICE DELIVERABLES IDENTIFIED UNDER SEVOTTAM PROJECT

Action initiated for the process Owners as detailed under Sevottam	**Details of Instructions given to the process owners**
"Acknowledge all written communications"	Acknowledging all written communications including declarations, intimations, applications and returns immediately and in no case later than seven working days from the date of their receipt.
"Intimation before undertaking the audit"	Give minimum ***15 days*** advance intimation before audit.
"Release of seized documents"	Release of seized documents within ***30 days*** if not required by the department.
"Convey decision on matters"	(a)to identify the communication that need a decision should be highlighted in green/yellow or similar method. (b) a separate register, may be kept for the purpose are maintained properly and the decision is conveyed in 15 days. (c) if it is not possible to convey a final decision, then, an interim reply is sent in 15 days.
"Complete Central Excise Registration"	(a) Complete Central Excise registration within 2 (b) working days of receiving a complete registration.
"Complete examination and clearance of export consignment"	examination and clearance of export consignment at factory premises within 24 hours of accepting the request.
"Dispose of a refund claim"	Disposal within 90 days from receipt
"Documented procedure for complaint handling"	Acknowledgement within 48 hours of receipt and attempt to provide final replies within 30 working days.