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**GOVERNMENT OF INDIA: MINISTRY OF FINANCE
OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE: CHENNAI-III
26/1: Mahatma Gandhi Road: Nungambakkam: Chennai 600 034**

Facility Notice No. 01/2016

Dated: 21.07.2016

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 services 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 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 the **Headquarters Office** of this Central Excise Chennai III Commissionerate.

- i. **Acknowledge all written communications within 7 working days,**
- ii. **Convey decision on matters within 15 working days,**
- iii. **Release of seized documents within 30 working days of issue of Show Cause Notice, if they are not required by the department,**

- iv. Acknowledge complaints within 48 hours and attempt to provide final replies within 30 working days.

Citizens / Business / Industry are advised to submit all written communications including intimations, applications, declarations, etc., pertaining to Head Quarters of CHENNAI III Commissionerate in the Reception cum Facilitation Centre located at Ground Floor, Annexe Building, Central Excise Office Complex, Nungambakkam, Chennai - 600 034, and obtain dated spot acknowledgement. In case of any difficulty, Public Grievance Officer (PGO), IV Floor, Central Excise Main Building may be contacted telephonically (044-28331177/044-28331054) or in person. Additionally, online facilities for submitting public grievances are available on the following web sites:

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

4. All concerned are advised to avail of the above services. Henceforth all communications from the business, industry and the citizens shall be received only through the Single window system i.e Sevottam-Reception cum Facilitation Centre located at the Central Excise Annexe Building (Ground Floor) and will not be received at the individual Sections.

5. Contents of this Trade Facility Notice may be brought to the notice of all concerned.

(Issued from File C.No.IV/16/162/2014-Ex.Pol)


(J.M.KENNEDY)
COMMISSIONER

To

As per the mailing list (Business, Industry and Department)

The Supdt. Computers, Chennai I Commissionerate - for posting in the official website