



GOVERNMENT OF INDIA,
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE,
CENTRAL BOARD OF EXCISE & CUSTOMS,
CENTRAL EXCISE, CUSTOMS & SERVICE TAX ZONE, VADODARA,
CENTRAL EXCISE, CUSTOMS & SERVICE TAX COMMISSIONERATE, SILVASSA, IV
FLOOR, ADARSHDHAM BUILDING, OPPOSITE OLD TOWN POLICE STATION, VAPI-
DAMAN ROAD, VAPI, GUJARAT.

Tel No:- 0260-2460305

Fax No.:- 0260- 2460484

TRADE NOTICE NO. 01/2015

Sub: Roll out of "SEVOTTAM" in the Central Excise Commissionerate, Silvassa- regarding.

The Trade Associations/Chambers of Commerce and the members of the RAC/PGRC of this Commissionerate are being informed that this Commissionerate has been selected by Central Board of Excise and Customs, New Delhi as one of the Commissionerate to implement "SEVOTTAM", a project of Directorate of Personal and Training, and is being monitored by Central Board of Excise and Customs for its successful implementation.

2. As a part implementation of "SEVOTTAM" Dak and acknowledgement Counter has been exclusively created at the Ground Floor, Adarshdham Building, Opposite Old Town police Station, Vapi, Gujarat w.e.f. 27.10.2015 in order to receive and acknowledge the letters of the citizens/assesses addressed to Hqrs. Similarly "SEVOTTAM" Dak and acknowledgement Counter has been exclusively created at the Divisional Offices i.e for Division -I & II at ground floor, Sahkar Bhavan, Piparia, for Division - III & IV at ground floor, H R House, Khanvel Road, Silvassa and for Division - V at HDFC Building, Silvassa.

3. Staff has been posted at the Dak and acknowledgement Counter for issuance of manual acknowledgement now and computer generated acknowledgement within a short spell. All daks so received at Dak and acknowledgement will be distributed to the concerned branches of Central Excise Commissionerate, Silvassa immediately. Henceforth, no Dak from the Trade / Public/Citizen will be received at any Section of the Headquarter of Central Excise Commissionerate, Silvassa.

4. "Help Desk" has also been set up at the "Dak and acknowledgement Counter" for facilitation of the Trade / Public/Citizen. The Department has also declared current year as the year of Taxpayer Services. The facility of taxpayer service centre is also available at "Help Desk".

5. The basic theme of implementation of "SEVOTTAM" is to implement Citizen Charter more vigorously and to facilitate the trade. It is intended to ensure that service delivery to all customers is carried out as per IS15700 incorporating industries best practices, i.e. a uniform, comprehensive and transparent manner. The goal is to provide a responsive and efficient tax administration to citizens/customers.

6. For sustained service delivery, CBEC has put in systems for Customers Grievance Redress and Information & Feedback. Feedback forms are also available at the Help Desk to offer valuable suggestions for improvement of the new set up.

F. No. DGTS/12/2016 / 1697 / 1747
Directorate General of Taxpayer Services
Customs, Central Excise and Service Tax
C.R. Building, I.P. Estate
New Delhi

27 MAY 2016

23
Dated: 18.05.2016

5796

Office Memorandum

Subject: Implementation of Sevottam in the field formations of CBEC - Reg.

The Government has developed a citizen-centric administrative model for benchmarking Excellence in Public Service Delivery called Sevottam. Sevottam comes from two words namely "Seva" and "Uttam" and means excellence in service delivery. In the first phase, Sevottam implementation was undertaken in ten Departments of the Government having large public interface from April 2009 to June 2010, which included CBEC.


2. Implementation of Sevottam in the field formations of CBEC started with pilot projects in 4 formations, which received Sevottam certification in November, 2009. Since then till 31.03.2016, only 61 (including DGICCE now DGPM) formations have been Sevottam certified. 141 Commissionerates are yet to be certified. Progress has thus been rather slow. It is also pointed out that none of the Commissionerates of the following 9 zones have been Sevottam certified till date:-

- (i) Central Excise: Bhubaneshwar, Chennai, Mumbai-I, Ranchi;
- (ii) Customs: Mumbai-II, Thiruchirappali (Preventive);
- (iii) Service Tax: Chennai, Kokata & Mumbai.

3. Keeping in view the fact that Sevottam is now regarded as a standard model for providing services in citizen-centric governance, early Sevottam certification of the field formations of CBEC is of utmost necessity.

4. In view of the above, a target of Sevottam certification for at least two Commissionerates in every zone (Central Excise/ Customs/ Service Tax) is fixed for the current financial year i.e. 2016-17.

The undersigned may be informed of the action taken in this regard at regular intervals, with a copy to Member (S/GST/TS).


(Vinay Chhabra)
Director General, DGTS

To:
The Chief Commissioner of Central Excise, Customs & Service Tax (All),
The Chief Commissioner of Customs / Customs (Prev.) (All),
The Chief Commissioner of Service Tax (All).

Copy to Member (CX)/ Member (Admn.)/ Member (Budget)/ Member (L&I/IT)/ Member (Customs).

Copy for kind information to Chairman (CBEC).

109
01/06/16



मुख्य आयुक्त का कार्यालय
OFFICE OF THE CHIEF COMMISSIONER

केन्द्रीय उत्पाद शुल्क, सीमा शुल्क एवं सेवाकर, वडोदरा क्षेत्र
CENTRAL EXCISE, CUSTOMS & SERVICE TAX, VADODARA ZONE

द्वितीय तल, केन्द्रीय उत्पाद शुल्क भवन, रेसकोर्स सर्कल, वडोदरा-390 007 (गुजरात)

2nd Floor, Central Excise Building, Race Course Circle, Vadodara - 390 007 (Gujarat)

दूरभाष सं. / Telephone No. : 0265-2331002, फैक्स सं. / Fax No. : 0265-2339226

By Speed Post./ Most Immediate

F. No. IV/16-44/CCO/T/2015

3240

Vadodara, Date: 30.05.2016

To
The Pr. Commissioner / Commissioner,
Central Excise, Customs & Service Tax,
Bharuch / Silvassa / Daman / Valsad

Sir,

A. K. Singh
2/06/16

Sub:- Implementation of Sevottam in filed formation of CBEC-reg.

Kindly find enclosed herewith letter F. No. DGTS/12/2016 dated 23.03.2016 received from Shri Vinay Chhabra, Director General Taxpayer Services, Customs, Central Excise & Service Tax, C R Building, I P Estate, New Delhi.

The same is forwarded for information and necessary action at the earliest. It is also requested to send the status report at regular intervals, with copy to the DGTS New Delhi.

Yours faithfully,

S.K. Singh
30/05/16
[S.K. Singh]

Joint Commissioner (CCO),
Central Excise, Customs & Service Tax,
Vadodara Zone.

Encl.: As above



Government of India
Ministry of Finance, Department of Revenue,
Central Board of Excise & Customs,
Central Excise, Customs and Service Tax Zone, Vadodara,
Central Excise, Customs & Service Tax Commissionerate, Silvassa,
IV Floor, Adarshdham Building, Vapi-Daman Road, Vapi-396191, Gujarat.
Tel. no.: 0260-2460305 onmvapi@gmail.com Fax no.: 0260-2460484

F. No- II/39-01/2011/Estt.

Dated: 02.06.2016

To,
The Assistant/Deputy Commissioner,
Central Excise, Customs & Service Tax,
Preventive/Estt.&Adm/Account/~~System~~/Vigilance/Review/Legal/Stat./~~Tech~~
Adjudication (Commr. & ADC power)/TRC/ Audit/Service Tax/
HQ, Silvassa.

Division-I,II,III,IV & V, Silvassa
Silvassa Commissionerate.

Sub:- Implementation of Sevottam in filed formation of CBEC - reg.

Please find enclosed herewith letter F.No. IV/16-44/CCO/T/2015 dated 30.05.2016 received from the Joint Commissioner (CCO), Vadodara Zone, Vadodara alongwith enclosed letter F.No. DGTS/12/2016 dated 23.03.2016 received from Shri Vinay Chhabra, Director General Taxpayer Services, Customs, Central Excise & Service Tax, C R Building, I P Estate, New Delhi.

The same is forwarded for information and necessary action at the earliest. It is also requested to send the status report at regular intervals, with copy to the DGTS New Delhi.

Encl.: As above.

(N.K.S. Negi)
Assistant Commissioner
Central Excise, Customs & Service Tax,
Silvassa Commissionerate.

7. Shri Vinod Kumar, Additional Commissioner, has been nominated as Nodal Officer for implementation of "SEVOTTAM" and maintaining the Quality Management System in the Central Excise Commissionerate, Silvassa.

8. All the trade / public / Citizen are advised to contact the Nodal Officer in case of any difficulty / grievances relating to "Dak and Acknowledgement Counter" "Help Desk" or CPGRAMS" system of grievance redressal which can be used by logging in to <http://pgportal.gov.in> to submit the grievance.

9. All the Trade Associations / Chambers of Commerce and the members of the RAC/PGRC are requested to bring/publicize the contents for their information and necessary action. It is requested to cooperate for successful implementation of "SEVOTTAM" in the Central Excise Commissionerate, Silvassa.



(Karnail Singh)
Principal Commissioner,
Central Excise, Customs & Service
Tax,
Silvassa.

F. No. II /39-01/Estt/2015-16

Vapi, Date: 19.10.2015

Coty to:

All RAC / PGRC Members / Trade Associations / Departmental Officers
as per mailing list.