



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
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F.No.S17/04/2014-Estt.

Date: 02.08.2016.

SEVOTTAM

CIRCULAR

As part of the SQM 3.1 Clause (J), an Internal Audit needs to be carried out once every six months in order to ensure that all activities are taking place in accordance with the documented service quality system. The internal auditors shall maintain objectivity and impartiality during the course of the audit. Auditee shall provide all cooperation during the course of internal audit. Any non-conformance shall be highlighted in the internal audit check list provided in SQM 4.3 (copy enclosed). The follow up action on the audit shall ensure that actions are taken by auditee without undue delay to eliminate detected non-conformity and their causes. The summary reports of the internal audits shall constitute as an integral input to management review. Scope of the audit is covered in the internal audit check-list. Records of internal audit results and follow-up actions taken shall be maintained. After completion of audit, the auditors shall record their observations relevant to the particular Section / Auditee and prepare the audit report to be submitted to the nodal officer. As per SQM, Management Review Meeting is to be conveyed by the Nodal Officer twice in a year for consideration of internal audit reports and inputs from the process owners.

Hence, it is to intimate that Audit Team from SEVOTTAM will undertake the audit / inspection during the period from 08.08.2016 to 12.08.2016.

To All Sections


(J.M. KISHORE)
DEPUTY COMMISSIONER (SEVOTTAM)

SQM – 4.3
 Revision No.1
 Revision Date 27.07.2010

INTERNAL AUDIT CHECK-LIST

Criteria	(Pl. tick mark in column applicable)			Evidences
	Fulfilled	Partially Fulfilled	Not fulfilled	
(A) There are clear PROCEDURES established and approved for:				
Control of documents (clause 4.3.3 of IS 15700)				
Control of Quality Records (clause 4. 4)				
Complaint Handling (clause 7.3)				
Service deliverables (as per Citizens' Charter)				
Are the above PROCEDURES reviewed periodically and are identifiable with current revision status				
(B) There are clear DOCUMENTS established and approved for:				
Citizens' Charter (clause 7.1)				
Service Quality Policy (clause 5.3.1)				
Quality Objectives (clause 5.4)				
Internal Quality Audit Plan (clause 8.3)				
Are the above DOCUMENTS reviewed periodically and are identifiable with current revision status				
(C) Controlled copies of established PROCEDURES and DOCUMENTS correctly & timely dispatched				
(D) The organization collects citizen FEEDBACK and new requirements through:				
Customer satisfaction surveys / feedback forms / Suggestion forms available at single window system at points of public contact				
Analysis of grievances				
Consultations with citizen representatives/ association				
Information to customers through facilitation centers or helpline				

Approved by: CBEC

Issued by: Directorate General of Inspection, Customs & Central Excise

CBEC SERVICE QUALITY MANUAL (SQM)

SQM – 4.3	INTERNAL AUDIT CHECK-LIST
Revision No.1	
Revision Date 27.07.2010	

Criteria	(Pl. tick mark in column applicable)			Evidences
	Fulfilled	Partially Fulfilled	Not fulfilled	
(E) There is system on process performance showing:				
A process owner is designated for each service deliverable				
Monitoring is in place to equate Service standards prescribed with achieved				
Monitoring is in place to equate Complaint-handling norms prescribed with achieved				
Monitoring is in place on to oversee working of single window system				
(F) Training plan is place to ensure:				
Staff capacity building to deliver high level of customer satisfaction				
Records of training imparted are maintained				
(G) The organization reviews its work through:				
Maintenance of records of internal audit conducted				
Management review in structured format (clause 5.7)				
Corrective and preventive actions				
Maintenance of records of the management review and corrective/preventive actions				
(H) The evidences of conformity maintained:				
As per prescribed procedure in SQM 3.2.5				
All the records are available for prescribed time period				
Records are eliminated post prescribed time period as per SQM 3.2.5				