



OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
CUSTOMS HOUSE:: PORT AREA :: VISAKHAPATNAM- 35
[PHONE : (0891) 2825114 : FAX : (0891) 2562613]

F.No.S17/04/2014-Estt.

Date: 12.07.2016.

SEVOTTAM

MINUTES OF MANAGEMENT REVIEW MEETING OF
PRINCIPAL COMMISSIONERATE OF CUSTOMS
HELD ON 09.05.2016 FROM 03.00 P.M.
AT THE CONFERENCE HALL,
CUSTOM HOUSE, VISAKHAPATNAM



Background:

Clause 5.7 of IS 15700-2005 mandates that top management shall review the organization's management systems for service quality, Citizen's charter and compliant handling at planned intervals to ensure their continuing suitability, adequacy, efficiency and effectiveness.

The first Management Review Meeting was held on 09.05.2016 under the chairmanship of Shri C. Rajendiran, Principal Commissioner (who is also the Nodal Officer / Public Grievance Officer) and following Process Owners / officers were present.

1. Shri Sudhakar Mishra, Additional Commissioner
2. Smt. Rachna, Deputy Commissioner
3. Shri J.M. Kishore, Deputy Commissioner (Sevottam)
4. Shri P.V.S.S. Srinivas, Assistant Commissioner (Head of the Audit Team)
5. Shri S.K. Dutta, Assistant Commissioner (General Preventive)
6. Shri P. Gopichand, Assistant Commissioner (Establishment/Exports)
7. Shri T. Ravi Varma, Assistant Commissioner (Bonds)
8. Shri K.P.S. Reddy, Superintendent of Customs (Auditor)
9. Shri K. Raja Sekhar, Superintendent of Customs (Auditor)
10. Shri B. Prakasam, Superintendent of Customs (Sevottam)
11. Shri T.V. Shayeswara Rao, Administrative Officer (IC/OC)

Agenda:

The following was the brief agenda of the meeting

- (1) Follow-up actions from previous management reviews,
- (2) Results of audit,
- (3) Customer Feedback including results of customer satisfaction surveys,
- (4) Changing customer requirements,
- (5) Feedback from other stakeholders,
- (6) Extent to which objectives are achieved,
- (7) Status of preventive / corrective actions,
- (8) Review of process performance, and
- (9) Recommendations for improvement.

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At the outset, the chairman welcomed the participants and impressed upon them on the Principal Commissionerate's commitment in delivery of quality services as per the standards o. IS 15700-2005. Then, the agenda points were taken up for detailed discussion.

1. Follow-up actions from previous management reviews.

Does not arise, as this was the first management review.

2. Results of Internal Audit:

The following officers were nominated vide this office letter F.No. S17/04/2014-Estt., dated 28.07.2015 to conduct the internal audit of the Sections of the Commissionerate.

Sl. No.	Name of the Officer (S/Shri)	Designation of the Officer	Date of audit conducted
1	P.V.S.S. SRINIVAS	Assistant Commissioner	19.10.2015 to 31.10.2015 (Preliminary audit) &
2	K.P.S. REDDY	Superintendent of Customs (P)	
3	K. RAJA SEKHAR	Superintendent of Customs (P)	14.03.2016 to 18.03.2016

No non-conformity is reported by the Internal Auditors.

Internal Auditors have made certain suggestions which were also taken up for discussion and decisions made then on, as stated below:

Suggestions made:

- a) Central Receipt Section (CRS) of Sevottam has a data base about the routing of letters to different Sections. Respective Section Heads (In charge Superintendent / Appraiser / A.O.) can reconcile with the dealing clerk of CRS and correlate with their registers so that the unaccounted letters can be traced out and if action has already been taken on such letters, the respective Sevottam Registers can be updated.
- b) As soon as a letter / claim is received from the CRS and even before any action is initiated on the said letter / claim, entries should be made in the Sevottam Registers so that the problem of unaccounted letters will not arise in future. Further, if any decision is required on the letter / claim, entry should immediately be made in the second Register as well. Once, a decision has been taken and communicated to the person / firm, entries in the Registers may be updated immediately.
- c) Sometimes, letters are marked to Sections which don't deal with them. Such letters can be returned immediately to the CRS for enabling them to forward the same to the concerned Section. If it is realized at a later stage, after the entry had been made in the respective Section Sevottam Register that the letter pertains to some other Section. Then, the letter may be returned to the CRS after making an entry in the Section Sevottam Register that the letter had been returned. In some rare cases, there may be a dispute as to which Section had to deal with a particular letter. Such cases may be brought to the notice of the A.C. (Sevottam) who will decide the matter.
- d) Display more posters on Sevottam at various points of contact with the Trade to enhance awareness. Senior Officers may make a specific reference to Sevottam whenever they

address public functions, Trade Bodies etc., and this would enhance the awareness levels of the program.

- e) To collect feedback through email questionnaires in addition to feedback collected at point of service.
- f) For every 3 months, audit inspection is to be carried out for which time schedule is to be given.
- g) Sensitization programme is to be conducted for CHAs.
- h) System generated acknowledgement is to be issued.

Apart from the above, at the time of discussion, the Auditors made following suggestions for better implementation of Sevottam that

- i) the norm / standard time for dispose of a drawback claim is to be enhanced to 1 month instead of 7 days.
- ii) all the letters / tapals pertaining to any request / grievances of Imports and Exports wherein immediate attention is required are to be exempted, such as amendments, re-assessment, permission for filing manual shipping bill / bill of entry, submission of bond / bank guarantee, licence registration and EDI related day to day work etc.
- iii) all the documents submitted by various Liners / Steamer Agents and other works such as acceptance and registration of TR and TP Bonds and closing of landing permissions are handled by ITP Cell. As these permissions are routine in nature for which permissions are either given on the face of the letter or in ICES 1.5 as applicable, the above mentioned documents may be exempted from submission at CRS.

3. Customer Feedback including results of customer satisfaction surveys

The feedback seeks to valuable inputs regarding customer satisfaction on accessibility of information and officers courtesy in behaviour, promptness, complete and correctness of response etc., is made available at the CRS. Feedback is collected and analysed. The analysis pointed the customer satisfaction ranging from 'Good' to 'Excellent'. No adverse remarks have been noticed in the feedback form. Significantly, the feedback does not indicate dissatisfaction of any citizen.

4. Changing customer requirements

Customer requirements are changing from time to time. To meet to these requirements, the Commissionerate had launched website wherein they can lodge complaints / suggestions etc., and this website contains important links to the CBEC, ACES and other useful links.

As per the trade oral requests, some letters / tapals are to be exempted from submission at CRS. Dock pad from Principal Commissioner to various Sections has to be closely monitored by CRS. Whenever decision is required, those letters have to be marked with 'D' by the Assistant Commissioner (Sevottam).

5. Feedback from other stakeholders.

No suggestions made.

6. Extent to which objectives are achieved.

The objectives as set out in Service Quality Manual in terms of timeliness of service delivery are being achieved and the prescribed service standards are achieved as shown under.

Defined Service	Standard Time Norm	Implementation			
		Internal Audit (Data Capture)	Management Review (Analysis to identify gap)		
		Cases received during the period covered by audit	Desired disposal within time norms	Actual % disposal as per standard time norm	Reasons for not meeting norms
Acknowledge all Written communication	Within 7 Working Days	2046	>80%	100%	Not applicable
Convey decision on matters	Within 15 working days	1498	>80%	91.58%	Not applicable
Remit Drawback	Within 7 Working Days	13442	>80%	13.65%	
Clear Export Goods	Within 24 Hours	20798	>80%	72.87%	
Clear Import Goods	Within 48 Hours	17189	>80%	65.12%	
Dispose off a Refund Claim	Within 3 months	84	>80%	100%	Not applicable
Release non-required seized documents	Within 60 Working Days	NIL	>80%	Not applicable	Not applicable
Acknowledge Grievances	Within 48 Hours	26	>80%	100%	Not applicable
Final Decision on Grievances	Within 30 working days	26	>80%	80.76%	Not applicable

7. Status of preventive / corrective actions

This office has taken up the strengthening of infrastructure of Information and Facilitation Centre on priority to improve customer satisfaction. In view of Internal Audit findings, the respective responsible persons in charge of the concerned sections have been directed to take necessary preventive corrective action basing on the root cause analysis and rectification actions suggested. Further, it is to mention that 3 trainings have been conducted during the last 5 months period.

8. Review of process performance

It is observed that there are specified processes for each service deliverable with process owner designated for each of these, the process performance has been satisfactory as the designated processes have not only resulted in achievement but have

actually exceeded the service quality norms in most of th conformity wherever noticed, has been discussed in the management review meeting and it is decided that the same be taken up with the concerned section / formation for corrective action immediately.

9. Recommendations for improvement

It was observed that the recommendations for improvement have been mainly discussed in the results of internal audit. Besides, suggestions from the customers through their feedback would be forming the basis for understanding the changing requirements. However, as improvement is a continuous and dynamic process, as an when further feedback is received from the customers and other stakeholders, the proposals for improvement will be drawn in the subsequent reviews as well as.

In the existing Sevottam room, ambience is required by providing furniture and air condition. Intercom facility is to be provided for better services.

Since Management review output shall include certain decisions or actions related to other aspects, a few of such aspects were taken up for discussion as under:

(a) **Improvement in service quality standards,**

It was observed that given the present infrastructure and resources, the norms prescribed for deliverables of services need no restructuring except Drawback. Standard time norm for drawback is 7 working days, but Chairman suggested for 15 calendar days or 11 working days. In this connection, Directorate of Systems should amend the time norm or SQM norm should be changed.

(Action : D.C., Sevottam)

(b) **Improvement in customer satisfaction**

The chairman suggested for some more refresher sessions on Sevottam procedures to be conducted for all process owners and all other officers dealing with the Sevottam work.

(Action: D.C., Capacity Building)

(c) **Improvement in the management systems for service quality, Citizens' Charter and complaints handling**

Constant improvements in the management systems are being carried out. The 'Document Monitoring System' software that is being installed in the office network of computers. This would result in better monitoring and resolution of complaints as well. Further, the procedure to handle grievances / complaints online through CPGRAMS has already in place. RTI questions are also answered within the stipulated time norm.

(d) Resource needs.

It is constantly assessed and monitored and wherever required, augmentation is being taken up suitably. The chairman suggested for design simple software / database by NIC. NIC can create System Generate Receipt for having Unique ID Number for Sevottam letters exclusively.

(Action: D.C., EDI)

- 2. This issues with the approval of the Principal Commissioner of Customs.

Sudhakar
18/11/16

(SUDHAKAR MISHRA)
ADDITIONAL COMMISSIONER OF CUSTOMS.

To
The Assistant Commissioner (Sevottam), Custom House, Visakhapatnam & all Sections

Copy forwarded to:

The Joint Director,
DGICCE,
New Delhi.

Copy forwarded for information and necessary action

The Audit Team,
Custom House, Visakhapatnam.