



**OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
CUSTOMS HOUSE :: PORT AREA :: VISAKHAPATNAM- 35
[PHONE: (0891)2564552: FAX: (0891)2562613]**

F No.S17/04/2014- Estt

Dated: 07.05.2015

PUBLIC NOTICE No: 11/2015


The vision of the Central Excise and Customs (CBEC) is to provide an effective and transparent mechanism for collection of indirect taxes and voluntary tax compliance. The CBEC has the Government of India mandate to implement SEVOTTAM (Excellence in Service) and achieve the customer satisfaction as required in IS 15700:2005. In this regard Visakhapatnam Customs Principal Commissionerate has initiated SEVOTTAM.

2. To achieve the commitments enunciated in the Citizens' Charter, the following services are being delivered under SEVOTTAM by this various sections of this Commissionerate.

- i) Acknowledge all the written communications received from Citizens within 7 working days.
- ii) Convey decisions on matters within 15 working days of their receipt.
- iii) Dispose of a refund claim within 3 months of receipt of complete claim.
- iv) Remit Drawback claim within 7 working days of either filing of manifest in the case of electronic processing of declarations or filing of a paper claim in the case of manual processing.
- v) Clear the goods, where the declaration relating to any consignment is complete and correct
 - a) in case of exports, within 24 hours of filing of declaration.
 - b) in case of imports, within 48 hours of filing of declaration..
- vi) Release of seized documents, which have not been relied upon for the issue of show cause notice, within 30 days from the date of issue of the said notice, unless otherwise provided under the law.
- vii) Acknowledge complaints within 48 hours and attempt to provide final replies within 30 working days.

3. Citizens/Trade/Clients are advised to submit any written communication including intimations, applications, declarations, etc. pertaining to Customs Principal Commissionerate, Visakhapatnam in the centralized Receipt Section in the ground floor of Custom House, Port Area, Visakhapatnam – 530035 and obtain on the spot dated acknowledgment. The communications received other than in person will be acknowledged by post/fax/e-mail. In case of any difficulty, Joint Commissioner (P&V) may be contacted telephonically on 0891-2568883 or in person in his room in the third floor of Custom House, Port Area, Visakhapatnam – 530035.

4. The Trade members are advised to avail the above services. In case of any difficulty, Joint Commissioner (P&V) supra may be contacted. Additionally, online facility to seek clarification on Sevottam Services is available on email Id: commrhs_cusvg@nic.in. The contents of this Public Notice may be brought to the notice of all concerned. SEVOTTAM is being rolled out in this Commissionerate from 11.05.2015.


(C. RAJENDIRAN)
Principal Commissioner

To
All (As per mailing list)