



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.

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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.

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/2015-16 ¹¹⁸

Vapi, Date: 19.10.2015

Coty to:

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