



CUSTOMS & CENTRAL EXCISE COMMISSIONERATE, RAJKOT

CENTRAL EXCISE BHAVAN, RACE COURSE RING ROAD, RAJKOT – 360 001.

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F. No. : V/8-1/MP/2011

Date: 07.04.2011.

:: TRADE NOTICE NO. 34 /2011-C.EX. DATED 07.04.2011 ::

**Subject: Implementation of “Service Delivery Excellence Model” called
“SEVOTTAM” in Central Excise Rajkot Commissionerate reg.**

It is brought to your notice that The office of the Commissioner of Central Excise, Rajkot situated at “Kendriya Utpad Shulk Bhavan”, Race Course Ring Road, Rajkot – 360 001 endeavors to implement “Service Delivery Excellence Model” called “Sevottam” whose aim is to enhance customer satisfaction, provide effective and efficient services, continually improve its services and service delivery processes by encouraging, facilitating and assisting existing and potential assesses to voluntarily discharge their tax obligations and provide them services required in meeting their obligations. The Commissionerate commits to discharge all its functions in a fair, impartial, transparent and consistent manner.

2. As a measure of achieving excellence in the Service Delivery, the following is decided to be provided in implementing the same immediately in the Headquarter Sections and all Divisions and their formations of the Commissionerate:-

- (a) “Single Point Service” to the Trade, Industry and other stakeholders where a centralized receipt and disposal systems for all written communications have been established at Office of the Commissioner of Central Excise Rajkot Commissionerate, “Kendriya Utpad Shulk Bhavan”, Race Course Ring Road, Rajkot – 360001. All written communications should be submitted at the Counter of Centralized Dak Receipt Centre i.e. Single Point Service (SPS). Written Acknowledgement will be issued and handed over by the officials immediately at the time of submission of such written communication simultaneously indicating Field Specific Reference number along with name of concerned field formation where request shall be processed. However, the written communications received by Post or Courier, acknowledgement shall be sent by post within seven days. This office shall try to meet the standards of services promised under the “Citizen Charter” and disposal of all written communication as prescribed under “SEVOTTAM Scheme”.

- (b) The Commissioner, Central Excise, Rajkot is designated as “Public Grievance Redressal Officer” for cases received in Commissionerate HQ Office. Similarly, for cases received in Divisions, the concerned Divisional Deputy/Assistant Commissioners are designated as “Public Grievance Redressal Officers” for respective Divisions. The concerned Divisional DC/AC may refer such cases to the Commissioner, Central Excise, Rajkot. All correspondence related with Public Grievances and Vigilance matters shall be disposed off within 30 days. File to be submitted to the Commissioner on every 15th & 30th day of the month by Vigilance Section, HQ.

Sr.No.	Name of the Division(s)	Name of the PGRO/DC/AC
01.	Central Excise Division – I, Rajkot	Shri Satyadeep Mahapatra (I/c)
02.	Central Excise Division – II, Rajkot	Shri T. Samaya Murali
03.	Central Excise Division–Jamnagar	Shri Ram Singh Shekhavat
04	Central Excise Division - Gandhidham	Shri Vinod Kumar
05	Service Tax Division, Rajkot	Shri S. B. Gurung

- (c) The following Officers are appointed as responsible officers for the delivery of the above service norms in the Divisions and Headquarters of the Commissionerate:

Sr. No.	Name of the Officer	Designation	HQ/Division
01.	Shri Ram Tirath	Commissioner	CCE, Rajkot
02.	Dr. Balbir Singh	Addl. Commissioner (AE/Tech)	CCE, Rajkot
03.	Shri M. Gnanasundaram	Joint Commissioner (Personnel & Audit)	CCE, Rajkot
04.	Shri Satyadeep Mahapatra	Assistant Commissioner (Tech/AE)	CCE, Rajkot
05.	Shri T. Samaya Murali	Assistant Commissioner (Audit)	CCE, Rajkot
06.	Shri Satyadeep Mahapatra	Assistant Commissioner	C.Ex.Div.-I, Rajkot
07.	Shri T. Samaya Murali	Assistant Commissioner	C.Ex.Div.-II, Rajkot
08.	Shri Ram Singh Shekhavat	Assistant Commissioner	C.Ex.Div.- Jamnagar
09.	Shri Vinod Kumar	Deputy Commissioner	C.Ex.Div.- Gandhidham
10.	Shri S. B. Gurung	Deputy Commissioner	Service Tax Division, Rajkot

3. All the Trade Associations are requested to advise and guide their constituent members and trade interests accordingly.

Copy to:

1. The Chief Commissioner, CCO, Ahmedabad Zone, Ahmedabad
2. The Additional Director General, DGICCE, New Delhi
3. The Additional Director General, DGICCE, Mumbai
4. The Additional Commissioner (AE/Tech/Adj./Adm/Legal/RRA), CCE, Rajkot
5. The Joint Commissioner (RTI/Audit/P&V/S.Tax), CCE, Rajkot
6. The AC/DC (Tech/Audit/RTI/Legal/RRA/Adj./AE), CCE, Rajkot
7. The Adm. Officer (Adm/Estt./Actts), CCE, Rajkot
8. All the Divisional AC/DC, Central Excise & Service Tax, Rajkot Comm'rate
9. The CAO, CCE, Rajkot
10. All Section Heads, HQ, CCE, Rajkot
11. Notice Board
12. All the Associations of Commerce & Industries/SSI Associations/Press Information Bureau /Confederations & Chamber of Commerce/Regional Engineering Association (REA) etc.
13. Guard File
14. Spare Copy