PUBLIC NOTICE NO. G/O/2015-16

Subject: Implementation of “Service Delivery Excellence Model”
called “SEVOTTAM” in General Commissionerate of
Air Cargo Complex, Mumbai – reg.

In view of the decision of Central Board of Excise & Customs, the Commissionerate of Customs (General), Air Cargo Complex, Sahar, Mumbai has implemented SEVOTTAM, “a Service Delivery Excellence Model” with effect from 15.03.2016 which aims at enhancing customer satisfaction by providing effective, efficient and improved service delivery processes in order to encourage, facilitate and assist the trade to discharge their Customs Duty obligation. The Commissionerate is committed to discharge all its functions in a fair, impartial, transparent and consistent manner.

2. The members of Trade, Industry and other Stakeholders are hereby informed that in the implementation of Sevottam the following facilities have been provided at Air Cargo Complex, which are manned by the designated officers.

<table>
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<tr>
<th>Site Office/Section</th>
<th>Facilities</th>
<th>Officer concerned</th>
<th>Telephone e/fax</th>
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</table>
| **Headquarter**     | i) Single window & Information & Facilitation Centre (Acknowledgement of letters and matters relating to:  
(Preventive Admin.- CHS. 
Vigilance - Public Grievances.  
CIU- Release of non-relied upon seized documents.  
T.P.- Status of T.P. Application. | Superintendent of Customs (CHS) |
| **OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL), FIRST FLOOR, AIR CARGO COMPLEX, SAHAR, MUMBAI-400 099** | | |

3. The members of Trade/Industry and other Stakeholders can utilize the above facilities as per convenience related to their work. They may submit written communication to the abovementioned facilitation centre and obtain dated acknowledgement. Acknowledgement No. with date of receipt will be given to each communication which can be referred to by the recipient for future reference for ascertaining the status of the matter.
4. For the convenience of the Trade/Industry, suggestion/feedback boxes with a blank form have been provided at the abovementioned Centre in Air Cargo Complex. The members of Trade/Industry and other Stockholders are advised to give feedback suggestions proactively.

5. Dy. Commissioner of Customs, Preventive Administration Section has been designated as Public Grievances Officer. He shall attend to the grievances in the right perspective, under effective control and supervision of the Commissioner of Customs (General), Air Cargo Complex, Sahar, Mumbai. E- Mail address of the Customs (General) Commissionerate is commr-cus5mum3@nic.in.

6. All the Trade Associations, Industry and other Stakeholders are requested to bring the contents of this Trade Notice to all concerned and give wide publicity to the SEVOTTAM.

(J.P. SINGH)
Commissioner of Customs (General)
Air Cargo Complex, Mumbai

F.No. S/03-Sevottam (Gen) 01/2014 ACC
Mumbai, the March 2016.

Copy to:
1) All Trade Association.
2) Press Information Bureau.
3) Chief Commissioner of Customs, Mumbai Zone-III.
4) Commissioner of Customs, Import, ACC, Mumbai.
5) Commissioner of Customs, Export, ACC, Mumbai.
6) Additional Director General, Directorate General, T.P.S., New Delhi.
7) All AC/DC, ACC (General), Mumbai.
8) EDI Section for uploading on ACC website.
9) Office copy.