



MINISTRY OF FINANCE: DEPARTMENT OF REVENUE  
**OFFICE OF THE COMMISSIONER OF CUSTOMS**  
**Custom House, New Harbour Estate, Tuticorin – 628 004**

Tel: (0461) 2352655, 2352633 / Fax: 2352019

C.No. VIII/48/907/2013-Sevottam

Dated: 22.12.2014

**SEVOTTAM**

**MINUTES OF MANAGEMENT REVIEW MEETING**  
**OF CUSTOM HOUSE, TUTICORIN COMMISSIONERATE**  
**HELD ON 19.11.2014 AT 1600 HRS**

**Background**

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

The second Management Review Meeting was held on 19.11.2014 under the chairmanship of Shri. P.V. Subba Rao, Commissioner of Customs, Tuticorin. The following attended.

Sl. No.	Name of the Officer S/Shri	Designation
1	Suresh Nandanwar	Additional Commissioner
2	S.A.Uma Shanker Goud	Joint Commissioner
3	Balmukund	Assistant Commissioner
4	Ajith Kumar	Assistant Commissioner
5	I Thiruvettai	Assistant Commissioner
6	G.Nishar Basha	Assistant Commissioner
7	G.Swaminathan	Assistant Commissioner
8	T.Maruthaiah	Assistant Commissioner
9	M.Pon Rajesh	Assistant Commissioner
10	B.F.Xavier Raja	Superintendent (Sevottam)
11	Prashant Vishwakarma	Inspector (Sevottam)

Apart from the above officers, Superintendents / Inspectors representing all the sections of custom house were also present. The agenda of the meeting was:

- Follow up action from previous visits/review,
- Extent to which objectives are achieved,
- Feedback including request of customer satisfaction,
- Feedback from other stakeholders,
- Review of process performance,
- Recommendations for improvement and
- Complaints and grievance redressal

The Chairman welcomed the participants and the agenda points were taken up for detailed discussion.

**(a) Follow up action from previous visits/ review**

In November, 2014 an audit of Sevottam was conducted by local audit team. The chairman has reviewed the minutes of the last Management Review held on 22.09.2014. The non conformity observed regarding the maintenance of records and in achieving of various service delivery norms are discussed as under.

**(b) Extent to which objectives are achieved**

**1. Acknowledgement of all written communications:**

Communication received in the Custom House and ICD are now being acknowledged within a week of the correspondences received by post and for the correspondences received by hand immediately. In respect of communications received by post acknowledgement are being sent on weekly basis. The column of the Sevottam inward register are not maintained as prescribed in the SQM. The column and format of inward register should confirm to SQM.

**Decision taken**

The Chairman directed that

- i) Sevottam inward register should be maintained in the format prescribed in SQM and also to strictly fill all the columns prescribed in SQM;
- ii) Acknowledgement should be sent on the same day or at least on next day of receipt of the communications by post also;
- iii) The Superintendent and Inspector, Sevottam Section should monitor the Sevottam inward registers for proper maintenance

(Responsibility: Sevottam Clerk, Superintendent & Inspector)

**2. Conveying of decisions:**

In respect of this deliverable that decision on communications received should be conveyed within 15 working days has not been followed as prescribed in the SQM. From the visits/ audit it has been noticed that no interim report/ reply are being sent by various section when a decision is delayed beyond 15 working days and the registers for monitoring of the conveyance of decision within time are also not being maintained in all sections as per SQM format.

**Decision taken**

The chairman directed that

- i) All the process owners should maintain a separate register as per format given in SQM for all the communications received from the citizens (Sevottam);
- ii) A separate column on the left hand side should be added to the tabular format for entering the UID No. and date endorsed on the communications at the time of inward;

- iii) At dak stage itself the process owners should indicate on the communications itself whether it need a decision or not by endorsing 'R' or 'NR' while putting initial and marking to the concerned section;
- iv) The process owner should monitor all communications on weekly basis and if it is felt that the decision in any cases is delayed beyond 15 working days an interim reply should invariably be issued,
- v) Registers as per SQM with additional column as pointed out above are to be procured centrally and supplied to all process owners

(Responsibility: Process owners, Assessing Officers,  
Superintendent & Inspectors of all sections, Custom House /ICD)

### **3. Disposal of a refund claim within 3 months of receipt of a complete claim**

As per the report submitted by Refund section in respect of Custom House during the period from July, 2014 to October, 2014, 2.13% of refund claims were disposed within 3 months and 97.87% claims were disposed of by more than 3 months and in respect of ICD 58.58% of the refund claims were disposed within 3 months. Further, in the month of November, 2014, pendency with respect to Custom House has been brought down by disposing almost all the claims pending for disposal for more than 3 months by posting additional officers. The refund claims relate to Section 27 and SAD refunds. The non conformity was mainly in respect of SAD refunds.

#### **Decision taken**

The Chairman directed that

- i) Pendency and delay in disposal of refund claims (mainly SAD refunds) is observed at the level of AC/DC. Therefore AC/DC has to speed up the rate of disposal at their level;
- ii) it is observed that during the current month large numbers of claims have been disposed. Additional staff at level of Superintendent and Inspectors has already been posted temporarily for this purpose;
- iii) Shri. Ajith Kumar, Assistant Commissioner was directed to hold additional charge of Refund section in order to speed up the disposal and liquidate additional pendency in refund claims

(Responsibility: Process owners, AC (Refunds),  
Superintendent (Refunds), Inspectors (Refunds))

### **4. Remit drawback within 7 working days:**

As per the audit report 14% of the drawback claims in respect of Custom House and 27.17 % of the drawback claims in respect of ICD, Tuticorin were disposed within 7 days from the filing of export manifest during the period from July, 2014 to October. The performance in the area is far from desired.

**Decision taken**

The Chairman directed that

- i) Pendency and delay in disposal of drawback claim is mainly due to shortage of officers at AC/DC level. After joining of new officers at AC level, the work load of officers has been considerably brought down. Hence, the AC/DC has to speed up the rate of disposal at their level;
- ii) If proper scrutiny and verification of tariff item, drawback heading and rate is done at the time of examination and clearance at ICD/CFS by the shed officers, nothing much will be left for verification at the time of sanctioning drawback claim and disposal rate will improve

{Responsibility: Process owner, AC (Drawback),  
Examining Officers at CFS/ICD & Superintendent (Drawback)}

**5. Clearance of Export goods**

The data captured from the ICES reports during the period of Audit from July, 2014 to October, 2014 reveals that in respect of Custom House 62.33% of the Shipping Bills and 63.35% of the Shipping Bills in respect of ICD were cleared within 24 hours from the time of filing of complete declaration to LEO of the export goods.

Regarding time norm of 24 hours prescribed for clearance of export goods from filing of complete and correct Shipping Bill to LEO, the process owners represented in the last Management Review meeting about the difficulty faced by them in achieving the time norm. It was proposed that the time norm should apply only to the process flow during which the Shipping Bills and/or goods are under the control of the department. The matter has been taken up with the Director General of Inspection vide this office letter C.No.VIII/48/907/2013 (Sevottam) dated 18.10.2014 at apex level for suitable amendment in the service delivery norm. So far we have not received any response. Unless this error in the norms is rectified by the DGCIS, the prescribed time norm cannot be achieved.

(Responsibility: Examination Officers at CFS/ICD,  
AC Export and Assessment Officer)

**5. Clearance of Import goods**

The data captured from the ICES during the period from July, 2014 to October, 2014 reveals that in respect of Custom House 62.18% and in respect of ICD 88.76% of Bills of Entry were cleared and OOC given within 48 hours of filing of the Bill of Entry (excluding the time taken after assessment to registration of the goods). Similarly the time taken by the importer for reply the queries raised by the Assessing officers have to be excluded. However, the Director, NIC, Shri. Sahayraj has informed that the time is not captured at the time of raising and closing the queries in the system. Hence, such time can not be calculated to eliminate it. To resolve this problem the Director of Systems, New Delhi should be addressed to enable the system to capture the time of queries raising and query closing.

(Responsibility: Examination Officers at CFS/ICD,  
AC Import, Appraising Officer & Sevottam Section)

6. **Release of seized documents:** No non-conformity reported.

**(c) Feedback including results of Customer Satisfaction:**

The feedback is a valuable inputs regarding customer satisfaction on accessibility of information and officer, courtesy in behavior, promptness, complete and correctness of response etc. Printed feed back forms are available at reception of 'A' and 'B' Wing. Drop boxes were fixed near entrance of the Custom House and ICD. The Commissionerate also has the mechanism of PTFC (Permanent Trade Facilitation Committee) PGC (Public Grievance Committee) which provide organized customer feedback on issues having wider relevance for the Exporter/Importer/ Customs Broker in general).

**(d) Feedback from other stakeholders:**

Presently, PTFC (Permanent Trade Facilitation Committee), Tuticorin Customs Broker Association etc., are our stakeholders. To institutionalize feedback from these stakeholders we may write to these associations to send quarterly feedback to this office via post or mail. We may actively follow-up with them once in every quarter to elicit feedback.

**(e) Review of process performance:**

There are specified processes for each service deliverable with process owner designated for each of these. The process performance needs constant monitoring for improvement till service quality norms are met. Non-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 as suggested.

**(f) Recommendations for improvement:**

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

**(g) Complaints and Grievance redressal:**

At the Commissionerate level, ADC vigilance has been nominated as Public Grievance Officer. The Drop boxes fixed at Hqrs, ICD, CFSS are not being opened on every working day. The chairman directed the Vigilance section to open and verify the Drop Boxes daily. So far no complaints were received since the date of fixing of Drop boxes at Custom House/ICD. The process owner should acknowledge grievances within 48 hours whenever received and resolve the grievances if the same are within their authority. In relation to all other cases of grievances, the same should be sent to the Public Grievance Officer Hqrs for immediate resolution.

As per the commitments made in SQM all complaints other than anonymous and pseudonymous are to be acknowledged within 48 hours of receipt and attempt to provide final reply within 30 days of the receipt. In case it is not possible to send final reply within the specified time an interim reply shall be furnished to the complainant.

(Responsibility: Superintendent, Vigilance)

This issues with the approval of the Commissioner of Customs.

Sd/-

(S.A.UMA SHANKER GOUD)  
Joint Commissioner

To,  
The Additional Director, DGIC & CE, New Delhi,

Copy to,

- i) The Deputy/Assistant Commissioner of Customs, CH/ICD, Tuticorin,
- ii) The Superintendent of Customs, ICD/CFSS/Docks/All sections, CH, Tuticorin
- iii) The Administrative Officer, DDO/Estt./Admn., CH, Tuticorin

Copy forwarded for information and necessary action,

- i) The Additional Commissioner of Customs (CCO), Trichy
- ii) PA to Commissioner