



भारत सरकार

**GOVERNMENT OF INDIA**

सीमा शुल्क आयुक्त(निवारक) का कार्यालय, प. बंगाल

**OFFICE OF THE COMMISSIONER OF CUSTOMS (PREVENTIVE) : WEST BENGAL,**  
कोलकाता, तीसरा तल, सीमा शुल्क सदन, १५/१, स्ट्रैंड रोड, कोलकाता-७००००१.

**KOLKATA: 3<sup>RD</sup> FLOOR, CUSTOM HOUSE, 15/1, STRAND ROAD, KOLKATA-700001.**

**STANDING ORDER No. 06/2015 (SEVOTTAM)**

Date:- 09.04.2015

All officers/concerned are hereby directed to note that all the letters from the Citizen (importer/exporter) pertaining to the (i) Technical Section (Export); (ii) Drawback Section; (iii) P&I Branch; (iv) Vigilance/Public Grievance and (v) Customs Wing, shall be received only at '**Single Window Counter**'. All abovementioned Sections/Groups are directed to make necessary arrangements for implementation of 'Sevottam Scheme' which are as follows.

**(i) Administrative Section:-**

- (a) Maintain Register for acknowledgement as prescribed in SQM 4.2 (copy enclosed).
- (b) Guidelines given in SQM 3.2.1.1 (page 25 of 58) may be followed strictly (copy enclosed).

**(ii) Technical Section (Export and any other application /permission as per Service Quality Manual):-**

- (a) Maintain Record Keeping Format as prescribed in SQM 4.2 (copy enclosed).
- (b) Guidelines given in SQM 3.2.1.5 (page 29 of 58) may be followed strictly (copy enclosed).

**(iii) Drawback Section:-**

- (a) Maintain Record Keeping Format as prescribed in SQM 4.2 (copy enclosed).
- (b) Guidelines given in SQM 3.2.1.4 (page 28 of 58) may be followed strictly (copy enclosed).

**(iv) P&I Branch & Customs Wing:-**

- (a) Maintain Record Keeping Format as prescribed in SQM 4.2 (copy enclosed).
- (b) Guidelines given in SQM 3.2.1.10 (page 34 of 58) may be followed strictly (copy enclosed).

**(v) Vigilance/ Public Grievance:-**

- (a) Maintain Record Keeping Format as prescribed in SQM 4.2 (copy enclosed).
- (b) Guidelines given in SQM 3.2.3 (page 36 of 58) may be followed strictly (copy enclosed).





The Service Quality Manual (SQM) can also be downloaded from DC website: [www.dgicce.nic.in](http://www.dgicce.nic.in).

Therefore, all correspondences to this Commissionerate shall be received at 'Sevottam Single Window Counter' only, which is situated at 3<sup>rd</sup> floor of this Office after receiving the Correspondences, the same shall be forwarded to the respective Sections/Groups by 'Single Window Counter' on daily basis.

*By (Tech) sp. implement for section. 10/4/15 hm T. Blaw, Jm 10/4*

*Dr. N. K. Soren 9/4/15*

(Dr. N. K. Soren)  
Commissioner of Customs (Prev.)  
CC (P), W.B., Kolkata

C.No. VIII(48)43/CUS/P/WB/Tech/14/5265-83P

Dated : 09.04.2015

To:

- (i) All Sections.....CC(P), W.B., Kol.
- (ii)  Technical Section, CC(P), W.B., Kolkata (with request to upload in Official Website of this Commissionerate.
- (iii) Administrative Officer, CC(P), W.B., Kol, with request to depute three or four Ministerial staff permanently at 'Single Window Counter', so that the letters can be received and distributed to the respective Sections/Branch on daily basis.
- (iv) Notice Board.
- (v) Office Copy.

*Nem Singh 09/04/15*

( NEM SINGH )  
Deputy Commissioner of Customs (P&V)  
CC(P), West Bengal, Kolkata.