कार्यालय आयुक्त,
OFFICE OF THE COMMISSIONER,
केन्द्रीय वस्तु एवं सेवाकर आयुक्तालय, जयप
CENTRAL GOODS ANE SERVICES TAX COMMISSIONERATE: JAIPUR
ISO 15700:2005 प्रमाणित आयुक्तालय , ISO 15700:2005 Certified Commissionerate ,
NCR BUILDING, STATUE CIRCLE, C-SCHEME, JAIPUR-302005(RAJ.)

## Minutes of the management Review Meeting Held on 16.06.2020

Clause 5.7 of IS 15700-2005 (SQM-3.4) mandates that top management shall review the organization's management systems for service quality, Citizen's Charter and complaint handling at planned intervals to ensure their continuing suitability, adequacy, efficiency and effectiveness.

2. The Management Review Meeting was accordingly held on 16.06.2020 through webinar, the meeting was presided over by the Commissioner Sh. Mahendra pal (Nodal officer). The following officers of this Commissionerate attended the meeting.

1. Sh. Manzoor Ali Ansari, Additional Commissioner(P &V)
2. Shri D.S.Meena, Addidtional Commissioner (Sevottam)
3. Sh. Subash chandra, Asstt. Commr.(Sevottam)
4. Sh.R.D.Shakwar(AC)
5. Sh.Chatru singh (AC)
6. Sh. Alok Mathur, Superintendent(Tech)
7. Sh. H.R.Mundel, Supdt.( Sevottam /PRO/ Hqrs.)
8. Sh. Banwari Lal, Supdt.( Adj)
9. Sh.S.S.Yadav .Supdt(AE)
10. Vijay kumar Purohit.Supdt.
11. Sh. J.C. Jingar, Supdt (Law)
12. Sh. R.P.S.Solanki.Supdt ( Vigilance)
13. Sh. B.C.kathik, Supdt.(GST Cell)

3. After welcoming the participants, at the onset it was stated that the norms of services have not been updated since long especially considering the fact that GST regime has replaced the previous set up of Central Excise and Service tax. The nodal officer stated that the norms agreed upon are universally acceptable and we can continue to comply with the same. Thereafter the following agenda points were taken up for detailed discussion:-

**Follow up actions of previous management review-**

(i) Sevottam Manual and feedback forms have been uploaded on Commissionerate's website.

(ii) For digitization of records for investigation:- The AE Branch of CGST Jaipur has issued a letter dated 30.09.2019 to the Administrative Officer, CGST Jaipur to provide a good quality /capacity scanner. The matter is in under process and same will be installed very soon.

**Major Work**

- The Register of Sevottam branch & concerned branches have been checked.
- Feedback forms have been filled by the Trade representatives for Suggestion/inputs regarding satisfaction on accessibility of information and courtesy in behavior, promptness/completeness of the officers regularly.
- The sample verification has been done to ensure qualitative disposal under sevottam.

**(A) Results of Audit:**

Internal audit of various branches of the HQ was conducted as per SQM 3.1(J) for the period 01.05.2018 to 31.03.2019 by qualified auditors between 08.5.19 to 11.06.19 and for the period and 01.04.2019 to 31.12.2019 by qualified auditors between 24.02.2020 to 17.03.2020. No major non conformity found as the Service Quality Norms as laid down in the Citizen's Charter were met. The Branch-wise internal Audit findings were brought to the notice of the Nodal officer which is as under:-

**Technical Branch**: During test check it has been found that the monthly abstract is not properly maintained in the SQM 3.2.1.2 and in one case decision on matter was not taken /conveyed within the stipulated period of 15 days. In such cases it is advised that an interim reply should be given to the assessee within the stipulated period and abstract should be maintained properly.

**Anti evasion Branch**: Auditor detected non conformity of records returned beyond stipulated time of 30 days and suggested that procedure laid down under SQM 3.2.1.10 may be adhered strictly and this register may be reconciled with SCN register/335-J and also noticed that the monthly abstract is not properly maintained in the SQM 3.2.1.2.

**Vigilance Branch**: During test check it has been noticed that the monthly abstract is not properly maintained in the SQM 3.2.1.2 and reply is not sent within the stipulated time of test check letter. In such cases it is advised that an interim reply should be given to the assessee within the stipulated period and abstract should be maintained properly.

**GST Cell** : No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

**PRO Branch**: During test check it has been found that the monthly abstract is not properly maintained in the SQM 3.2.1.2.

**Law Branch** : No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

**Review Branch**: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

**Adjudication Branch** : During test check it has been found that the monthly abstract is not properly maintained in the SQM 3.2.1.2.

**Computer Branch**: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

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

The analysis of Feedback forms received for the period indicates that Customer satisfaction on the aforesaid aspects has broadly been "Very good". Customers are satisfied with the service delivered by the Officers.

(C) **Extent to which objectives are achieved**:

The objective, as set out in Service Quality Manual in terms of improvement in timelines for service delivery, has been achieved as the consolidated report of last 7 months reveals positive attitude towards objectives and to conformity norms.

(D) **Status of Preventive/ Corrective Action:** -

All out efforts are made to provide services as enshrined in the Citizens Charter to the customers.

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

It is observed that in respect of all the specified processes for each service deliverable, the processes performance has been found satisfactory as the designated processes have resulted in achievement of the same.

(F) **Recommendation for improvement:**

The Nodal officer emphasized the following points for better implementation of sevottam.

(1) All the letters whether received by post or person which are required to address as per sevottam norms must be centrally entered by the sevottam branch.

(2) Service quality norms should not only be followed for the services specified in the schedule to the BIS certificate but for the other services too.

(G) **Review output:**

(a) **Improvement in service quality standards**: It was observed that the present norms prescribed for delivery of services are being followed.

(b) **Improvement in customer satisfaction**: No non-conformity was observed and there was satisfaction amongst citizens/assesses, as assessed through the customer feedback forms.

( C) **Improvement in Management systems for Service Quality Citizens' Charter and Complaint handling:** Constant improvements in the management systems are being carried out in the background of statutory requirements to meet the requisite objectives of the Citizens Charter.

(c) **Resource needs:** For digitization of records resumed for investigation, the AE branch will need a good quality/capacity scanner along with its operator.

4. The meeting concluded with the Commissioner thanking all the participant.

24/6/2020
सहायक आयुक्त
(सेवोत्तम)

कार्यालय आयुक्त,
**OFFICE OF THE COMMISSIONER,**
केन्द्रीय वस्तु एवं सेवाकर आयुक्तालय, जयपुर
**CENTRAL GOODS ANE SERVICES TAX COMMISSIONERATE: JAIPUR**
(सेवोत्तम शाखा)

C. No. V(Sevottam)Internal Audit/30/2/2018 24/06/2020 Date: /06 /2020

1. श्रीमान आयुक्त केन्द्रीय वस्तु एवं सेवाकर आयुक्तालय जयपुर
2. श्रीमान अपर आयुक्त(कर अंपवचना)/ श्रीमान अपर आयुक्त (तकनीकी ),केन्द्रीय वस्तु एवं सेवाकर आयुक्तालय जयपुर
3. श्रीमान संयुक्त आयुक्त केन्द्रीय वस्तु एवं सेवाकर आयुक्तालय जयपुर
4. श्रीमान उप /सहायक आयुक्त (सेवोत्तम/कर अंपवचना/पुनरावलोकन/न्याय निर्णय/का.एंव संत/तकनीकी/सेवाकर/टी आर सी/लेखा परिक्षा /विधि/जीएसटी सेल/कम्प्युटर/ एवम मुख्य लेखाअधिकारी केन्द्रीय वस्तु एवं सेवाकर आयुक्तालय जयपुर ।

S. Ramraj Jaiswal

24/6/2020
अधीक्षक
(सेवोत्तम)