



कार्यालय प्रधान आयुक्त,
OFFICE OF THE PRINCIPAL COMMISSIONER,
केन्द्रीय वस्तु एवं सेवाकर आयुक्तालय, जयपुर
CENTRAL GOODS & SERVICES TAX COMMISSIONERATE, JAIPUR
नवकेन्द्रीय राजस्व भवन, स्टेच्यू सर्किल, सी-स्कीम, जयपुर-302005
N.C.R. BUILDING, STATUE CIRCLE, C-SCHEME, JAIPUR - 302005
(SEVOTTAM/ सेवोत्तम BRANCH)

Minutes of the management Review Meeting Held on 08.08.2024

Clause 5.7 of IS 15700-2018 (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. Accordingly, the Management Review Meeting was held on 08.08.2024 as per para 3.1(J) of SQM for the period of Six months from OCT-2023 to MARCH-2024.

3. The meeting was presided over by the Principal Commissioner Shri Chetan Kumar Jain (Nodal officer). The following officers of this Commissionerate attended the meeting:-

1. Sh. Rishi Yadav, Additional Commissioner (Sevottam)
2. Sh. Rajesh Agarwalla, Asst. Commissioner (Sevottam)
3. Sh. Laxmi Kant Tanwar, Supdt. (Sevottam /PRO/ Hqrs.)
5. Sh. Dhanraj Dhundhara, Supdt. (Tech)
6. Sh. Dally Gill, Supdt. (Law)
7. Sh. M B Pathak, Supdt. (CERA Audit)
8. Sh. Dheeraj Shukla, Supdt. (AE)
9. Smt. Neeta Goswami, Supdt. (Vigilance, CRU)
10. Sh. Ajay Shrivastava, Supdt. (Adj. Cell)
11. Sh. Ashok Kumar Revaria, Supdt. (Review Cell)
12. Sh. Rakesh Kumar Deriwal, Supdt. (TRC)
13. Sh. Pradeep Kumar Parwani, Supdt. (Systems)
14. Sh. Abhishek Sharma, Inspector (Sevottam)

4. After welcoming the participants. It was informed that the Department have New series IS 15700:2018 Certificate. Hence it was emphasized that all Sections/ Branches should keep their records

updated for this purpose. Thereafter the following agenda points were taken up for detailed discussion:-

(A) **Follow up actions of previous management review-**

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

(B) **Results of Audit:**

Internal audit of various branches of the HQ was conducted as per SQM 3.1(J) for the period Oct.2023 to March-2024 by qualified auditors on 08.07.2024 and 09.07.2024. 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: No letter was received during the period of audit in respect of SQM 3.2.1.2. The record is found proper. No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

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. The records be properly maintained.

Vigilance Branch: Records are being maintained properly during the period OCT-2023 to MARCH-2024 for the stock holders which have been found disposed off in the stipulated period. No non-conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

SEVOTTAM Branch: The record is found proper. No non-conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

Law Branch: No letter was received during the period of audit in respect of SQM 3.2.1.2. The record is found proper. 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: No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

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

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

CRU Branch: During test check it has been found that letters were received in E-office and sent to related branches and acknowledgement given by Email in time. No non- conformity was found as the Service Quality Norms as laid down in the Citizen's Charter were met.

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

(C) **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.

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

All out efforts are to be 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:-

- (i) Principal Commissioner has directed that all the office of this Commissionerate should have full knowledge of citizen Charter. All the dak received in CRU should be monitored and it should be disposed off as soon as possible.

- (ii) Principal Commissioner has desired that adjudication & Anti evasion Branches should dispose off the old cases related to RUD as earliest as possible.
- (iii) All the Branches of CGST Commissionerate Jaipur should work under SQM and they should have the wide knowledge of SQM.
- (iv) Service quality norms should not only be followed for the services specified in the schedule to the BIS certificate but should be followed for the other services too.

(H) **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.

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

5. The Meeting Concluded with the Principal Commissioner thanking all the participants.

[Signature]
08/8/2024
सहायक आयुक्त (सेवोत्तम)

C. No. TECH/MISC/ADMN/8/2023-HQRS-O/oPrCOMMR-CGST-JAIPUR ²³⁸ Date: .08.2024

1. श्रीमान अपर आयुक्त (का. एवं सत.) केंद्रीय वस्तु एवं सेवाकर आयुक्तालय, जयपुर
2. श्रीमान उप/सहायक आयुक्त(सेवोत्तम/कर अपवचना/पुनरावलोकन/न्याय निर्णय/का. एवं संत/तकनीकी/सेवाकर/टी.आर.सी/सेरा ऑडिट/सी.आर.यू./विधि) एवम मुख्य लेखाधिकारी के.उ. शुल्क आयुक्तालय जयपुर।

[Signature]
3. Director General Of Taxpayer Services (DGTS)
dgts - cbic @gov.in.

[Signature]
08/8/2024
सहायक आयुक्त (सेवोत्तम)