



वस्तु एवं सेवा कर तथा केन्द्रीय उत्पाद शुल्क प्रधान आयुक्त कार्यालय, चेन्नै -उत्तर आयुक्तालय  
**OFFICE OF THE PRINCIPAL COMMISSIONER OF GST & CENTRAL EXCISE,  
CHENNAI NORTH COMMISSIONERATE**

**26/1, महात्मा गांधी मार्ग, चेन्नै-600034  
26/1, MAHATMA GANDHI ROAD, CHENNAI- 600 034**

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C. No. IV/16/ 01/2020- GST Pol (KCM)

Date: 26/08/2020

**OFFICE ORDER NO. 01/2020**

**Subject:** Implementation of the CBIC New Citizens' Charter and Service Quality Assurance - Constitution of Core Committee -- Nomination of officers and role assignment— Action Plan -- Regarding.

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As directed by the DGTS, New Delhi *vide* their letter D.O.F No DGTS/61/2017 dated 20.12.19, a Core Committee has been formed for (a) effective implementation of the New Citizens' Charter and (b) delivery of Service Quality Assurance / Service Standards [as per IS 15700 : 2018]. In all, 17 services are specified in the New Citizens' Charter, for effective delivery within the specified timeline, to the citizens / stakeholders, confirming to specified quality standards. Of the seventeen services, nine are directly applicable to a CGST Commissionerate.

2. In this connection, the list of the Members of the Core Committee and roles and responsibilities assigned to them, are as follows:

Commissioner of CGST & Central Excise, Chennai North CGST	Unit Level Nodal Officer ; responsible to implement taxpayer services, in accordance with the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700 : 2018]; responsible for creating service delivery capability and providing sustained delivery (measured through Internal Audit and Quarterly Management Reviews); Public Grievance Officer
ADC/JC (Personnel & Vigilance) (Shri M Thamizh Vendan)	In charge of the Vigilance Unit of the Commissionerate and responsible for processing the grievances received from citizens / stakeholders, relating to violation/non-compliance of the New Citizens' Charter and Service Quality Standards, specified therein; to process the grievances electronically received through CPGRAMS portal (in the Vigilance Unit),

	<p>especially, those relating to violation/non-compliance of Service Quality Standards, specified in the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700 : 2018]</p>
<p>The ADC / JC (Technical) (Shri N.S.Parthasarathy)</p>	<p>Custodian of the IS 15700: 2018 certification; application for certification, arranging for inspection and obtaining the certification and renewal of the same.</p> <p>To coordinate all activities, relating to implementation of the New Citizens' Charter and Service Quality Standards [as per IS 15700:2018].</p> <p>To monitor the compliance of the New Citizens' Charter and Service Quality Standards, by the Departmental Officers and conduct quarterly management reviews based on the SQM and submit report to the Commissioner of CGST, Chennai North and the PCCO, Tamil Nadu &amp; Puduchery; monitor the outcome of Internal Audit [the first management review, to be conducted during first week of December 2020 and reported].</p> <p>To convene monthly review meetings to discuss the implementation of New Citizens' Charter and Service Quality Standards.</p> <p>After achieving the compliance of Service Quality Standards [as per IS 15700:2018], specified in the new Citizens' Charter, to apply for certification, to the BIS (target: second fortnight of December, 2020); the new BIS registration obtained, to be reported to the Directorate General of taxpayer Services (DGTS), New Delhi.</p>
<p>ADC / JC (Preventive) (Shri Leo John Ilango)</p>	<p>To provide guidance, in displaying the board containing New Citizens' Charter and Service Quality Standards, prominently, in the office buildings (Commissionerate headquarters and Divisions);</p>

	Providing guidance in creating better Infrastructure for the taxpayer experience
HQ Technical section	To take efforts to obtain the IS 15700: 2018 certification, maintain and renew the same; HQ technical section will be the custodian of the service quality certification; support the JC (Technical), in all matters relating to implementation of the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700 : 2018]
Dy. Commissioner (HQ Preventive) (Shri.J.Jayapal) Dy.Commissioner (Mylapore Div.) (Smt.Radhika)	Trainers for the implementation of the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700 : 2018]; training to be conducted as per the Service Quality Manual (SQM); prepare a training plan and conduct training for all the Departmental Officers (prior to September, 31 <sup>st</sup> , 2020); objective of the training is to sensitize all Departmental Officers to the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700 : 2018].
Asst. Commissioner (HQ Audit) (Smt. Vandanaaraj) Asst.Commissioner(Legal) (Smt.N.C.Meenashi)	Auditors for the implementation of the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700 : 2018]; Audit Plan to be prepared as per the SQM; Internal Audit to be conducted as per the SQM during November, 2020
AC(Infrastructure) (Shri A.J.Prasad)	To create a better infrastructure for the tax payer /stakeholders, in the office building (s), in both headquarters and Divisions.
Supdt (PRO)	To display the New Citizen's Charter and Service Quality Standards, prominently in the building / website; service quality policy to be displayed prominently; to create a better Infrastructure in the office building for taxpayer experience
All Group -A officers of the Commissionerate.	Members of the Core Committee in the implementation the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700: 2018], monitoring and review as per the SQM, in the Commissionerate. All Group - A officers are process owners, with reference to the charge(s) held by them. Process owners will be responsible for ensuring compliance to

	the Service Quality Standards specified in the New Citizens' Charter.
All DC/AC of Divisions  (Please make a Core Group, in your Divisions to implement New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700: 2018]; Divisional DC/AC will be Chairperson of the Core Group)	To function as Chairperson of the Divisional Core Group, in the implementation, monitoring and review, of the SQM, in the respective Divisions; to function as process owners for the implementation of the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700: 2018], in the respective Divisions; responsible to deliver taxpayer services, in accordance with the New Citizens' Charter and Service Quality Assurance / Standards [as per IS 15700 : 2018] in Divisions; responsible for creating service delivery capability and providing sustained delivery of services as per the Service Quality Standards; to display the New Citizen's Charter and Service Quality Standards, prominently in the office building.

NOTE: The new Citizens' Charter is already circulated to all sections in HQ and Divisions; the new Citizens' Charter and Service Quality Manual (SQM) are also downloadable from the CBIC website.

3. All the officers are instructed to play an active role in the implementation of the New Citizens' Charter and Service Quality Assurance / Service Delivery Standards [as per IS 15700 : 2018], as specified above in paragraph 2, so that certification can be obtained from BIS, as proposed.



(J. M. Kennedy)  
Commissioner

To

Addl. Commissioner / Joint Commissioner / Dy./Asst. Commissioners, Chennai North CGST Commissionerate, Chennai (All)

For information of all officers of the Chennai North CGST [Supdt(PRO), to display this Order, in the Notice Board]

Supdt.(Computer / Website / Social Media): this Order to be displayed in the website

Copy submitted for information to: The Principal Chief Commissioner of GST & Central Excise, Tamil Nadu & Puduchery