

# PUBLIC NOTICE NO.01/2015

OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)  
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,  
TAL:- URAN, DIST : RAIGAD. PIN 400 707.

F. No. S/43-01/2015 CHS JNCH Date: 01.01.2015

Public Notice No. 01/2015

(Referred / amended vide P.N.No.[19/2015](#))

1. This is to inform all Importers/Exporters, Custom House Agents, Custodians and the members of Trade that the Jawaharlal Nehru Customs House is committed to excellence in taxpayer services. In order to achieve this objective Jawaharlal Nehru Customs House is implementing SEVOTTAM which will cater to the need of wide range of clientele segmentation. In pursuance to the aforesaid goal a Centralized Receipt Section in Correspondence and Record Section has been created in Jawaharlal Nehru Customs House which will receive all correspondence of all Commissionerates.
2. All Importers/Exporters, Custom House Agents, Custodians and the members of Trade are hereby instructed to submit their correspondence to the Centralized Receipt Section which will acknowledge the receipt and will assign a Unique Identification Number to each correspondence. No correspondence will be received in any section of any Commissionerate.
3. All Importers/Exporters, Custom House Agents, Custodians and the members of Trade are hereby instructed to quote/refer this Unique Identification Number in their future correspondences on the same issue.
4. The Centralized Receipt Section will receive all written communications including declarations, intimations, applications, claim documents and all grievances. As per the norms of Sevottam, all written communications shall be acknowledged within 07 working days of their receipt.
5. It will start functioning from 1st January 2015.

Sd/-01.01.2015

(S. H. Hasan)

Commissioner of Customs (General)

**Copy to:**

- 1) Addl. Commissioner of Customs (EDI section) – For uploading on website
- 2) Notice Board
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