

## SERVICE QUALITY POLICY

Central Board of Excise & Customs is committed to encourage, facilitate and assist its existing and potential assesses to voluntarily discharge their tax obligations and to provide them services necessary in meeting these obligations. CBEC is also committed to discharge all its functions in a fair, impartial, transparent and consistent manner.

This will be achieved through constant monitoring of service delivery channels, customer feedback, motivation and training of personnel, continually improving reliability levels of internal processes, and identifying opportunities for improvement.

CBEC is committed to meet the requirements of IS 15700 and to review its quality policy and quality objectives to continually improve the standards of services and the effectiveness of the service quality management system with the objective of enhancing customer satisfaction.

CHAIRMAN  
CBEC