



**OFFICE OF THE COMMISSIONER OF CUSTOMS (NS-III)
JAWAHARLAL NEHRU CUSTOM HOUSE, NHAVA SHEVA,
TAL: URAN, DISTT.-RAIGAD, MAHARASHTRA – 400 707**

F.No. S/26-Misc-162/2019-20 AEO Cell Pt-I

Date: 02.11.2021

DIN-20211178NV000000D781

PUBLIC (FACILITY) NOTICE NO. 96 /2021

Subject: Authorized Economic Operator (AEO) Programme; Appointment of Client Relationship Manager (CRM) within the jurisdiction of Chief Commissioner of Customs, Mumbai Zone- II- reg.

Attention of all Custom House Agents, Exporters, Importers, Custodians, Warehouse operators, Freight Forwarders and other stake holders in International Supply Chain is invited to the Board Circular No. 33/2016-Customs dated 22-07-2016 and Circular No. 03/2018-Customs, dated 17.01.2018 (available at: <https://www.cbic.gov.in/Customs-Circulars-Instructions>) on Authorized Economic Operator programme.

2. In Pursuance of Para 1.5.2- (xiv) of the circular 33/2016 dated 22.07.2016 and Para 5.3.6 of circular 03/2018 dated 17.01.2018, the following officer is appointed as Client Relationship Manager (CRM) within the jurisdiction of Chief Commissioner of Customs, Mumbai Zone-II.

S. No.	Name & Designation of the Officer(Shri)	Office Telephone	Address/	Appointed as	Jurisdiction
1	Smt. Arpitha S. Dy. Commissioner of Customs, Mumbai Zone-II	JNCH, Mumbai Customs Zone-II Mob.9886204117		Client Relationship Manager (CRM) for AEO entities.	Mumbai Customs Zone-II

3. The CRM will be responsible for-

(i) Clarifying / resolving query, if any, of AEO applicant while filing the AEO application in the office of CC Customs, Zone- II. In case of unavailability or doubt, the CRM can direct the applicant to the AEO Cell of JNCH for guiding the applicant.

(ii) CRM shall be single point of contact (SPOC) with AEO clients. CRM shall act as a voice of AEO within Customs in relation to legitimate concern and issues of AEO. CRM shall assist in getting procedural and operational issues resolved by co-ordinating with different sections within Customs as well as other stakeholders.

(iii) Keeping record of Customs related error reported voluntarily by the AEO status holder and forwarding the same to AEO Cell on weekly basis.

4. This Public Notice supersedes all earlier Public Notices/Facility Notices/ orders on the subject matter.

5. This Public Notice should be considered as Standing Order for the purpose of officers and staff of JNCH.

(-sd-)

(N. V. Kulkarni)

Commissioner of Customs (NS-III)

Copy to:

1. The Chief Commissioner of Customs, Mumbai Zone-II, JNCH.
2. The Commissioner of Customs, NS-G/ NS-I/ NS-II / NS-IV / NS-V, JNCH.
3. All Additional / Joint Commissioners of Customs, JNCH.
4. All Deputy / Assistant Commissioner of Customs, JNCH.
5. All Sections / Groups of NS-G, NS-I, NS-II / NS-III/ NS-IV / NS-V, JNCH.
6. Representative of BCBA / FIEO for information and circulation among their members for information
7. AC/DC, EDI for uploading on JNCH website immediately.