



मीमाशुल्कआयुक्त (एनएम - III) कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS, NS-III
 प्राधिकृतआर्थिककार्यचालक AUTHORIZED ECONOMIC OPERATOR CELL
 जवाहरलालनेहरूमीमाशुल्कभवन, न्हावाशेवा,
JAWAHAR LAL NEHRU CUSTOM HOUSE, NHAVA-SHEVA
 ता. उरण,, TAL-URAN, जिलारायगड RAIGAD - 400 707, महाराष्ट्र MAHARASHTRA
 (e-mail:aeocell.jnch@gov.in; Telephone No.022-27244779)

F. No.-S/26-Misc-61/2022-23 AEO CELL/JNCH

Date: 15.04.2024

PUBLIC NOTICE NO.-33 /2024

Subject: Authorized Economic Operator (AEO) Programme-Appointment of Client Relationship Manager (CRM) within the jurisdiction of Chief Commissioner of Customs, Mumbai- 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 22-7-2016 (available at: <https://taxinformation.cbic.gov.in/view-pdf/1000489/ENG/Circulars>) and Circular No. 03/2018 Customs, dated 17.01.2018 (available at: <https://taxinformation.cbic.gov.in/view-pdf/1000403/ENG/Circulars>) Customs dated 17.01.2018 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- II.

Sr. No.	Name & Designation of the Officer (Shri)	Office Address/ Telephone	Appointed as	Jurisdiction
1.	Shri Chander G. Panchi, Asst. Commissioner Of Customs, AEO Cell, Zone-II	A-301, 3rd Floor, JNCH, Nhava Sheva Mobile No.- 9969798145 Email ID- Chandergp.c09 8701@gov.in	Client Relationship Manager(CRM) for AEO entities	Mumbai- 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 interaction with AEO clients. CRM should act as a voice of AEO within Customs in relation to legitimate concern and issues of AEO. CRM should assist in getting procedural and

operational issues resolved by coordinating 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/orders on the subject matter.

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



(Ashwini Kumar)

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