



OFFICE OF THE PR. COMMISSIONER OF CUSTOMS (IMPORT)  
MUMBAI ZONE – III, PRO CELL, AIR CARGO COMPLEX,  
SAHAR, ANDHERI (EAST), MUMBAI – 400 099  
Email :- proaccsahar@gmail.com Phone No. 022-26816696

F. No. S/3-MISC-PRO-65/2016-17/ACC(I)

Date - 28/09/2016

**FACILITY NOTICE NO. 13/2016-17**

**SUBJECT: Client Relationship Manager (CRM) for Authorized Economic Operator (AEO) programme - reg.**

Kind attention of all Importers, Exporters, Members of Trade and Industry Associations, Airlines, Air Cargo Agents, Console Agents, Custom Brokers, Custodian and other stakeholders is drawn to Circular No. 33/2016-Customs dated 22/07/2016 issued by Central Board of Excise & Customs, New Delhi (available on website www.cbec.gov.in) and this office Public Notice No. 30/2016-17 dated 04/08/2016.

2. Para 1.5.2 (xiv) of Board's aforesaid Circular, stipulates that "All Custom Houses will appoint a 'Client Relationship Manager'(CRM) at the level of Deputy / Assistant Commissioner as a single point of interaction with them. The CRM would act as voice of the AEO within Customs in relation to legitimate concerns and issues of AEO and would assist in getting procedural and operational issues resolved by coordinating with different sections within Customs as well as other stakeholders".

3. In order to ensure smooth implementation of the new three tier AEO Programme and facilitation of AEOs in each Commissionerate, CRM will also act as nodal officer to coordinate with all stakeholders.

4. Accordingly, in terms of Para 1.5.2 (xiv) of Board's aforesaid Circular, the following officer has been appointed 'Client Relationship Manager' (CRM) in respect of Mumbai Customs Zone-III -

Name & Designation	Office address	Contact details
Sh. Sachin Gusia, Dy. Commissioner,	O/o The Pr. Commissioner of Customs (I), Mumbai Zone – III, Air Cargo Complex, Sahar, Andheri (East), Mumbai – 400 099	Ph. No. 022-26816613

5. This issues with the approval of Commissioner of Customs (Export), ACC, Mumbai, Chairman of the Working Group constituted for AEO outreach programme of Mumbai Customs Zone-III.

  
28/09/2016

(Dr. Satish S. Dhavale)  
Addl. Commissioner of Customs (Import),  
Air Cargo Complex, Mumbai

**COPY TO:-**

- 1) The Chief Commissioner of Customs, Mumbai Zone-III – For kind information, please.
- 2) Pr. Commissioner (Import) / Commissioners of Customs, (Export / General / Preventive / Airport / APSC), ACC, Mumbai
- 3) All Addl. / Jt. Commissioners of Customs, ACC, Mumbai.
- 4) EDI Section - For uploading on the website of ACC, Mumbai.
- 5) BCHAA (Brihanmumbai Custom House Agents' Association)
- 6) Custodians, Air India / MIAL (Mumbai International Airport Ltd.)
- 7) ACAA (Air Cargo Agents Association of India)
- 8) Office copy.