



सीमाशुल्क आयुक्त (आयात) का कार्यालय
OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT),
जन संपर्क अनुभाग, हवाई माल संकुल सहार, अंधेरी (पूर्व), मुंबई- ४०० ०९९
PRO CELL, AIR CARGO COMPLEX, SAHAR, ANDHERI (EAST), MUMBAI – 400 099
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F.No. S/3-Misc-PRO-65/2016-17/ACC(I)

Date: 22.10.2018

OFFICE ORDER NO. 19/2018

SUB: 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 the Circular No. 33/2016-Customs dated 22/07/2016 issued by Central Board of Excise & Customs, New Delhi and this office Public Notice No. 30/2016-17 dated 04/08/2016 and Facility Notice No. 13/2016-17 dated 28.09.2016.

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 programme and facilitate of AEOs in each Commissionerate, CRM will also act as a **Nodal Officer** for AEO out-reach programme.

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

Name and Designation	Office Address	Contact Details
Shri B. Vinayak Asstt. Commissioner of Customs	O/o The Commissioner of Customs (I), Mumbai Zone-III , Air Cargo Complex, Sahar, Andheri (E), Mumbai – 400 099	Ph. No. 022-26816660

5. The 'Client Relationship Manager' (CRM) will be assisted by the following officers

- Shri Sangeet Kumar Meena Appraising Officer,
- Shri Dilip kumar, Examining Officer.

(विनायक आजाद)

(Vinayak Azaad)

आयुक्त सीमाशुल्क (आयात)

Commissioner of Customs (Import)

एसीसी, मुंबई अंचल-III

ACC, Mumbai Zone-III