



सत्यमेव जयते

भारत सरकार  
GOVERNMENT OF INDIA  
वित्त मंत्रालय / राजस्व विभाग  
Ministry of Finance / Department of Revenue  
अप्रत्यक्ष कर एवं सीमा शुल्क  
Central Board of Indirect Taxes and Customs  
अन्तर्राष्ट्रीय सीमा शुल्क निदेशालय  
Directorate of International Customs

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F. No. : D-20/DIC/AEO/Web App queries/130/2019 / 1681  
Date : 02.03.2022

to 1712

सेवा में,

सभी प्रधान मुख्य आयुक्त/मुख्य आयुक्त सीमा शुल्क/सीमा शुल्क (निवारक)/केंद्रीय कर और सीमा शुल्क  
सभी क्षेत्रीय आईओ कार्यक्रम प्रबंधक

**विषय :- Online filing and processing of AEO T2 & AEO T3  
applications in compliance of Circular 13/2021-Customs  
dated 01.07.2021 - के संबंध में।**

महोदया/ महोदय

Kind reference is invited to Circular 13/2021-Customs dated 01.07.2021 vide which filing processing and real-time updation of AEO-T2 & AEO-T3 applications was made online on the web-application hosted on [www.aeoindia.gov.in](http://www.aeoindia.gov.in), since 1<sup>st</sup> August, 2021.

2. This office conducted a review of AEO T2 & T3 applications filed after the issuance of the Circular. It has been observed that actions taken are still not in compliance with Circular 13/2021-Customs dated 01.07.2021, despite nearly six months having elapsed. Several applications forwarded to DIC are still not available on the web-portal. Also, even where applications have been filed online, the status has not been updated by the zone. It is noted that over 290 applications are pending in the online module (list enclosed). Some of these have been finalised & forwarded manually, but have not been updated in the online module on the AEO web portal.

3. It is requested that concerned officers may kindly be advised to ensure that all applications received in the jurisdictional CCO (AEO Cell) are mandatorily filed on the AEO portal, at the time of acceptance of documents. Thereafter, any action taken on the manual/e-office file shall be updated on web application, simultaneously. It is requested that the status of manual/e-office files already forwarded to DIC for approval/rejection may also be updated by the zones with a remark showing the original date of forwarding the same.

4. For ease of reference, the step-wise guide for applicants and Custom Officers along with log-in credentials for the new level of processing on web-application i.e. Joint Commissioner/Additional Commissioner level was also shared separately over e-mail on 5<sup>th</sup> July, 2021. The same is being emailed again. Further this office has been informed of difficulties faced by officers due to frequent transfers in Zonal AEO Cells, therefore, in case of any query related to log-in credentials, the officers may kindly be advised to reach this office at [dicbec.dor@gov.in](mailto:dicbec.dor@gov.in) / 21400636 for further guidance.

सादर

संलग्न :

1. Online pendency report
2. Stepwise guide (email only)

आरती अग्रवाल श्रीनिवास

प्रधान आयुक्त और  
राष्ट्रीय आईओ कार्यक्रम प्रबंधक