



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/Misc Matter/47/2020
Date : 12.01.2021

To
The Principal Chief Commissioners/ Chief Commissioners
All Customs Zone

Subject:- Fortnight long AEO- Drive & Outreach Program -reg:

Madam/Sir,

Kind attention is invited to Action Plan 2020-21 of CBIC dated 04.08.2020 approved by the Board, as well as this office letter dated 28.10.2020(copy enclosed) wherein all the pending AEO-T1 applications were to be finalized on priority. Further, Para 4.4.4 of Circular no. 33/2016- Customs dt 22.07.2016 provides 30 days for processing of T1 applications. As you are aware, vide Circular No 54/2020 dtd 15.12.2020, among other procedural relaxations, this time limit has been **reduced to only 15 days for accreditation of MSMEs** as AEO-T1. Further, for MSME Tier T2 applicants, the accreditation/ processing time has been brought down to three months from the extant period of six months.

2a. Despite efforts, pendency of AEO T1 applications, especially those pending for more than 30 days, is consistently high. It is therefore requested that a pendency clearance fortnight, i.e. an AEO-Drive may kindly be **launched from 18.01.2021** to reduce the pendency of AEO applications, with special focus on those pending for more than 30 days. The Zone wise pendency as on 01.01.2021 including those where deficiencies have been reported, is enclosed.

2b. Likewise, the pendency of T2 & T3 applications is also well beyond the prescribed period of six months. While a significant part of the delay in the past year can be attributed to the pandemic, it is requested that a concerted effort may kindly be made now to complete the verifications and process the applications during the drive.

2c. The zones which have declared NIL receipt of AEO-applications in the preceding three months are requested to examine the reasons for low filing of AEO applications, and take suitable action.

3a. An AEO-Outreach program may also be launched in each Commissionerate / Zone, to maximize the coverage of the AEO Program. The major thrust of the AEO-Outreach Program can be to bring the top 100 importers/exporters, and related Logistics Operators under the ambit of the AEO Program. Similarly, seminars and interactive session for MSMEs can also be held to familiarize them with the benefits of the AEO-Program and bring them on board.

3b. Details of CRMs, dedicated AEO cells and help desks may please be disseminated amongst officers and trade in each Zone to help importers/exporters and MSMEs get their queries addressed, seek assistance in application processing, as well as to provide necessary guidance and information to the Non AEO entities.

4. It is requested that the concerned commissionerates may kindly be advised to put in earnest efforts and endeavour to reduce the pendency to nil by the end of the month, while ensuring due diligence while processing the applications. The Zonal AEO Programme Managers may periodically monitor the performance to ensure liquidation of all the pendency (as on 31st Dec 2020) latest by 28th Feb 2021.

Encl: As above

Yours Sincerely,



(Arti Agarwal Srinivas)
Principal Commissioner