



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/Misc Matter/47/2020

Date : 13.11.2020

To
The Chief Commissioner of Customs,
Delhi, Mumbai I, II & III Zone, Chennai

Subject: Pendency of AEO T1 applications due to deficiency- outreach and disposal reg:-

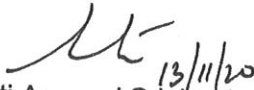
Ma'am/ Sir,

Kind attention is invited to this office D.O. letter F.No D-20/DIC/AEO/Web Application Queries/130/2019 dated 28.10.2020 (copy enclosed) communicating the pendency of online AEO T1 applications in each zone.

2. An analysis of the pendency shows that a significant number of the applications pending for more than 30 days is due to issuance of deficiency memos by the officers processing the applications. It is further observed that the proportion of applications pending due to a 'deficiency' to the total number of applications filed in the zone, is significantly higher for a few zones as compared to the national average.
3. It is possible that the primary reason for such a high quantum of un-answered deficiency letters/ mails could be that the applicants are not aware about the procedure for rectifying the deficiency on the online AEO module, or perhaps, the applicants are facing difficulty in re-submitting the application after rectifying the deficiency. In such cases, assistance from the zonal AEO cell should expedite the eventual disposal of such applications. It is, therefore, requested that for sensitization/ awareness of such applicants, the zonal AEO cell/ CRMs may kindly be directed to approach the concerned set of applicants for speedy rectification, and/ or organize an **online workshop** to resolve any *persisting enquiry at the applicants' end*.
4. It is also requested that the officers processing the applications may be duly sensitised to ensure that unnecessary queries are avoided so that processing of T1 applications is expedited.
5. The updated AEO- T1 pendency list is enclosed with this letter.

Encl: As above

Yours sincerely,


(Arti Agarwal Srinivas)
Principal Commissioner