



Date:24-01-2026

**PUBLIC NOTICE NO. 68/2026**

**Sub:- Formation of Helpdesk for Authorized Economic Operator (AEO) Programme – Clarifying / resolving query, if any of AEO applicant while filing the AEO applications-reg.**

1. Attention of all Importers, Exporters, Custom House Agents, Custodians, Warehouse Operators, Freight Forwarders and other stake holders in International Supply Chain is invited to the Board Circular No. 33/2016-Customs dated 22.07.2016 and Circular No. 03/2018-Cus dated 17.01.2018 on Authorized Economic Operator Programme.
2. In this regard, it is found that in case of many applications for AEO Status filed by the applicant, Deficiency Memos are issued. And, if requisite information/documents are still not received, then applications are returned/rejected due to non-submissions of proper information / documents. This all leads to avoidable delay in the entire process.
3. To facilitate the legitimate trade and ensure faster disposal of AEO applications, a Help Desk has been formed to guide applicants and to ease the difficulties faced by them during the application process at Export Commissionerate, Air Cargo Complex, Sahar, Mumbai. The following officers are nominated for this Help Desk to guide the applicants:

Name of the officer	Designation	E-mail
Mahesh Vhatkar	Deputy Commissioner	aeo.accmumbai@gov.in
Rahul Jain	Superintendent	aeo.accmumbai@gov.in

4. In case of any query or any difficulty faced by the applicant while processing the application or even before filing of the application, the applicants can directly approach the helpdesk physically or via email as given above.

5. Still if there are any grievances related to the processing of AEO applications, communication may be made to commr-cus4mum3@gov.in

6. This Public Notice should be considered as Standing Order for the purpose of officers and staff nominated for AEO Help Desk at Export Commissionerate, ACC, Mumbai.

Digitally signed by  
Hardeep Batra  
Date: 24-01-2026  
14:07:51

(HARDEEP BATRA)

COMMISSIONER OF CUSTOMS (EXPORT),  
AIR CARGO COMPLEX, MUMBAI.

Copy to:-

1. The Pr. Chief Commissioner of Customs, Mumbai Zone-III,
2. The Commissioner of Customs, General/Imports/Exports, ACC, Mumbai
3. All Additional / Joint Commissioner of Customs, ACC, Mumbai
4. All Dy/Asstt. Commissioner of Customs, ACC, Mumbai.
5. Representative of BCBA/FIEO for information and circulation among their members of information
6. AC/DC, EDI for uploading on ACC website immediately.