

Dear Customer,

Greetings from Bombay Chamber & Commerce & Industry!

We are pleased to inform you that Bombay Chamber has launched a new portal for offering Certificate of Origin services - Over the Counter (Offline) as well as Online. The Online mode will save time, effort and cost of getting CO attestation.

We have few important announcements for you:

**1. Migration to New Portal on 1st March 2021**

All existing customers will be migrated to the new portal without any hassles. However, for availing COO services in an Online mode, a customer needs to register as Online User. (Refer para 4 below)

**2. On Mail services to Conclude by 28th February 2021**

During lockdown, Bombay Chamber has started offering COO service on customers' emails to avoid inconvenience of availing physical service. However, considering the gradual opening of the economy and start of our Online services, we will discontinue "on mail" service from 1st March, 2021.

**3. For "Over-the-Counter" services**

Customers can visit our Ballard Estate office on Working days (Monday to Friday) excluding bank holidays as indicated by the Negotiable Instruments Act.

The timings will be as follows:

General Counter: 10.00 am - 4.00 pm

Lunchtime :1.30 pm - 2.00 pm

We follow the protocols and guidelines as issued by the Ministry of Health and Family Welfare, Govt of India as well as Municipal Corporation of Greater Mumbai. We request all visitors to undertake temperature checks and use of sanitizers while entering our premises.

**4. For Online services**

URL for Registration: <https://coo.bombaychamber.online/>

Please go to the portal using the link below and go for New User Registration. Follow the instructions as you proceed.

We have also introduced payment gateway and advance wallet in order to reduce hassles of untraceable and pendency of invoices. Members can view and download transaction statements & receipts in real time. The exporter/importer will have the facility to verify a COO issued online through this portal. In this era of digitization, this online service will be of great help to the trade.

Please find below (Annexure 1) a list of documents and information required to be kept handy for the registration process.

Timings for Online services on all Working days (Monday to Friday) excluding bank holidays as indicated by the Negotiable Instruments Act – 9.30 am to 5.30 pm

#### **5. Customer Care Support:**

Bombay Chamber is committed to support its customers in their endeavor to grow their business through trade and commerce.

We are contacting our exporters and Custom House Agents to assist them with registration for online services and any other concerns.

For any queries/suggestions/support, please contact the following representatives:.

Name	Email	Mobile
Pranit Mali	<a href="mailto:pranit.mali@bombaychamber.com">pranit.mali@bombaychamber.com</a>	9987235387
Pratik Rale	<a href="mailto:visa@bombaychamber.com">visa@bombaychamber.com</a>	9619109317

Our general email address is still available : [coo@bombaychamber.com](mailto:coo@bombaychamber.com)

If you have any concerns to escalate, feel free to write to us on [co.head@bombaychamber.com](mailto:co.head@bombaychamber.com)

Look forward to your cooperation in this transition.

Thank you.

Pravin Rane  
Joint Director  
Bombay Chamber

---

---

## Annexure 1

### List of document and information

#### Required to be kept handy for registration process

##### Information:

- Customer ID with CO Dept of Bombay Chamber ( Please refer to the past invoice on the top right side of invoice)
- Membership No ( with Bombay Chamber )
- Company Name
- Import Export Code (IE Code)
- Registration No with Registrar of Companies or similar agency
- Date Of Registration
- GST No
- PAN No.
- Enterprise Size (small/ micro/ medium/ large)
- No. of Employees
- Address (Pin code, Country, State, City)
- Are You Located in a Special Economic Zone (SEZ)
- Contact (First Name, Last Name, Designation, E-mail ID, Phone No., Mobile No)
- Company Division
- Fees

##### Documents: ( Format of the documents to be PDF, max file size 500 KB )

- A duly Signed and seal stamped / digitally signed COO Online User Registration Form.
- Authorised User PAN / Aadhar Card ( Only if Proprietary company )
- Address Proof (Utility bills such as electricity, water, and landline telephone bills (not older than two months)
- Registration Proof: Certificate of Incorporation OR Partnership Deed
- Import Export Certificate
- Company PAN Card ( for registered companies only )
- GSTIN