



प्रधान सीमाशुल्क आयुक्त(सामान्य)काकार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (GENERAL)
नवीनसीमाशुल्कभवन, बैलार्डईस्टेटमुंबई - 400001
NEW CUSTOM HOUSE, BALLARD ESTATE, MUMBAI- 400 001

Date: 25.11.2025

STANDING ORDER No. 06

Subject: Ensuring transparency and accountability - Standard Operating Procedure (SOP) for the use of Body Worn Cameras (BWCs) by Customs Officers posted at Mumbai International Cruise Terminal - **Reg.**

The officers posted for passenger baggage clearance at the Mumbai International Cruise Terminal are responsible for enforcing statutory Sections 77 to 80 of the Customs Act, 1962, read with the Baggage Rules, 2016 (as amended) and allied Acts. Passengers arriving at Mumbai International Cruise Terminal can choose between red and green channels depending on the value and nature of the goods carried by them. In line with international best practices and the procedures adopted by Indian Customs at International Airport and for boarding of vessels, it has been decided to prescribe Body Worn Cameras (BWCs) for the officers who attend baggage clearance of international passengers, especially those posted at the Red Channel. Officers are advised to wear Body Worn Cameras while they are interacting with international passengers at other places, as well.

2. In this regard the following procedure shall be followed as detailed below:

I. The BWCs shall remain under the charge of the Superintendent, PSO (Admin) Section, who shall hand them over to the Superintendent

In-charge of the shift commencing the baggage clearance duties, as per baggage duty roster issued by PSO, Posting, NCH. A register shall be maintained by PSO (Admin) for recording the handing over and return of BWCs.

II. The Superintendent In-charge shall retain the BWCs in his safe custody at the Customs Office at MICT.

III. At the commencement of the shift, the Superintendent In-charge of baggage duty shall distribute the BWCs among the officers on duty. A separate register shall be maintained at the Customs office at MICT for recording the issuance and return of BWCs.

IV. Each officer shall record the date and time of donning and removing the BWC and shall affix his/her signature. The Superintendent In-charge shall countersign all entries.

V. At the conclusion of the shift, the Superintendent In-charge of baggage duty shall ensure, that all officers transfer the recorded data into the designated system at the Customs office at MICT. The transfer of data shall be completed before the BWCs are handed over to the next shift.

VI. The Superintendent In-charge of baggage duty shall hand over the BWCs to the Superintendent In-charge of the succeeding shift, after ensuring that no residual or un-transferred data remains in any BWC and all the recorded data is transferred in the system. The transaction shall be duly recorded in the register.

VII. Upon conclusion of the baggage clearance duties for the vessel, the Superintendent In-charge of the concluding shift shall return the BWCs to the Superintendent, PSO (Admin).

VIII. All officers shall wear the BWCs in a manner that ensures clear and unobstructed recording of visuals from the officer's perspective.

IX. Department-issued BWCs shall be used strictly for official purposes. Personal or non-official use is strictly prohibited.

X. Officers shall interact with passengers/crew with courtesy and professionalism. They shall remain mindful that they represent the Department and the nation. Officers must inform

passengers/stakeholders that recording is being carried out through the BWC.

XI. In the event an officer is required to leave the baggage clearance area (e.g., for washroom or meal breaks), the BWC shall be handed over to the Superintendent In-charge of baggage duty.

XII. Officers shall commence recording as soon as a passenger approaches the Red Channel counter or is directed to it by the intelligence officer posted at the Baggage Clearance Centre. Recording shall continue uninterrupted throughout the proceedings and shall cease only with the approval of the Superintendent In-charge on duty.

XIII. In the event that any contraband, un-declared dutiable goods, or items warranting seizure or penal action under Customs Act, 1962 are detected, the officer shall, to the extent practicable, ensure that the subsequent detailed examination of such goods is conducted within an area under the continuous surveillance of the MICT's CCTV system, in addition to the BWC recording.

XIV. Where a BWC recording captures proceedings that may finally culminate in a detention, seizure, and the subsequent initiation of penal action under the Customs Act, 1962, or allied laws, the BWC and its recording shall be treated as critical digital evidence. To maintain the evidentiary sanctity in accordance with the Bharatiya Sakshya Adhiniyam, 2023 the following special procedure shall supersede the routine data handling:

- a.** The BWC device shall be immediately secured by the Superintendent In-charge of baggage duty. A continuous and meticulously documented chain of custody shall be maintained for the device until the data is officially retrieved.
- b.** The routine end-of-shift data transfer (as per Para V) shall not be performed for this specific BWC. The Superintendent In-charge shall immediately report the matter to the DC/AC (PG), who shall ensure that the services of a designated forensic expert (e.g., from

DRI, MZU) to retrieve the data in a forensically sound manner is expedited.

- c. The BWC's with memory card (or internal storage) shall be treated as primary evidence, as a whole. It must be sealed, and preserved as part of the case records, an act which must be duly recorded in the Panchnama. The BWC should be taken to the forensic expert at the earliest, and the data integrity of evidence should be maintained through the forensic procedure with the forensic expert creating hashing of the device and further necessary action.
- d. All actions taken to secure the BWC, retrieve the data, and preserve the memory card must be documented in the Panchnamas, ensuring strict compliance with legal procedures for handling electronic evidence to ensure its admissibility.

XV. Subject to the specific procedures outlined in Para XIV, the data from all routine recordings shall be transferred by the Superintendent In-charge of baggage duty of concluding shift, in the system maintained in the office of DC/AC (Vigilance), NCH using HDD. The data stored in the system at MICT shall thereafter be erased. All routine recordings not preserved as evidence under Para XIV shall be retained for a minimum of 30 days. All officers shall ensure secure storage of data and prevent unauthorized access.

XVI. Only the DC/AC (Vigilance), NCH shall function as administrators for the data and shall be authorized to review the recordings.

XVII. The DC/AC (Vigilance) shall conduct random reviews of the recordings and submit a report of reviewed footage and observations to the Joint/Additional Commissioner (Vigilance) and Joint/Additional Commissioner (PG).

3. This Standing Order shall come into force with immediate effect. Any difficulty faced in the operation of this SOP, along with recommendations for

amendment, shall be brought to the notice of the Deputy/Assistant Commissioner of Customs Preventive (General), NCH.

This issues with the approval of the Competent authority.

Digitally signed by
Aditya Kumar Dutta
(Aditya Kumar Dutta)
Date: 25-11-2025
13:23:40
Assistant Commissioner of Customs,
Preventive General,
New Custom House, Mumbai.

Copy To:

1. The Chief Commissioner of Customs Mumbai, Zone-I, NCH.
2. The Additional Commissioners of Customs - Preventive (General), Zone-I, NCH.
3. Notice Board & Website.