



भारत सरकार
GOVERNMENT OF INDIA
प्रधान सीमाशुल्क आयुक्त (सामान्य) का कार्यालय
**OFFICE OF THE PRINCIPAL COMMISSIONER OF
CUSTOMS (GENERAL)**
नवीन सीमाशुल्क भवन, बैलार्ड इस्टेट मुंबई- 400001
**New Customs House, Ballard Estate,
Mumbai- 400 001**

F.No. GEN/PSO/246/2025-CHS

Date: 16-10-2025

OFFICE ORDER NO. 28 /2025

Subject: Security arrangements in New Custom House Building – reg

1. It has been observed that the existing visitor verification process in the New Custom House requires strengthening, as instances have come to notice where individuals have gained access to the premises without proper authorisation. This could lead to undesirable and unscrupulous activities within the office premises. Therefore, it has been decided to streamline and reinforce the visitor verification process. This will be implemented by the CHS section. Accordingly, the following measures are hereby prescribed for strict compliance: -

- i. Staff can enter the Custom House after identifying themselves with valid identity cards at all gates.
- ii. A Visitors' Register will be placed in the Gate No. 2 (Main Gate) of the Custom House Heritage Building
- iii. Entry of Visitors will be permitted only through Gate No. 2 (Main Gate) of the Custom House Heritage Building, after making the necessary entries in the register.
- iv. On entry of details in the Register, a visitor pass will be issued and the visitors have to wear the visitor's pass at all times during their time in the building.
- v. Customs Brokers with valid Customs passes will be permitted entry through Gate No. 2 (Main Gate) of the Custom House Heritage Building after identifying themselves and entering the details in the register. They are required to wear the Customs Brokers' pass at all times during their time in the building.
- vi. Entry of Visitors into the New Custom House building after office hours and on Saturdays, Sundays and Holidays will be regulated based on a written request from the concerned Officers of the level of **Deputy/Assistant Commissioners** and above or through their personal staff, to the officers posted in the Control Room.
- vii. Entry of Casual Labourers and Contingent staff into the New Custom House Building for carrying out civil works on Holidays or after and before officer hours will be allowed based on permission from the

Superintendent/CHS and CPWD authorities or any other competent authority. CHS shall obtain the list of labourers from contractors working during/after working hours for the purpose of monitoring on a periodical basis.

- viii. Entry of private couriers will be allowed only through Gate no. 2 (Main Gate) as Visitors during working hours after making proper entry of details in the register maintained at the Main Gate.
- ix. Entry of guests to the Customs Guest House will be permitted through the Control Room side Gate at all times.
- x. Official Vehicles will be permitted through the Control Room Gate of the Heritage Building and through the Annexe Building Gate.
- xi. On-duty officers at the Gates will be in uniform.

2. Authorised Entry Procedure:

i. Only duly authorised persons possessing a Valid Photo Identity proof (Aadhaar, PAN, Passport or Departmental/CHB-ID) shall be permitted entry through Gate-II.

ii. Before entry, Visitors shall make necessary entries in the Visitors Register/ Digital Log maintained by CHS/PSO, posting mentioning:

- a. Name, Organisation and Contact Number
- b. Name and the Section Intended to be Visited
- c. Purpose of Visit
- d. Time of Entry/Exit and Signature

iii. A Visitor's Pass shall be issued and must be displayed at all times inside the premises and surrendered at the Exit.

3. The entire process shall be implemented by CHS with immediate effect.

4. Enforcement and Inspections:

The CHS section shall ensure strict compliance with these directions. If any person is found on the premises without complying with the above-mentioned processes, the CHS section shall enquire about the person's identity and purpose of visit. If anything undue is noticed, necessary action may be initiated. Further, the CIU officers may conduct surprise inspections to ensure proper functioning.

5. Additions or amendments to the above orders will be made in writing as and when desired. Where a situation arises and none of the specific instructions apply to it, the Officers/Staff posted at the entry gates and the Control Room/CHS will be expected to be guided by the underlying principles of this instruction mentioned in para 1, in consultation with the concerned officers. Any difficulty faced in implementing the above may be brought to the notice of the AC/DC CHS.

6. All the Officials of this Office and the Visitors are requested to cooperate and support the staff posted at the Gates so as to enable them to perform their duties diligently without fear or favour for the safety and security of the building. It is therefore, required from all the staff members, the Visitors and the Casual/contingent staff to display their identity card / pass on person and to cooperate with the security staff in discharging their duties.

7. This issue with the approval of Commissioner of Customs (General), Mumbai Customs Zone -I.

Digitally signed by
Varun Rangaswamy

Date: 16-10-2025
(Varun Rangaswamy)

11:09:32
Additional Commissioner of Customs
CHS/NCH Mumbai.

Copy to:-

1. The Pr. Chief Commissioner / Chief Commissioner of Customs, Mumbai Zone-I, II & III.
2. The Pr. Commissioner / Commissioner of Customs (General), Mumbai Zone- I, II & III
3. All the Director General/ Pr. Additional Director General / Additional Director General / Pr. Commissioner / Commissioner, NCH, Mumbai-01.
4. All the staff members