

	आयुक्त सीमाशुल्क (सामान्य) का कार्यालय OFFICE OF THE COMMISSIONER OF CUSTOMS (G) समूह 'ग' स्थापना, नवीन सीमाशुल्क भवन, बेलार्ड इस्टेट, GROUP 'C' ESTT., NEW CUSTOM HOUSE, BALLARD ESTATE, मुंबई/MUMBAI-400001 Phone No.(022)-22757719 E-mail groupcestdtnch@gmail.com
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STANDING ORDER NO. 08 /2026

Subject: Guidelines for Inter-Zonal transfer of Group 'C' Officers – reg.

The Inter-Zonal rotation of Group 'C' Officers, namely, Assistant Sub-Inspector (ASI), Head Hawaldars, Hawaldars and Multi-Tasking Staff (MTS), has hitherto been governed by Standing Order No. 01/2010 dated 27.12.2010. In view of structural and functional changes in Mumbai Customs, it has become necessary to revise and consolidate the guidelines to ensure administrative efficiency, transparency, and uniformity in posting of Group 'C' officers. Therefore, these revised guidelines are being issued in supersession of all the existing orders and guidelines on the subject. The instructions contained in this Standing Order would be operational prospectively and with immediate effect.

2. Guiding Principles:

- Rotation of officers among various formations/postings to promote all round efficiency, integrity and improved performance;
- Strict adherence to tenures of postings so that equal opportunity is given to all the officers to perform in different roles and gain varied experience and exposure;
- Certainty about the rotation and length of tenure in any given posting;
- Maintenance of rotation in postings in a definite cycle to ensure that given posting is repeated only when a cycle is completed;
- Prevention of undue influence being brought to bear upon the Department in matters of postings and transfers; and

- f. Provide necessary flexibility to administration and empower it to prepare transfer orders in tune with the administrative exigency.

3. Tenure Restrictions and Cooling-off periods:

3.1 The tenure of postings for Group 'C' officers in all the Zones shall be as under:

Sr. No.	Zone/Commissionerate	Tenure	Cooling-off
1.	Zone-I	02 Years	02 Years
2.	Zone-II/JNCH	02 Years	02 Years
3.	Zone-III	02 Years	02 Years
4.	Directorates/Estate*	01 Year	01 Year

* All Directorates where Head Hawaldar/Hawaldar and other Group 'C' officers are posted from the working strength of Zone-I, such as DRI, CESTAT, DG Vigilance, DG Systems, DG Audit, DG Valuation, NCTC, CAAR, etc., are included in the category 'Directorates' mentioned at Sr. No. 4 of the above table. Further, Head Hawaldar/Hawaldar and other Group 'C' officers posted in Customs Enclave Wadala Project & Customs Enclave Cell, Mahim Fort and other such estate formations are included in the category 'Estate' mentioned at Sr. No. 4 of the above table.

3.2 Furthermore, the following principles relating to tenure and cooling-off periods shall also be adhered to:

- The postings within a Customs Zone including the tenure of intra-Zonal postings for Group-C officers shall be drawn by respective Zones.
- All posts of Group-C officers may be classified into two categories, namely, sensitive and non-sensitive postings. The concerned Zone shall decide their

respective classification of various postings into sensitive and non-sensitive categories, keeping in view instructions from the Board etc.

c. Newly recruited Hawaldars shall not be posted to sensitive assignments until completion of 02 years of service, except with prior approval of the competent authority in the respective Zone as provided in the respective intra Zonal policy.

4. Inter-Zonal Rotation:

Inter-Zonal Rotation shall be issued by the Additional/Joint Commissioner (PG) Mumbai Customs Zone-I annually by 01st May of every year. Subsequent to the issuance of Annual General Transfer order by the Cadre Controlling Authority i.e. Mumbai Customs Zone-I, all the three Zones shall issue their internal posting orders immediately and relieve the respective Group 'C' officers on or before the due date of relieving as stated in the Annual General Transfer order, to ensure timely compliance.

5. Intra Zonal Standing Order and Rotation Order:

Standing Order for Intra Zonal transfer/rotation shall be issued by every Zone separately. The Intra Zonal transfer/rotation orders in all the three Zones shall be issued by 15th May, subsequent to the issuance of Annual General Transfer order of every year. The Additional/Joint Commissioners (PG) of respective Zones would ensure timely compliance of the general transfer orders by relieving the transferred Group 'C' officers within the time frame stipulated in the orders. Respective Zones shall maintain the HOP of Group 'C' officers posted within the Zone as on 01st January and 01st July of every year and the said HOP shall be conveyed to the Group 'C' Establishment Office, Mumbai Customs Zone-I.

6. Representations for or against any specific posting:

All representations on medical, retirement or any other ground must be submitted one month prior to the scheduled date to the Office of the Group 'C'

Establishment, Mumbai Customs Zone-I. These representations will be placed before the Placement Committee for consideration or otherwise. The Placement Committee will comprise the ADC/JC P(G), DC/AC P(G) and DC/AC (P&E), Mumbai Customs Zone-I. Requests for exemption from any posting on medical grounds will be entertained only if supported by a proper medical certificate issued by an authorized CGHS doctor or AMA. Certificates from private doctors, hospitals, or clinics will not be accepted. If a representation submitted by a Group 'C' officer is accepted, an appropriate remark shall be entered in the HOP details of the concerned individual. Any subsequent transfer of the officers, other than the approved place of posting, shall be governed by the relevant provisions of this Standing Order.

7. Sensitive/Non-Sensitive Rotation Cycle:

Regarding Sensitive/Non-Sensitive postings, every Zone shall issue guidelines in their respective Intra-Zonal Standing Order keeping in view instructions from Board etc. and the tenure of a sensitive posting shall not be more than 06 months.

If the Group 'C' officer remains on leave for more than 50 days during the non-sensitive posting, then the officer shall not be considered for sensitive posting in the ensuing rotation. All Zones shall inform Group 'C' Establishment Office, Mumbai Customs Zone-I, in writing, if any Group 'C' officer remains on leave for more than 50 days during any rotation. On receipt of the information, necessary entry will be made in the HOP by each Zone and the concerned Group 'C' officer will not be considered for sensitive posting.

Any exception to the above provisions can only be made with the approval of the competent authority in the respective Zones.

8. Retention Policy:

To ensure smooth rotation of Group 'C' officers, it is expected that no officer is retained beyond 02 Years at any Zone. However, retention may be considered in special cases on administrative grounds. Such requests for retention shall be forwarded for consideration to the Principal Commissioner (General), Mumbai Customs Zone-I, with a detailed note mentioning the reasons for seeking retention.

9. Postings in Group- 'C' Establishment Office, Mumbai Customs Zone-I:

Tenure of Group 'C' officer posted to Group 'C' Establishment Office, Mumbai Customs Zone-I, shall be for one year and only those Group 'C' Officers (Head Hawaldars/Hawaldars) will be considered who have completed a minimum 10 years of regular service and have not pending any vigilance enquiry. Further, Group 'C' officers who have already done Group 'C' Estt. Office shall not be considered again as far as possible.

10. Office opening/ Closing Duty:

Group 'C' officer posted/attached to senior officers for opening-closing of the offices have to complete a minimum of 08 hours of duty. The duty hours for opening officer will be from 0800 hrs to 1600 hrs & for closing officer from 1200 hrs till closing of the office. The overlapping time period will be utilized for dispatch etc. Group 'C' Establishment Office or the concerned Section of the respective Zone will carry out surprise checks to see whether both the Group 'C' officers are available during the overlapping period or not.

11. Relieving & Reporting Procedure:

The Group 'C' officers shall invariably be relieved on or before the due date of relieving as stated in the Annual General Transfer order, under intimation to Group 'C' Establishment Office, Mumbai Customs Zone-I. If any officer is left to be relieved on the designated date, Group 'C' Establishment Office in the Cadre Controlling Authority i.e. Mumbai Customs Zone-I, shall issue stand relieved

order on the next working day itself. It shall be the duty of concerned Group 'C' officers to follow the relieving order and join their respective new place of posting accordingly. As regards the guard duty officers at ports, airports, warehouse and other such places, to ensure continuity in operation, such officers shall be relieved only when his/her reliever report for duty. The details of the leave availed by the outgoing Group 'C' officers will be forwarded by the concerned Section/Department Heads subsequently, in writing, to the Group 'C' Establishment Office, Mumbai Customs Zone-I, which in turn will inform the new posting Section/Department Heads. Those Group 'C' officers who fail to join their new postings without any intimation or reason shall be deemed to be absent and his/her salary could be withheld until proper regularization of the absence period.

12. Deviation Procedure:

If any deviation is to be made in the guidelines/instructions contained in this policy on any ground such as non-availability of sufficient officers, relaxation on merits etc., the same may be done only on the basis of reasons recorded in writing and with the approval of Principal Commissioner of Customs (General), Mumbai Customs Zone-I.

13. Prohibition of undue advantage:

Attention is drawn to Board's letter F. No. A-1109/93/Ad-IV dated 01.01.1992, prohibiting any attempt to influence transfers or postings. Such conduct shall be treated as a violation of Rule 20 of the Central Civil Services (Conduct) Rules, 1964 and will attract disciplinary action.

Digitally signed by
Vikram Dnyandeo Phadke
Date: 16-07-2026
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(Vikram D. Phadke)
Additional Commissioner of Customs,
Preventive General, NCH, Mumbai-I.

Copy to:

1. The Pr. Commissioner/ Commissioner (General), Mumbai Zone I, II and III
2. The DC, EDI, NCH, Mumbai-I with request to upload on website of Mumbai Zone I
3. Notice Board
4. Office Copy

