



सीमा शुल्क के प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
हैदराबाद सीमाशुल्क आयुक्तालय HYDERABAD CUSTOMS COMMISSIONERATE
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F.No. GEN/TECH/Misc/2071/2025-TECH

14-10-2025

STANDING ORDER NO.01/2025

Sub: Ensuring transparency and accountability - SOP on the use of Body Worn Cameras by Airport officers - Reg.

Officers posted at Rajiv Gandhi International Airport, Hyderabad for passengers' baggage clearance are responsible for enforcement of statutory sections 77 to 80 of the Customs Act, 1962 read with Baggage Rules, 2016 (as amended) along with the allied Acts. Passengers arriving at Rajiv Gandhi International Airport can choose between Red and Green channels depending on the value and nature of the goods carried by them.

2. In line with the best International practices, it has been decided to prescribe Body Worn Cameras (BWC) for the baggage clearance officers posted especially at the Red channel. Red Channel is meant for passengers submitting their Baggage declaration of dutiable goods brought into the country by them. Officers are advised to wear Body Worn Cameras (BWC) whenever they are interacting with passengers at other places also.

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

- i. All the Air Customs Officers (ACOs) shall wear the BWC in such a manner that those watching the footage see the visuals from the officer's perspective.
- ii. The BWC shall be under the charge of the Air Customs Superintendent on duty and a register shall be maintained in which the officers shall sign and record the time and date of wearing the BWC and also the time of removing the BWC in presence of Air Customs Superintendent on duty who shall counter sign the entries made. The Air Customs Superintendent at the end of the shift shall hand over the equipment to the next shift Air Customs Superintendent posted and record the handing over in the register.
- iii. Department issued BWCs shall be for official Departmental use only and shall not be used for non-work related or personal activities. The BWC shall be handed over to Air Customs Superintendent of the concerned batch as and when the Air Customs Officer is required to go to the washroom or during lunch/dinner.
- iv. As and when a passenger comes to the Red channel counter or is diverted to the counter at Red channel, the Air Customs Officer on duty shall start recording

the examination proceedings of the baggage in the presence of the passenger and stop the recording only after the Air Customs Superintendent on duty allows him/her to do so.

- v. At the end of the officer's shift, the officer shall transfer the recorded data in an internal drive secured with password protection under the supervision of Air Customs Superintendent. At the end of every day, a backup copy in hard disk to be kept in safe custody of AC/DC concerned. The whole process shall be monitored by Air Customs Superintendent working in the subsequent morning shift. The recordings shall be retained for minimum 30 days. All the officers shall ensure safe storage of data and access to the same shall be restricted for outside use.
- vi. The Body Camera after transferring all the data shall be handed over to the next shift officer safely. It needs to be recorded in the register immediately during handover.
- vii. The AC/DC Airport shall oversee these recordings on random basis every week and send the details of video reviewed and observations made to the Joint/Additional Commissioner. The Joint/Additional Commissioner shall review these recordings and the observations made by the AC/DC every month and submit a monthly report to the Principal Commissioner of Customs.

This Standing Order shall come into force immediately and in any case not later than 31.10.2025. Any difficulty faced in operation of the SOP along with periodic reviews of these instructions shall be brought to the notice of the undersigned, along with recommendation, if any for amendment in SOP.

- 4. This issues with the approval of Principal Commissioner of Customs.

(D. PHANI KUMAR)

ADDITIONAL COMMISSIONER OF CUSTOMS

Copy to:

- 1. The Chief Commissioner of Central Tax & Customs, Hyderabad Zone.
- 2. The Deputy/Assistant Commissioner, RGIA International Airport, Hyderabad.
The DC/AC should ensure that the Standing Order is strictly complied with.
- 3. Superintendent (EDI) for uploading in website.
- 4. Notice Board.