

**सीमा शुल्क के प्रधान आयुक्त का कार्यालय****OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS****हैदराबाद- सीमा शुल्क आयुक्तालय, HYDERABAD CUSTOMS COMMISSIONERATE****जीएसटी भवन, लाल बहादुर स्टेडियम मार्ग, बशीरबाग, हैदराबाद - 500004.****GST BHAWAN, L.B. STADIUM ROAD: BASHEERBAGH: HYDERABAD - 500 004**

C.No. GEN/TECH/MISC/1010/2026-STATS

Date: 02-06-2026

Standing Order No. 02/2026

Subject: Sharing of user IDs, passwords and one-time passwords (OTPs) issued for access to the CBIC Protected Systems is strictly prohibited - Reg.

1. By Notification S.O. 9(E) dated 02.01.2026 [F. No. N-24015/9/2025-Computer Cell], the Central Government has declared ICEGATE (with its interconnected systems), ECCS and the ACES-GST portal, together with their respective databases and associated dependencies, as "Protected Systems" under Section 70 of the Information Technology Act, 2000. Access to the "Protected Systems" is restricted only to authorised persons.

2. Every officer and authorised person having access to the Protected Systems shall observe the following discipline:

2.1 Personal control of credentials

a) The user identifier, password and second factor shall remain under the exclusive personal control of the authorised person.

b) Credentials shall not be written down in any place accessible to another, stored in plain text, transmitted to any other person, or kept in the browser cache or any unauthorised password manager.

2.2 No sharing — no exception

a) Login credentials, passwords, one-time passwords (OTPs) and/or any other second factor of authentication **shall never be shared** with any other person, including colleagues, superiors, subordinates, contractual support resources, vendor representatives, or technical resources of any vendor.

b) A recipient who is himself or herself an authorised person must use his or her own credentials, not the credentials of another.

c) Any request for credentials, from whatever source, shall be refused and

shall be reported to the application owner and to the office of the Chief Information Security Officer, CBIC, Directorate General of Systems and Data Management, New Delhi.

2.3 Password and OTP discipline

- a) Passwords shall be changed **every ninety days**, immediately on any suspicion of disclosure, on transfer or relinquishment of charge, and on return from extended leave.
- b) The one-time password is the proof that the person operating the session is the credential holder. Sharing the OTP defeats its purpose and is squarely within the prohibition above.
- c) The OTP shall not be shared even with the official helpdesk and/or any support resource.

2.4 Workstation discipline

- a) Workstations shall not be left unattended in a logged-in state. The session shall be locked on every absence, however brief.
- b) Credentials shall not be entered on a workstation in the presence of another person looking on.

3. Procedure on suspected or actual compromise - On any reason to believe or knowledge that credentials or the second factor have been compromised, the steps below shall be taken in sequence and without delay:

- a) Disable the user identifier through the concerned application's helpdesk.
- b) Report the matter by e-mail to ciso.cbic@icegate.gov.in
- c) Preserve the device and all records relating to the sharing or compromise for the purposes of investigation, forensic examination, audit or other lawful proceedings, including under the BNSS.

4. Sharing of credentials, and use of credentials issued to another, may attract penal action under the Information Technology Act, 2000; the Bharatiya Nyaya Sanhita, 2023; the Customs Act, 1962; and the Central Civil Services (Conduct) Rules, 1964 read with the Central Civil Services (Classification, Control and Appeal) Rules, 1965.

ADDITIONAL COMMISSIONER (TECH)

Copy submitted to:

The Chief Commissioner of Customs, Hyderabad Customs Zone,
Hyderabad.

Copy to:

1. All Additional/Joint Commissioners of Hyderabad Customs Commissionerate.
2. All Deputy/Assistant Commissioners of Hyderabad Customs Commissionerate.
3. Hyderabad Customs Website.