



GOVERNMENT OF INDIA  
वित्तमंत्रालय , राजस्वविभाग  
MINISTRY OF FINANCE, DEPARTMENT OF REVENUE  
सीमाशुल्कआयुक्तकाकार्यालय  
नवसीमाशुल्कभवन, पणंबूर, मंगलूर-५७५०१०  
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STANDING ORDER-02/2023

विषय/Sub:- Boarding functions-Improving transparency using boarding Jacket fitted with Body Worn Camera (BWC) having video/audio recording facility by Boarding Officer -reg.

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Kind attention to CBIC Circular No. 07/2023 dated 7<sup>th</sup> March 2023 and relevant instructions issued in the Customs Preventive Manual 1987, Circular No. 36/95-Cus dated 10.04.1995 and Instruction No. 25/2016-Customs dated 23.08.2016, whereby Board had issued guidelines relating to boarding of vessels by Customs Officers.

2.1 It is well known that all vessels arriving into the country report their arrival to the Customs and Port authorities. The Boarding Officer/s are usually the first to set foot on any vessel entering the Indian frontiers and they are the cutting-edge functionaries of the Customs Service whose visibility extends to the shipping lines, terminal operators, logistic partners, custom brokers, businessmen, crew members /passengers, etc. The Boarding Officer acts as an ambassador of our country and is expected to seamlessly initiate and conduct customs formalities and procedures.

2.2 Keeping the above as an objective, and continuing with various reforms undertaken by Customs through leveraging technology so as to improve transparency and ease of doing business, to present more professionally the role of the Boarding Officer, keeping scope for upfront evidence in case of an offence or likely offence, and enhancing the protection of interest of the Customs Officer against frivolous complaints, CBIC has issued Circular No. 07/2023 dated 7<sup>th</sup> March 2023, for implementing of boarding jacket fitted with Body Worn Camera (BWC) with video/audio recording facility by Boarding Officers while carrying out duties on board the vessels w.e .f 15-04-2023.

**Key duties of Boarding Officer:**

3.1 The main purpose of boarding a Vessel, *inter-alia*, is to undertake verification, collect the Arrival Report (along with the supporting documents prescribed under Circular 36/95 - Cus. Dated 10.04.95) and putting the bond stores of the Vessels under Customs Seals. The responsibilities of the Boarding Officer stipulated in the Customs Preventive Manual 1987 are re-iterated for ease of reference as under:

- a. keeping an updated record of arrival/departure programmes of all the Vessels in the Port and maintain a register for all the Vessels which have arrived, anchored in the stream or taken berth in the docks, indicating all the details therein.
- b. boarding all the Vessels immediately on their first arrival in the Port in a voyage and collecting the Arrival Report thereof in the manner described above and endorsement of the same.
- c. verifying the consumable stores of the Vessel with declarations and putting the items like Liquor, Cigarettes, Tobacco, Arms & Ammunition and other sensitive items belonging to the Vessel as well to the Crew, under Customs' Seal, as prescribed in the Regulations.
- d. carrying out a percentage check (minimum 5%) of the property in possession of the Crew vis-à-vis their declaration, and keeping Liquor and Cigarettes in excess of permissible quantity under seal.
- e. forwarding, without delay, the Arrival Report and other documents collected by him to the Import Department/Manifest Clearance Department of the Custom House and keeping a record of dispatch of the same.
- f. after obtaining the documents, physical checking the "Deck and load line" of the Vessel to the effect that they are clearly marked and well preserved and making an endorsement accordingly on the Arrival Report.
- g. verifying if any gift/favour parcels have been declared on board and checking the nature of contents, port of delivery, consignee/consignor's particulars, etc., and directing the master of the Vessel to get them cleared through Customs at the Divisional Office.
- h. checking the shops or the 'slopchest' as the case may be in accordance with the list provided by the master in selective manner and placing them under paper seal.
- i. also ascertaining that undeclared and prohibited goods have not been placed or secreted on board the Vessel by taking casual strolls around the deck, crew cabins etc.
- j. any discrepancies in quality or quantity in the stores of the vessel or the property of the crew are to be reported to the Asstt./Dy. Commissioner (Preventive) through Superintendent as these anomalies attract penal

provisions of the Customs Act, 1962.

- k. to regularly intimate the Rummaging Section of the Custom House about the arrival/departure of the vessels into/from the port / harbour.

3.2 The Boarding officer shall continue to follow instructions issued vide para 5 of Instruction No. 25/2016-Customs dated 23.08.2016 including the collection of feedback in the enclosed format. The Arrival Report would continue to be submitted as per prevalent practice till the full operationalization of the Sea Cargo Manifest and Transshipment Regulations, 2018, after which the arrival report would be submitted electronically.

4. In addition to the above, the Boarding Officer shall ensure the following in relation to the BWC:

- a. The Boarding officer shall wear jacket with their name and badges before boarding the vessel.
- b. The Boarding officer shall activate BWC on approaching the gangway, and shall make the stakeholder/people around him/her aware that they are being recorded. The recording shall be continued uninterrupted, until the officer de-boards the Vessel, and reaches back at the end of the gangway.
- c. The BWC shall be placed on the right side at a space specifically designed in boarding jacket to hold the body camera. The BWC shall be placed upright to capture the image of interaction with vessel's crew and verification process clearly. The BWC would be positioned in such a manner so that those watching the footage see the situation from the officer's perspective.
- d. The Boarding Officer in advance shall inform the Shipping Agent/Line that the recording of boarding functions is mandatory. The Shipping Agent/Line, in turn, will inform the Master of Vessel for smooth completion of Boarding functions.
- e. The BWC used by Boarding Officer is a stand-alone device without Wi-Fi or SIM functionality. If the Safety Officer of the Vessel carrying hazardous cargo opines that the usage of the BWC is not safe in certain areas inside the Vessel or entire Vessel, then the endorsement to that effect shall be taken from Safety Officer, and the Boarding Officer will not use BWC while in identified areas, if required. The Boarding Officer shall inform the Assistant/Deputy Commissioner (Docks) who in turn will bring this to the notice of Joint/Additional Commissioner for independent cross - verification.
- f. At the end of the officer's shift, the officer shall transfer the recorded data in an internal drive secured with password protection. At the end of every day, a backup copy in hard disk/pen drive had to be handed over to the Superintendent- Admn(Docks) and kept in safe custody. Further, on weekly basis, the said hard disk/pen drive may be sent to AC/DC(Docks) and the

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recordings shall be retained for minimum 90 days. All the officers shall ensure safe storage of data and access to the same shall be restricted for outside use.

- g. The body camera after transferring all the data shall be handed to next batch officer safely. A Register for boarding the vessels to be maintained and it needs to be recorded in the register immediately during handover.
- h. AC/DC(Docks) shall oversee these recordings on random basis every week and send the details of video reviewed and observations made to Joint/Additional Commissioner if any and inform to Commissioner.

5. In case of any difficulties faced in implementing this Standing Order, the specific issue(s) may be brought to the notice of the Additional Commissioner of Customs to [commr-cusmnglr@nic.in](mailto:commr-cusmnglr@nic.in) .

(रीना शेट्टी/Reena Shetty)  
(आयुक्त/Commissioner)

Copy submitted to The Chief Commissioner of Customs, Bengaluru Zone, Bengaluru.

Copy to;

1. The Additional Commissioner of Customs, Mangaluru.
2. The Deputy/Assistant Commissioners/Superintendents/Inspectors of Customs, NCH/Docks/Old Port/ Karwar.
3. The Superintendent of Customs( EDI) for uploading in Customs website, [www.customsmangalore.gov.in](http://www.customsmangalore.gov.in).
4. Hindi Cell, for translation.