



सीमा शुल्क के प्रधान आयुक्त का कार्यालय
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS
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GEN/TECH/Misc/783/2026-Tech

Dated: As e-signed

STANDING ORDER NO. 01/2026

Sub: Standing Operating Procedure (SOP) for mandatory use of Body Worn Camera (BWC) during examination of import cargo by Officers of Bengaluru Customs at Import Shed under AP & ACC Bengaluru – reg.

Ref: CBIC Circular No. 07/2026-Customs dated 01.02.2026.

Section 46 of the Customs Act, 1962 provides for filing of Bill of Entry for clearance of imported goods. Further, Section 17 of the Customs Act, 1962 lays down the provisions for self-assessment, including verification and examination, wherever required, with goods being primarily selected on the basis of risk evaluation. While the cargo selected for examination is produced before the Examining Officer for verification, the timely completion of the examination process and the manner in which examination is conducted have hitherto not been captured in the digital environment, leaving scope for disputes and lack of transparency. In order to bring complete transparency to the examination process, create a reliable audit trail and minimize disputes, CBIC vide **Circular No. 07/2026-Customs dated 01.02.2026** has directed mandatory use of **Body Worn Cameras (BWCs)** by Customs officers during physical examination of all cargo selected for examination, with full implementation across all Customs formations by **01.04.2026**.

The said Circular further directs that the examination process be recorded from the stage prior to opening of packages or consignments until completion of examination, covering all critical stages including condition of seals, verification of description and quantity of goods, and sampling where required.

Para 8 of the Circular directs field formations to issue necessary Standing Orders in advance. Accordingly, the following Standard Operating Procedure is hereby prescribed for uniform compliance by all Examining Officers, Supervisory Officers (Superintendent/Appraiser), posted at Import Shed and AC/DC in-charge of Import Shed and the Vigilance Section in the jurisdiction of this Commissionerate, with effect from **01.04.2026**.

I. Deployment and Handling of BWCs:

- i. All Examining Officers (EOs) shall affix the BWC on the mounting jacket/shirt, worn in such a manner as to ensure the lens maintains a clear and unobstructed forward field of view at all times. The Supervisory Officers (Superintendent / Appraiser on duty in Import Shed) shall be responsible for issue and custody of BWC devices during the shift. The Import Shed AC/DC shall designate a supervising officer for each Examining Officer. A **BWC Register** in the format at **Annexure-A** shall be maintained in the Import Shed. Before issuing each BWC, the Supervisory Officers shall verify that the battery is adequately charged (not less than 80%), the clock shows correct date and time (IST), storage is adequate, the device records correctly with auto-stamp of date, time and User-ID, and no earlier footage remains on the device. The EO shall sign the Register on receipt and surrender of the device and the Supervisory Officer shall counter-sign. At the end of the day the device and its accessories shall be kept in safe custody under lock and key in the office of the supervising Superintendent / Appraiser at the Import Shed when not in use.
- ii. Each BWC shall be a stand-alone device without any connection to Wi-Fi, Bluetooth or SIM functionality. BWCs shall be used for official departmental purposes only.

II. Use of BWC during Examination:

- i. The BWC shall be activated and recording shall commence upon entering the examination bay and prior to opening any package or pallet or consignment, as the case may be. Immediately upon activation, the EO shall make the following

Commencement Statement on record —

- Name and designation of the Officer
- Bill of Entry number and date
- Master AWB & House AWB Number, number of Package to be examined in the session
- Name of the importer
- Extent of examination as prescribed — whether 100% or a specified percentage and
- Name, designation and capacity of the importer's representative or Customs Broker's representative present at the time of examination along with the CB authorisation card number and details of identity verification.

This statement shall form the opening of every examination recording without exception.

- ii. Recording shall be continuous and uninterrupted throughout the examination. The recording shall cover, the following as applicable for the consignment under examination —

- Condition of packages and its arrangement.
- Opening of Packages.
- Description, quantity and condition of goods.
- Weighment or counting, where applicable.
- Markings and numbering on packages.
- Interaction with the importer or Customs Broker representative.
- Sampling process, where applicable.
- Any discrepancy between declared and actual goods etc.

- iii. Recording shall continue without interruption until the examination — including sampling, if any is completed. The EO shall not deliberately cover, tilt or deactivate the BWC during examination. If recording is interrupted for any unavoidable operational reason, the EO shall state the reason verbally

on the BWC before pausing and shall record the same in writing in the duty register attested by the Supervisory Officer. On resuming, the EO shall make a brief statement on record noting the BE number and stage at which recording is resuming. Both recordings shall be stored together under the same BE label. On completion of the examination, the Examining Officer is advised to verbally declare 'examination completed' while the Body Worn Camera is recording.

III. Scenario-wise Procedure:

- i. **Examination completing on same day:** The EO activates BWC, makes the Commencement Statement, records the entire examination.

Label: [BE No.]_[DDMMYYYY]_[SSO ID of EO]

- ii. **Examination Spanning for Next Day / Multiple Days by same EO:** In principle, the EO who commences an examination shall complete it in the same day. However, in unforeseen and exceptional circumstances where the EO is unable to complete the examination within the same day — such as sudden indisposition, operational exigency or goods not being fully made available for examination — the examination may be spanned for the next day or multiple days, as the case may be. In case, the examination needed to be carryout on the next day, separate recordings shall be made for each day. At the close of each day the Supervisory Officer shall note in the duty register — number of packages examined, number of packages pending for examination and reason for non-completion. The EO on each subsequent day shall make a fresh Commencement Statement. All recordings shall be stored in the same BE sub-folder.

Label: [BE No.]_[DDMMYYYY]_Day [No.]_SSO ID of EO]

- iii. **Examination Spanning for Next Day / Multiple Days by different EOs:** Apart from scenario (ii) above, in case, there exists a scenario for change in the examination officer on the subsequent day, then the examination may be continued by the incoming EO with the prior approval of the supervising officer (Superintendent/Appraiser), which shall be recorded in the duty register. This shall be resorted only in an exceptional situation and not as routine. In such cases, the outgoing EO shall verbally state the BE number,

total number of packages and stage of pause of recording before stopping. The incoming EO shall make a fresh Commencement Statement on record before resuming. The carry over of examination shall be entered in the BWC Register with signatures of each EO and the respective Supervisory Officers. Such multiple recordings shall be stored together.

Label: [BE No.]_[DDMMYYYY]_Day [No.]_[SSO ID of EO]

iv. **Examination with Sampling:** Recording shall cover the entire sampling process — identification of goods, quantity drawn, sealing of sample. Sampling forms part of the examination session and shall not be separated from the recording.

v. **Discrepancy or Misdeclaration Noticed During Examination:**

a. Upon detection of any discrepancy or misdeclaration during examination, the Body Worn Camera shall not be deactivated and the examination proceedings shall be recorded in their entirety without interruption. Where a discrepancy is noticed during examination, the examination shall ordinarily be conducted in full, covering the entire consignment.

b. The Examining Officer shall state on record the declared description of the goods and the actual goods found, clearly bringing out the nature of the discrepancy.

c. The case shall be flagged as "DISCREPANCY" in the Dedicated System and reported immediately to the Appraising Officer / Superintendent in- charge normally through proper channel.

d. Where the examination proceedings are expected to be prolonged, and the Examining Officer is required to take a short break for personal reasons like usage of rest room etc, the following procedure shall be observed:

i. Before pausing the recording, the Examining Officer shall verbally state on record the reason for the pause and the time thereof;

- ii. The Examining Officer shall inform the supervising Appraising Officer / Superintendent to remain present at the examination area during the intervening period and ensure that no goods are tampered with or removed therefrom;
- iii. On returning, the Examining Officer shall resume recording and state on record the time of resumption before proceeding further with the examination;
- iv. The presence of the supervising officer at the examination area throughout the period of such break shall be mandatory.

Label: [BE No.]_ [DDMMYYYY]_DISCREPANCY_ [SSOID of EO]

vi. **Re-examination:** Re-examination if any ordered by Assessment Group/ Investigation Agency/ request made by Importer shall be conducted with the BWC in the same manner as the original examination with a fresh Commencement Statement. Footage shall be stored alongside original footage in the same BE sub-folder.

Label: [BE No.]_ [DDMMYYYY]_REEXAM_ [SSO ID of EO]

IV. Transfer and Storage of Footage at Import Shed:

- i. At the end of the day in Import Shed, the EOs shall transfer all footage recorded during the day from the BWC to the **Dedicated Computer System** (hereinafter, the Dedicated System) exclusively for storing examination footage and which is installed at DC/AC(Shed) cabin at Import Shed for this purpose. The footage shall be transferred BE-wise and saved under the folder structure: Year > Month > [BE / SB No.] > footage files, following the labelling format at Annexure-B. The EO shall verify correct transfer by playing back a portion of the transferred file, and make an entry in the BWC Register recording the BE number, AWB number(s), time of transfer and confirming transfer of footage from the device. The Examining Officer shall not delete the examination footage from the device unless it is verified and confirmed that the footage has been successfully uploaded to the dedicated system and is available and accessible therein by the Supervisory Officer.

The deletion all footage from the BWC device thereafter shall be carried out for the device to be ready for next usage only after such confirmation.

- ii. The Supervisory Officers shall confirm the transfer of footage to the Dedicated System, verify correct labelling and deletion from the device, and make a corresponding entry in the BWC Register with signature. No footage shall remain on the BWC device after confirmation of transfer. The supervising officers (AO/Supt.) shall ensure that the video recordings of all examinations conducted during the day have been uploaded by the respective Examining Officers to the dedicated system and are available and accessible therein.
- iii. Footage shall be retained in the Dedicated System at the Import Shed for a **minimum period of three months** from the date of recording. The Dedicated System shall be a standalone computer system, not connected to the internet or to any other internal or external network, and shall be maintained exclusively for the purpose of storing Body Worn Camera footage. The said system shall not be used for any other purpose whatsoever, and access thereto shall be restricted to authorized Customs officers only. It shall be password-protected and tampering, deletion or unauthorized access is strictly prohibited.
- iv. **Rotation of Officers:** When a Shed Superintendent or Appraiser is transferred or rotated, the outgoing officer shall hand over all BWC devices, accessories and the BWC Register to the incoming officer. A **Handover Certificate** shall be signed by both the outgoing and incoming officers recording the number of BWC devices and accessories handed over, condition of each device and the status of footage in the Dedicated System as on the date of handover and appended the same to the BWC Register for the relevant date. Such handing over certificate shall be put up to AC/DC Import Shed through dedicated e-office file for monitoring purpose by the incoming shed AO/Superintendent who is taking over.

V. Transfer to Vigilance Section and Retention at Headquarters:

- i. Once in **fifteen days**, the AC/DC in-charge of the Import Shed shall cause all footage recorded during the fortnight to be copied on to a dedicated Hard Disk Drive (HDD). The HDD shall be physically carried to Commissionerate Headquarters by an **officer authorized** by the AC/DC-in-charge for the purpose in sealed cover by mentioning period of footage, HDD serial number, name and designation of the officer carrying the HDD, and date and time of dispatch on the sampling cover. The dispatch of the HDD shall be recorded in the **HDD Dispatch and Receipt Register** at **Annexure-C** maintained at the Import Shed, with entries recording the Import Shed, period of footage, HDD serial number, name and designation of the officer carrying the HDD, and date and time of dispatch. The authorized officer shall obtain a signed acknowledgment from the Superintendent (Vigilance) at AP & ACC Bengaluru on delivery and bring it back for record at Import Shed.
- ii. The **Superintendent (Vigilance)** at AP & ACC Bengaluru shall receive the sealed cover containing HDD, upload the footage to the dedicated and password protected computer system maintained at the Vigilance Section and make an entry in t h e **Examination Footage Register** at **Annexure-D** recording the Import Shed, period covered, HDD serial number, date of receipt and name of the officer who delivered it. The **AC/DC (Vigilance)** shall confirm the receipt and correctness of the footage in the Footage Register with signature. The HDD shall be handed over back to the same officer from Import Shed and acknowledge to this effect be maintained in Vigilance Section. Further, a **backup of all footage** shall be maintained by the AC/DC (Vigilance) on a separate dedicated HDD kept in safe and secure custody.
- iii. The **JC / ADC (Vigilance)** shall review the Footage Register and confirm the status of storage and retention of the encrypted examination video footage **once a month** with signature. The Vigilance Section once in a month shall put up through proper channel in e-office to JC/ADC (Vigilance) confirming receipt and maintenance of examination video footages received from Import Shed.
- iv. All footage shall be retained at the Vigilance Section for a period of **two years** from the date of recording in conformity with CBIC Circular No. 07/2026-Customs. Footage relating to investigation, dispute, adjudication, appeal or

litigation shall be retained until **final disposal of all proceedings** irrespective of the two-year period. Such cases shall be flagged "**PRESERVE**" in the Footage Register by the AC/DC (Vigilance) and shall not be erased without written authorization of the Principal Commissioner/Commissioner (AP & ACC Bengaluru).

- v. Any access to footage for inquiry, investigation, adjudication or audit shall require prior written approval/authorization of the **Principal Commissioner or Commissioner of Customs, AP & ACC Bengaluru**. Requests from external agencies (DRI, CBI, Courts, etc.) shall be routed through the Principal Commissioner / Commissioner. The AC/DC (Vigilance) shall maintain an **Access Log** in the format as provided in **Annexure-E** of all instances of access, recording date, purpose, officer or agency, footage accessed and authorization reference. The Access Log shall be put up to the JC/ADC (Vigilance) through the Vigilance Section via a dedicated e-Office file at the end of every month through proper channel, for periodic review, monitoring and record purposes.

VI. Malfunction of BWC:

- i. If a BWC malfunctions during examination, the EO shall immediately inform the Supervisory Officer and a standby BWC shall be pressed into service forthwith. The EO shall make a fresh Commencement Statement on the new recording, additionally stating the stage at which recording is resuming. A written record of the malfunction, stage of examination and action taken shall be made in the duty register, attested by the Supervisory Officer. Where no standby device is available and the examination cannot be deferred, the Supervisory Officer shall obtain written authorization from the AC/DC Import Shed to proceed without BWC. This shall be a rare exception only. The concerned Superintendent / Appraiser shall immediately bring the matter to the notice of the CHS in writing for procurement of a device of the required specifications and for making available a functional Body Worn Camera to the officer concerned at the earliest.
- ii. The Supervisory Officer shall carry out a **weekly physical check** of all BWC devices

— battery health, storage capacity, clock accuracy and lens condition — and maintain a maintenance log at the Shed in the format as provided in **Annexure-F**.

VII. Non-compliance:

Non-compliance with any provision of this Standing Order by the concerned shall be viewed seriously and shall invite disciplinary action as per the extant provisions.

2. All existing instructions, circulars and standing orders relating to import clearance and examination of cargo, including those pertaining to examination timings, use of ICETAB for real-time upload of examination report & images, and other allied procedures, shall continue to remain in force and shall be complied with in addition to the provisions of this Standing Order. This SOP governs only the use of Body Worn Cameras and shall be read in conjunction with such existing instructions.
3. Any difficulty in the operation of this SOP may be brought to the notice of the Commissioner of Customs, AP & ACC Bengaluru. This SOP shall be reviewed periodically and will be amended as may be necessary based on operational experience and Board's directions.

SUCHETA SREEJESH
COMMISSIONER OF CUSTOMS
AP & ACC BENGALURU

To,

- 1.The ADC/JC (Shed), AP & ACC Bengaluru. (For necessary action and to establish a system for managing data.)
- 2.The ADC/JC (Vigilance Section), AP & ACC Bengaluru. (For necessary action and to establish a system for managing data.)
- 3.The AC/DC (Shed), AP & ACC Bengaluru.
- 4.The AC/DC (Vigilance), AP & ACC Bengaluru.

5.All Shed Officers, AP & ACC Bengaluru.

6.All Officers of Vigilance Section, AP & ACC Bengaluru.

Copy to:

- 1.The Chief Commissioner of Customs, Customs Zone, Bengaluru – for kind information.
- 2.All Joint Commissioners / Additional Commissioners, AP & ACC Bengaluru.
- 3.Guard file.

ANNEXURE – A: BWC REGISTER

(To be maintained at Import Shed by the Supervisory Officer on duty)

Sl.	Date	Shift	Device No.	EO Name	BE / SB No.	Time of Issue	Time of Return	Footage Transferred (Y/N)	B W C Cleared (Y/N)	EO Signature	Supdt./AO Signature	Remarks
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ANNEXURE – B: FOOTAGE FILE LABELLING FORMAT

Scenario	Label Format
Examination Completing in single day	[BE No.]_[DDMMYYYY]_[SSO ID of EO]
Examination Completing in multiple days by same EO	[BE No.]_DDMMYYYY]_Day[No.]_[SSOID of EO]
Examination Completing in multiple days by different EOs	[BE No.]_[DDMMYYYY]_Day[No.]_[SSOID of EO]
Re-examination	[BE No.]_[DDMMYYYY]_REEXAM_] SSOID of EO]
Discrepancy / seizure	[BE No.]_[DDMMYYYY]_DISCREPANCY_] SSOID of EO]

Note: All footage files for a single BE / SB shall be stored in a dedicated sub-folder named after the BE / SB number, within the relevant month folder of the Dedicated System.

ANNEXURE – C: HDD DISPATCH AND RECEIPT REGISTER

(To be maintained at Import Shed — one copy retained at Import Shed, acknowledgment copy returned from Vigilance Section, AP & ACC Bengaluru)

Sl No.	Period of Footage (From – To)	HDD Serial No.	Name & Desig. of Authorized Officer Carrying HDD	Date & Time of Dispatch	Date & Time of Receipt at HQ	Name & Signature of Supdt. (Vig.) acknowledging receipt	Remarks
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ANNEXURE – D: EXAMINATION FOOTAGE REGISTER

(To be maintained at Vigilance Section, AP & ACC Bengaluru)

Sl.	Period Covered	Date of Receipt	Transferring Officer	HDD / System Ref.	Retention Status (Routine / PRESERVE)	AC/DC (Vig.) Confirmation & Date	JC/ADC (Vig.) Monthly Confirmation & Date	Remarks
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ANNEXURE – E: ACCESS LOG*[To be maintained at Vigilance Section, AP & ACC Bengaluru by AC/DC (Vigilance)]*

Sl. No.	Date of Access	BE No. & AWB No.	Period of Footage Accessed	Purpose of Access (Inquiry / Investigation / Adjudication / Audit / Court / Other)	Name, Designation & Office of Officer / Agency Accessing	Written Authorization Reference (Commissioner)	Footage Accessed (Y/N) / Copy Provided (Y/N)	Signature of Accessing Officer	Signature of AC/DC (VIGILANCE)	Remarks
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ANNEXURE – F: WEEKLY BWC MAINTENANCE LOG*(To be maintained at Import Shed by the Supervisory Officers)*

Week ending: _____ Supervisory Officer (Name & Desig.): _____

Sl. No.	Device No.	Battery Health Satisfactory (Y/N)	Storage Capacity Adequate (Y/N)	Clock Date/ Time Correct (Y/N)	Lens Clean & Unobstructed (Y/N)	Device Overall Functional (Y/N)	Action Taken if any deficiency noted	Signature
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