



सत्यमेव जयते

भारतसरकार
GOVERNMENT OF INDIA
वित्तमंत्रालय, राजस्वविभाग
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
प्रधान आयुक्त कार्यालय, सीमा शुल्क (निवारक)
सीमा शुल्क निवारक कार्यालय, विक्टोरिया ब्रिज, जामनगर-राजकोट राजमार्ग
OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (P) JAMNAGAR

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Date- 12/04/2023

STANDING ORDER NO. 01/CCP/JMR/2023

SUBJECT- *Mandatory use of boarding jacket by the boarding officer fitted with body worn camera (BWC) having video/audio recording facility - Improving Transparency.*

1.1 Attention is invited towards the CBIC Circular no. 07/2022-Customs dated 07.03.2023, through which the Board has extended the use of boarding jackets fitted with Body Worn Camera (BWC) with video/audio recording facility by Boarding Officers while carrying out duties on board vessels from 15.04.2023 with respect to the sea customs functions.

1.2 The Board had earlier issued guidelines relating to the boarding of vessels by Customs Officers which are detailed in the Customs Preventive Manual 1987, Circular No. 36/95-Cus dated April 10, 1995, and Circular No. 25/2016-Customs dated June 23, 2016, etc.

2.1 It is well known that the Boarding Officer is 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 for 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, the Board has decided to extend the use of boarding jackets fitted with body-worn cameras (BWC) with video and audio recording facilities by boarding officers while carrying out duties on board vessels as of **April 15, 2023**, with respect to the sea customs functions.

KEY DUTIES OF THE 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 put the bond stores of the vessel under customs seals. The responsibilities of the Boarding Officer stipulated in the Customs Preventive Manual 1987 are reproduced hereunder for ease of reference:

- i.** *Keeping an updated record of arrival and departure programmes of all the vessels in the port and maintaining a register for all the vessels that have arrived, anchored in the stream, or taken berth in the docks, indicating all the details therein.*
- ii.** *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.*
- iii.** *Verifying the consumable stores of the vessel with declarations and placing items like liquor, cigarettes, tobacco, arms, and other sensitive items belonging to the vessel as well as the crew under the customs seal, as prescribed in the regulations,*
- iv.** *Carrying out a percentage check (minimum 5%) of the property in the crew's possession vis-à-vis their declaration and keeping liquor and cigarettes in excess of the permissible quantity under seal.*
- v.** *Forwarding, without delay, the arrival report and other documents collected by him to the import department or manifest clearance department of the customs house and keeping a record of the dispatch of the same.*
- vi.** *After obtaining the documents, physically 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.*
- vii.** *Verifying if any gift or favour parcels have been declared on board and checking the nature of contents, port of delivery, consignee, or consignor's particulars, etc., and directing the master of the vessel to get them cleared through customs at the divisional office.*
- viii.** *Checking the shops, or slop chest, as the case may be, in accordance with the list provided by the master in a selective manner and placing them under paper seal.*
- ix.** *Also establishing 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.*
- x.** *Any discrepancies in quality or quantity in the stores of the vessel or the property of the crew are to be reported to the assistant or deputy commissioner (preventive) through the superintendent, as these anomalies attract penal provisions of the customs act, 1962.*
- xi.** *To regularly intimate the rummaging section of the custom house about the arrival and departure of the vessels into and from the port or harbour.*

3.2 The boarding officer shall continue to follow the instructions issued in Paragraph 5 of Circular 25/2016-Customs dated August 23, 2016, including the collection of

feedback in the enclosed format. The arrival report would continue to be submitted as per prevalent practise until the full operationalisation of the Sea Cargo Manifest and Transshipment Regulations, 2018, after which the arrival report would be submitted electronically.

3.3 In addition to the above, the boarding officer shall ensure the following in relation to the BWC:

- i. The boarding officer shall wear the jacket with his/her name and badges before boarding the vessel. The officer shall activate BWC on approaching the gangway and make the stakeholder or 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.*
- ii. The BWC shall be placed on the right side in a space specifically designed in the boarding jacket to hold the body camera. The BWC shall be placed upright to capture the image of interaction with the vessel's crew and the verification process clearly. The BWC would be positioned in such a manner that those watching the footage would see the situation from the officer's perspective.*
- iii. To ease any inconvenience to stakeholders, the boarding officer shall inform the shipping agent or line in advance that the recording of boarding functions is mandatory. The shipping agent or line, in turn, will inform the master of the vessel for the smooth completion of boarding functions.*
- iv. The BWC used by the 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 on the entire vessel, then the endorsement to that effect shall be taken from the safety officer, and the boarding officer will not use the BWC while in identified areas, if required. The boarding officer shall inform the in-charge Assistant or Deputy Commissioner, who in turn will bring this to the attention of the Jurisdictional Joint/Additional Commissioner for independent cross-verification.*
- v. 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 to be sent and kept in safe custody of in-charge Assistant/Deputy Commissioner. 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 strictly restricted for outside use.*
- vi. The body camera shall be handed to next batch officer safely after transferring all the data and it needs to be recorded in the register immediately during handover. The Assistant/Deputy Commissioner in charge shall oversee these recordings on random basis every week and send the details of video reviewed and observations made to the concerned Joint/ Additional Commissioner.*

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vii. The Joint/Additional Commissioner shall review these recordings as well as the observations made by the Assistant/Deputy Commissioner and submit a monthly report before the Commissioner/Principal Commissioner.

3.4 The number of boarding officers will normally be limited to one. However, depending on the specific requirements for boarding function, more than one Boarding Officer can be deputed by the Assistant/Deputy Commissioner, and in such cases, all Boarding Officers shall wear a jacket fitted with BWC.

3.5 The Standing Order shall come into force with effect from 15.04.2023. Any difficulty faced in implementation of these instructions shall be brought to the notice of the Additional Commissioner, (PI) Customs (Preventive) Commissionerate, Jamnagar.

Dr Ram Niwas
Chief Commissioner (In situ)
Customs (Preventive) Commissionerate
Jamnagar.

ENCL- AS ABOVE

COPY TO:

1. *The Hon'ble Principal Chief Commissioner of Customs, Gujarat Zone, for information, please.*
 2. *The Additional Commissioner of Customs, Customs (Preventive) Commissionerate, Jamnagar for information and monitoring purposes.*
 3. *All Deputy / Assistant Commissioner of Customs, Customs (Preventive) Commissionerate, Jamnagar for ensuring strict compliance.*
 4. *The Deputy Commissioner, Systems for uploading on the Customs (Preventive) Commissionerate, Jamnagar website.*
 5. *Guard File*
 6. *Notice Board*
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BOARDING FEEDBACK FORM**ZONE-** Customs Gujrat Zone**COMMISSIONERATE-** Customs (Preventive), Jamnagar.**CUSTOM DIVISION/CUSTOMS HOUSE-****DEAR CAPTAIN,**

Customs (Preventive) Commissionerate, Jamnagar welcomes you and your crew. You are requested to fill the Part B of the feedback form carefully and give a genuine opinion about your experience with the Customs. Your feedback will help us in improving our services.

BOARDING OFFICER**PART A**

1. BOARDING OFFICER	:	
2. DATE	:	
3. BERTH	:	
4. VESSEL NAME	:	
5. NATIONALITY	:	
6. MASTER NAME	:	
7. AGENT	:	
8. BERTHING DATE & TIME	:	
9. BOARDING DATE & TIME	:	
10. LAST PORT OF CALL	:	
11. NEXT PORT OF CALL	:	
12. CARGO	:	

PART-B	
1. COURTEOUS BEHAVIOUR	: Average/Good/Very Good
2. EFFICIENCY IN WORK	: Average/Good/Very Good
3. QUALITY OF INTERACTION	: Average/Good/Very Good
4. COMPLAINTS, IF ANY	:
AS AGENT	MASTER

For _____ (Name of the Vessel)

***IN CASE OF ANY GRIEVANCE, YOU ARE REQUESTED TO CONTACT:**

1. Mr./Ms. _____, Superintendent, Customs House on
/ _____ (Mobile No.)
2. The Assistant/Deputy Commissioner of Customs, Preventive _____ (During
working hours).

***Please desist from offering any compliments to the Officer of Customs and please don't take offence if they decline as they are under strict order, in this regard.*
