



भारत सरकार  
Government of India  
वित्त मंत्रालय, राजस्व विभाग  
Ministry of Finance, Department of Revenue  
कार्यालय आयुक्त सीमा शुल्क (निवारक), उत्तर प्रदेश एवं उत्तराखण्ड  
Office of the Commissioner, Customs (Prev), Uttar Pradesh & Uttarakhand  
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**STANDING ORDER NO. 04/2025**

**DATED: 31-10-2025**

**Sub: Ensuring transparency and accountability – Standard Operating Procedure (SOP) on the use of Body Worn Cameras by Airport officers - Reg.**

Officers posted at CCS International Airport, Lucknow & LBS International Airport, Varanasi 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 CCS International Airport, Lucknow & LBS International Airport, Varanasi 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. BWCs issued by the department shall be for official use only and shall not be used for unofficial 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 is 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. It shall be ensured that no data is kept in BWC and the next shift AC/DC has to ensure that there is no earlier data in the BWC before handing over to the nominated officer wearing the BWC.

- 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 Commissioner of Customs.
4. This Standing Order shall come into force immediately. 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.

**(RANJEET KUMAR)**  
**COMMISSIONER**

Copy to:

1. The Chief Commissioner, Customs (P), Zone, Patna
2. The Deputy/Assistant Commissioner, CCS International Airport, Lucknow & LBS International Airport, Varanasi – to ensure strict compliance.
3. All Superintendent/Inspector/Hawaldar/Sepoy posted at CCSI Airport Lucknow/LBSI Airport, Varanasi for strict compliance.
4. The Superintendent, Systems for uploading the SOP on official website.
5. Notice Board.