



Sevottam Compliant



भारत सरकार **GOVERNMENT OF INDIA**  
वित्त मंत्रालय **MINISTRY OF FINANCE**  
राजस्व विभाग **DEPARTMENT OF REVENUE**  
केन्द्रीय अप्रत्यक्ष कर और सीमा शुल्क बोर्ड

**CENTRAL BOARD OF INDIRECT TAXES AND CUSTOMS**

सीमा शुल्क आयुक्त का कार्यालय

**OFFICE OF THE COMMISSIONER OF CUSTOMS**

सीमा शुल्क गृह, विल्लिंग्टन आईलैंड, कोच्चिन

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F.No. Vig/Misc/06/2019-Cus

Dated 03/03/2019

**VIGILANCE STANDING ORDER : 01/2019**

**Subject: Regulation of passenger facilitation by Custom officers-instructions-Regarding.**

In the light of the recent attempts at employing 'facilitation' as a veiled mechanism for commission and abetment of offences at the airport, attention of all officers are drawn to the vulnerability and potential for leakage of state revenues that this practice has brought to pass.

2. In the circumstance, it is ordered that personal relationships or associations shall not be a ground for seeking or personally undertaking passenger facilitation and officers of all ranks shall strictly refrain from recommending or extending any sort of preferential treatment to any person or persons arriving at or departing from the airport.
3. Visitors to the airport, whether at the behest of Customs officers or otherwise, arriving with the intent of receiving or seeing off passengers shall also not be allowed entry into the Customs arrival hall or beyond immigration at the departure side for any reasons whatsoever.
4. Further, officers who are not on duty at the airport are strictly cautioned against any unauthorised presence at the airport and any such instance, if noticed shall be sternly dealt with.
5. Facilitation shall be limited to courteous and exemplary conduct towards all passengers. Priority clearances may however be extended in exigent circumstances such as movement of critically ill passengers and high dignitaries only, but such clearances shall also be subject to all routine Customs checks, unless otherwise specifically exempt. Where, facilitation is requested for on account of the special grounds as above, permission may be accorded by the Assistant /Deputy Commissioner on duty, on a case to case basis and details thereof shall be entered in a register duly maintained in this regard. The Assistant/Deputy Commissioner shall affix his signature of approval in the register maintained for the purpose.
6. The Assistant / Deputy Commissioners attached to each batch shall ensure strict adherence to the above and any unauthorised entry or presence in the Customs area shall immediately be brought to the notice of the undersigned. Vigilance Unit shall also undertake periodic checks in this regard.
7. These instructions shall supersede all prior instructions on the subject to the extent of inconsistency. Hindi version will follow.

  
(सुमित कुमार SUMIT KUMAR)

सीमाशुल्क आयुक्त **COMMISSIONER OF CUSTOMS**

To,

1. All Officers of Customs
2. Supdt. EDI(for publication in Custom House website.)
3. Notice Board/Commissioner's file

Copy submitted to :

Chief Commissioner of Central Tax, Central excise & Customs.