



आयुक्त सीमा शुल्क का कार्यालय ( सामान्य)  
OFFICE OF THE COMMISSIONER OF CUSTOMS (GENERAL)

चेन्नै सीमा शुल्क क्षेत्र  
CHENNAI CUSTOMS ZONE

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**CIRCULAR No.03/2025**

**Sub:- Implementation of Security Measures at Chennai Customs House - Reg**

The recent bomb scare at the Chennai Customs House has highlighted serious vulnerabilities in the current security set-up. In light of the bomb threats received, it has become imperative to strengthen and upgrade the existing security arrangements at Chennai Customs House. The safety of officers, staff, stakeholders, and sensitive installations housed within the premises require urgent attention. Given that the Customs House is a sensitive installation dealing with revenue matters, large public interface, and critical records, it is imperative to adopt a layered, fool-proof security architecture. Accordingly, the following measures are being implemented with immediate effect:

**1. Access Control and Entry Regulation**

• **Segregated Entry Points:**

- Gates No. 2 and 4 are earmarked exclusively for entry/exit of departmental staff.
- Visitors and outsiders shall be permitted entry only through the main gate, subject to proper verification and security checks
- Every visitor shall record name, organization, and purpose of visit in the register maintained at the gate .
- Prior information of VIP/Guests and their vehicle, shall be informed to Gate Security, CHS, or Caretaker for smooth co-ordination.

- **ID and Pass System:**

- All officers and staff must display their Identity Cards at the time of entry and whenever asked by security personnel.
- CHAs and their staff shall be allowed entry only upon production of valid ID cards. Persons without valid ID cards will not be permitted inside.
- CHAs and their staff must always wear ID cards visibly above the waist.
- Visitors shall be issued visitor passes and card after verification of credentials. Passes will clearly specify authorized areas.
- Visitors must carry and display the pass and card throughout their stay .
- Loss of passes must be reported immediately to the Caretaker/Security (CHS) .

- **Screening:**

- Baggage of all visitors, CHAs, and non-departmental persons shall be subjected to verification.
- Random frisking may be carried out to deter complacency.

- **Deployment of Havalgars at Entry/Exit Points:**

- Havalgars shall be deployed at all entry and exit gates in two shifts (06:00 hrs – 14:00 hrs and 14:00 hrs – 22:00 hrs) to ensure round-the-clock vigilance.

## **2. Surveillance and Monitoring**

- **CCTV Network:**

- All entry/exit points, corridors, sensitive sections, parking lots, and periphery shall be covered by high-definition CCTV cameras.
- CCTV footage shall be stored for at least 90 days.
- Blind spots in the existing CCTV network shall be identified and rectified on priority.
- Additional cameras shall be installed as required.
- Continuous monitoring of live footage shall be undertaken.
- Alarm and quick-response protocols shall be triggered upon detection of suspicious activity.

- **Quick Reaction Team (QRT):**

- A small group of officers shall be nominated and trained for rapid response during emergencies.
- **Training and Drills:**
  - Security guards shall receive periodic training in frisking, baggage checks, and handling of suspicious objects.
  - Mock drills for staff, CHAs, and visitors shall be held quarterly to ensure preparedness.
- **Vehicle Pass and Checking System :**
  - Separate vehicle passes shall be issued for departmental staff and visitors.
  - Records of vehicle entry/exit shall be meticulously maintained.
  - All vehicles shall be subject to security checks at the designated gate .
- **Public Announcement (PA) System:**
  - A PA system shall be installed across all floors of the Customs House to enable immediate communication during emergencies and to facilitate orderly evacuation if required.
- **Feasibility Study for Advanced Security Equipment:**
  - A study shall be undertaken to examine the feasibility and effectiveness of installing a baggage scanner, Door Frame Metal Detector (DFMD), and four Handheld Metal Detectors (HHMDs) at Gate No. 1.
  - Provision shall also be made for protective covering to ensure uninterrupted functioning of such equipment during inclement weather.

### **3. Emergency Preparedness and Safety Protocols**

- **Bomb Disposal and Fire Safety:**
  - A tie-up shall be maintained with the Tamil Nadu Police Bomb Detection and Disposal Squad for immediate assistance.
  - Adequate fire extinguishers, smoke detectors, and sprinklers shall be installed in all sections.
- **Evacuation Protocol:**
  - Remain calm and avoid panic.
  - Use clearly demarcated emergency exits, which must remain unobstructed at all times.
  - Evacuation shall be in an orderly queue, with minimum noise.

- Lifts must not be used.
- Personal belongings should be left behind; priority shall be safe exit.
- Evacuation shall be through Gate 5.
- Special assistance shall be provided to injured or differently-abled persons.
- Public Address (PA) system to guide evacuation.

- **Emergency Control Team:**

- Senior officers shall be designated as Incident Commanders during crises.
- First-aid trained personnel and basic medical facilities shall be maintained on site.

#### **4. Coordination with External Agencies**

- **Police Liaison:**

- Establish a permanent liaison mechanism with Tamil Nadu Police, Intelligence Bureau, for intelligence-sharing.
- Police patrolling around Customs House shall be coordinated during peak hours and on high-alert days.

#### **5. Awareness and Culture of Security**

- **Code of Conduct for CHAs and Visitors:**

- Strict prohibition on unattended baggage, loitering, or entry into unauthorized areas.

- **Awareness Campaigns:**

- Regular orientation sessions for staff, CHAs, and trade partners on security and evacuation procedures.

- **Anonymous Reporting System:**

- A discreet mechanism for staff and visitors to report Unidentified Baggage or suspicious activity.

- **Security Observations:**

- Report broken locks, malfunctioning cameras, or other deficiencies immediately to the Caretaker/Security.

## **Security Do's and Don'ts – Chennai Custom House**

### **Do's** ✓

1. **Wear your Identification Badge/Card or Visitor Sticker visibly at all times.**
  - This ensures security staff can quickly recognize authorized personnel and distinguish them from unauthorized individuals. It also helps prevent impersonation.
2. **Lock away confidential papers and portable devices when leaving your desk, even briefly.**
  - Sensitive files, USB drives, or laptops may contain revenue-related or trade data. Locking them prevents theft, tampering, or misuse.
3. **Report unattended bags, suspicious objects, or unusual behavior to the caretaker/security immediately.**
  - Early reporting can prevent potential threats from escalating. Never assume someone else will take action.
4. **Ensure visitors remain within authorized zones only.**
  - Visitors must be escorted or guided. This prevents accidental or deliberate access to sensitive work areas.
5. **Follow proper discipline and exit in an orderly manner during drills or emergencies.**
  - Calm, coordinated evacuation avoids panic, injury, or stampedes. Always use designated exit routes.
6. **Conduct a quick visual sweep of your work area during shift change or at day's end.**
  - Look for unattended items, suspicious changes, or misplaced documents. Reporting anomalies strengthens collective vigilance.
7. **Use cable locks or secure cabinets for laptops, tablets, and portable media when not in use.**
  - Portable devices are prime targets for theft. A simple lock deters opportunistic attempts.
8. **Log out of workstations and shut down monitors when leaving for extended periods.**
  - Prevents unauthorized access or misuse of official systems. Auto-lock settings should also be enabled.
9. **Maintain a professional and alert demeanor at all times.**

- Your conduct sets the tone for others. Courtesy, attentiveness, and cooperation with security staff contribute to a safe environment.

**10. Comply with frisking, baggage checks, and security protocols without resistance.**

- Security procedures are for everyone's safety. Cooperation helps in efficient and uniform enforcement.

## **Don'ts X**

**1. Don't prop open security doors or allow tailgating without verification.**

- This creates a breach point for intruders. Always ensure doors close properly behind you.

**2. Don't leave sensitive documents on open desks, printers, or in unlocked drawers.**

- Confidential trade and revenue data must not be exposed. Secure them immediately.

**3. Don't attempt to investigate suspicious items yourself.**

- Improper handling can trigger hazards. Only trained bomb disposal or security staff should deal with such situations.

**4. Don't allow visitors to wander unsupervised in secure areas.**

- Unauthorized access can lead to information leaks or security breaches. Always redirect them to the appropriate section.

**5. Don't block emergency exits, stairways, or corridors with furniture or belongings.**

- Clear exit paths are critical for quick evacuation during fire, bomb threats, or natural disasters.

**6. Don't ignore broken locks, malfunctioning CCTV cameras, or disabled alarms.**

- Promptly report them. Ignoring such issues weakens the entire security framework.

**7. Don't leave laptops, tablets, or phones unattended in public or semi-public areas.**

- Portable electronics can be stolen within seconds. Always lock or carry them.

**8. Don't leave workstations logged in when stepping away.**

- Even brief unattended access can result in data theft or unauthorized activity.

**9. Don't engage in confrontations with colleagues, visitors, or security staff.**

- Arguments or aggressive behavior distract security personnel and may

escalate into safety concerns.

**10. Don't bring prohibited items (weapons, explosives, inflammables, alcohol, or narcotics) into Customs House premises.**

- Strict compliance avoids disciplinary action and maintains decorum.

If any difficulties are encountered in complying with this security circular, the matter may be brought to the attention of the Asst./Dy. Commissioner (CHS), Custom House, Chennai.

**( PRASAD ADELLI )  
COMMISSIONER  
O/o Commissioner-Customs-General-Chennai**

**Copy To:**

1. The Office of the Chief Commissioner of Customs, Chennai Customs Zone, Custom House, Chennai
2. The Principal Commissioner/ Commissioner of Customs, Chennai  
(Airport/Import/Export/Preventive /Air Cargo/General/Audit) Commissionerate - For information Customs Zone, Custom House, Chennai
3. The Superintendent of Customs, CHS/Caretaker - For displaying on Notice Board
4. EDI- For Publication in Chennai Customs Website
5. The AC/DC-Appraising Main Section for safe custody