

# 2024 NACIN



National Academy of Customs,  
Indirect Taxes & Narcotics, Zonal  
Campus, Lucknow



राष्ट्रीय अकादमी सीमा शुल्क, अप्रत्यक्ष कर एवं नारकोटेक्स,  
आंचलिक परिसर, लखनऊ

## SALAAM CHRONICLE

A QUARTERLY NEWSLETTER

(For Departmental Officers)



**JANUARY, 2024**

**VOLUME: 02, ISSUE: 04**



NACIN, ZC, Lucknow

# 2024



## Vigilance Awareness Drive Programme



Lucknow  
&  
Kanpur



Lucknow  
Customs  
&  
Dehradun



# 2024



## Drugs Awareness & Sensitization

At City Montessori School, Lucknow



NACIN, ZC, Lucknow

# 2024



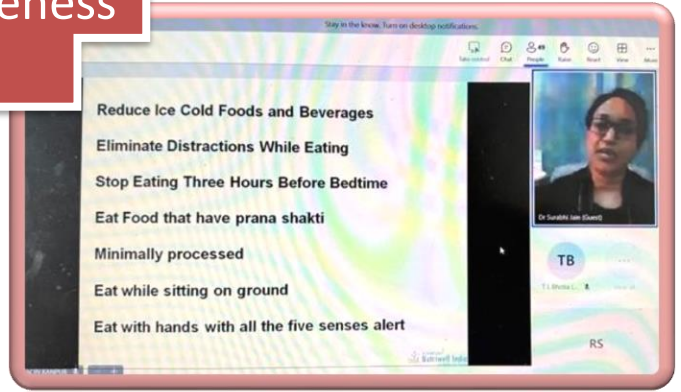
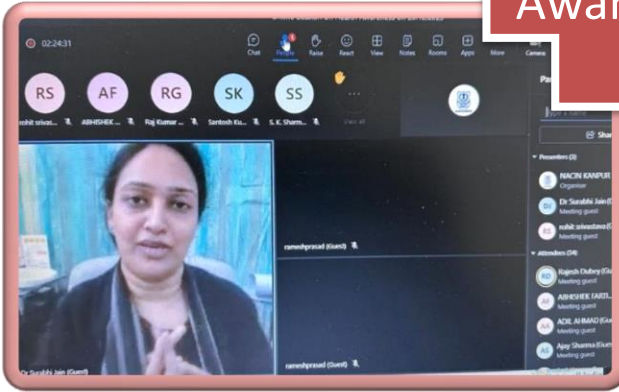
## Drugs Awareness & Sensitization

Archies Higher Secondary School, Kanpur



NACIN, ZC, Lucknow

## Health Awareness



## Fire Fighting



# 2024



## Induction-Havaldar



# 2024



## Induction-Tax Assistant



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# 2024



स्वच्छता

पखवाडा



NACIN, ZC, Lucknow



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### QUARTERLY PERFORMANCE

Training on	No. of Courses	Total No. of Participants	Total Man-Days
<b>GST</b>	<b>14</b>	<b>573</b>	<b>740</b>
<b>CUSTOMS</b>	<b>18</b>	<b>364</b>	<b>536</b>
<b>ADMINISTRATION</b>	<b>25</b>	<b>653</b>	<b>3298</b>
<b>VIGILANCE</b>	<b>12</b>	<b>415</b>	<b>439</b>
<b>INFORMATION TECHNOLOGY</b>	<b>14</b>	<b>429</b>	<b>471</b>
<b>NARCOTICS</b>	<b>9</b>	<b>1483</b>	<b>1483</b>
<b>OTHERS</b>	<b>9</b>	<b>217</b>	<b>217</b>
<b>TOTAL</b>	<b>101</b>	<b>4134</b>	<b>7184</b>

## UP-COMING PROGRAMMES

Next 3 Months

JANUARY-2024			
(3 <sup>rd</sup> )	(9 <sup>th</sup> )	(17 <sup>th</sup> )	(18 <sup>th</sup> )
GST Refund Process: Sensitization to the filed formations	Health Awareness	GST Audit/ Anti-evasions/ Arrest etc for CGST/SGST Officers	Investigation of Wild Life Crime
(23 <sup>rd</sup> )	(24 <sup>th</sup> onwards for 14 Weeks)		(30 <sup>th</sup> )
GST: Manpower Supply/GTA Services	Induction Course for newly recruited Inspectors	Income Tax Return & Investment Planning	
FEBRUARY-2024			
(1 <sup>st</sup> onwards)			
Induction Course for newly recruited Inspectors			
(13 <sup>th</sup> )	(16 <sup>th</sup> )	(20 <sup>th</sup> )	
GST Recent Updates including Budget 2024	GST on Charitable/Non-Profitable Organizations	New Pension Scheme	
(22 <sup>nd</sup> )	(27 <sup>th</sup> )	(29 <sup>th</sup> )	
Wild Life Act	All kind of advances such as HBA, Medical Advances etc	Health Awareness	
MARCH-2024			
(1 <sup>st</sup> onwards)			
Induction Course for newly recruited Inspectors			
(22 <sup>nd</sup> to 23 <sup>rd</sup> )	(27 <sup>th</sup> to 28 <sup>th</sup> )		(28 <sup>th</sup> )
Proceedings after receipt of Enquiry Report Handling of Complaints: Anonymous/ pseudonymous	Computer Training-Advance		Prominent Drugs: Detection, Sampling, Testing and their trafficking trend

## National Strategy for Artificial Intelligence

AI refers to the ability of machines to perform cognitive tasks like thinking, perceiving, learning, problem solving and decision making. Initially conceived as a technology that could mimic human intelligence, AI has evolved in ways that far exceed its original conception. With incredible advances made in data collection, processing and computation power, intelligent systems can now be deployed to take over a variety of tasks, enable connectivity and enhance productivity. As AI's capabilities have dramatically expanded, so have its utility in a growing number of fields.

The truly transformative nature of the technology, yet the nascent stage of its adoption worldwide, provides India with an opportunity to define its own brand of AI leadership. #AIforAll - the brand proposed for India implies inclusive technology leadership, where the full potential of AI is realised in pursuance of the country's unique needs and aspirations. The strategy should strive to leverage AI for economic growth, social development and inclusive growth, and finally as a "Garage" for emerging and developing economies.

While AI has the potential to provide large incremental value to a wide range of sectors, adoption till date has been driven primarily from a commercial perspective. Technology disruptions like AI are once-in-a-generation phenomenon, and hence large-scale adoption strategies, especially national strategies, need to strike a balance between narrow definitions of financial impact and the greater good. NITI Aayog has decided to focus on five sectors that are envisioned to benefit the most from AI in solving societal needs:

- Healthcare: increased access and affordability of quality healthcare,
- Agriculture: enhanced farmers' income, increased farm productivity and reduction of wastage,
- Education: improved access and quality of education,
- Smart Cities and Infrastructure: efficient and connectivity for the burgeoning urban population, and
- Smart Mobility and Transportation: smarter and safer modes of transportation and better traffic and congestion problems.

To truly reap the benefits of deploying AI at scale, the report identifies the following barriers that need to be addressed in order to achieve the goals of #AIforAll:

- Lack of broad based expertise in research and application of AI,
- Absence of enabling data ecosystems – access to intelligent data,
- High resource cost and low awareness for adoption of AI,
- Privacy and security, including a lack of formal regulations around anonymisation of data, and
- Absence of collaborative approach to adoption and application of AI.

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## Contd..... National Strategy for Artificial Intelligence

Superior research capabilities have been the cornerstone of leadership aspirations in emerging technologies and effectively realising the growth potential requires expertise in both core and applied research. Despite indications of recent positive efforts in this aspect of technology, AI research in India is still in its infancy and requires large scale concerted and collaborative interventions.

The paper proposes a two-tiered structure to address India's AI research aspirations:

- a) *Centre of Research Excellence (CORE)* focused on developing better understanding of existing core research and pushing technology frontiers through creation of new knowledge;
- b) *International Centers of Transformational AI (ICTAI)* with a mandate of developing and deploying application-based research. Private sector collaboration is envisioned to be a key aspect of ICTAIs.

The research capabilities are proposed to be complemented by an umbrella organisation responsible for providing direction to research efforts through analysis of socio-economic indicators, studying global advancements, and encouraging international collaboration. Pursuing “moonshot research projects” through specialised teams, development of a dedicated supranational agency to channel.

research in solving big, audacious problems of AI – “CERN for AI”, and developing common computing and other related infrastructure for AI are other key components research suggested.

As technology increasingly disrupts the nature of jobs and shifts the benchmarks of technological aptitude, skilling and reskilling of workforce forms an integral part of our approach to adopting AI. There is an emergent need for reskilling the existing workforce and developing future talent in accordance with the changing needs of the job market. This could be done via the adoption of decentralised teaching mechanisms working in collaboration with the private sector and educational institutions to prescribe certification with value. Furthermore, promotion of job creation in new areas, like data annotation needs to be identified and promoted, as these would have the potential of absorbing a large portion of the workforce that may find itself redundant due to increasing automation.

Adoption of AI across the value chain viz. startups, private sector, PSUs and government entities, will truly unlock the potential by creating a virtuous cycle of supply and demand. The barriers to AI development and deployment can effectively be addressed by adopting the marketplace model – one that enables market discovery of not only the price but also of different approaches that are best suited to achieve the desired results. A three-pronged, formal marketplace could be created focusing on data collection and aggregation, data annotation and deployable models. There could be a common platform called the National AI Marketplace (NAIM).

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## Contd..... National Strategy for Artificial Intelligence

Furthermore, for accelerated adoption of a highly collaborative technology like AI, the government has to play the critical role of a catalyst in supporting partnerships, providing access to infrastructure, fostering innovation through research and creating the demand by seeking solutions for addressing various governmental needs.

As AI-based solutions permeate the way we live and do business, questions on ethics, privacy and security will also emerge. Most discussions on ethical considerations of AI are a derivation of the FAT framework (Fairness, Accountability and Transparency). A consortium of Ethics Councils at each Centre of Research Excellence can be set up and it would be expected that all COREs adhere to standard practice while developing AI technology and products.

Data is one of the primary drivers of AI solutions, and thus appropriate handling of data, ensuring privacy and security is of prime importance. Challenges include data usage without consent, risk of identification of individuals through data, data selection bias and the resulting discrimination of AI models, and asymmetry in data aggregation. The paper suggests establishing data protection frameworks and sectorial regulatory frameworks, and promotion of adoption of international standards.

In order for India to ride the AI innovation wave, a robust intellectual property framework is required. Despite a number of government initiatives in strengthening the IP regime, challenges remain, especially in respect of applying stringent and narrowly focused patent laws to AI applications – given the unique nature of AI solution development. The importance of data to development of useful models is one such example. To tackle these issues, establishment of IP facilitation centers to help bridge the gap between practitioners and AI developers, and adequate training of IP granting authorities, judiciary and tribunals is suggested.

The AI strategy is aimed at primarily guiding an inevitable wave of change for quicker and better impact. The AI ecosystem is rapidly evolving and taking societies into uncharted territory. For now, we can begin to ask some of the big questions that each society must answer for itself: are we ready to manage data ethically? How do we bridge the digital divide? Which innovations are worthy of public funds and partnerships? Bringing these questions into the open is the most important step in ensuring that AI advances create a better society.

There has been tremendous activity concerning AI policy in different countries over the past couple of years. Governments in USA, UK, France, Japan and China have released their policy and strategy papers relating to AI. In order to establish a leadership role, it is important for India to take the plunge and start by releasing a Strategy Paper to initiate the roll out of an ambitious programme that would ensure for India its rightful place in this transformational era.

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## Research & Policy Note on Generative Artificial Intelligence for Customs

The Secretariat of the World Customs Organization (WCO) anticipates that many Customs authorities, in conjunction with both public and private stakeholders in international trade, will progressively adopt GenAI as part of their systems in the foreseeable future. This assumption is underpinned by several factors: (i) the diversity of GenAI applications that will supplement already well-established AI systems within the public sector; (ii) the intuitive interface made possible by natural language interaction, broadening the scope of end-users; (iii) the extremely rapid spread of this technology throughout society; and (iv) the reaction of governments and organizations in working on trust in AI to be achieved, for example, the G7 Hiroshima process<sup>1</sup>, the European Union AI Act<sup>2</sup>, the United States Executive Order on AI<sup>3</sup> and the last AI Safety Summit in United Kingdom.

Owing to its capacity to generate text, images, video, and audio in response to natural language prompts, GenAI holds potential implications for professions rooted in intellectual activities. This technology may lead to the transformation of existing jobs and the creation of new jobs, which is a trajectory historically observed for all emerging technologies<sup>5</sup>.

It is therefore important for the Customs community to engage in the discussion on the future impact of GenAI in public administrations. The objective of this note is to furnish a fair perspective on GenAI as an emerging trend in technology, balancing its potential benefits, current specific risks and limits. This note therefore aims to foster informed discussions on GenAI within Customs administrations, the broader WCO community, and among the technical and financial partners of Customs authorities worldwide.

It is important to consider the limits of this note that is issued within a rapidly changing technological environment: this note is based on a July 2023 research publication and the outcomes of a seminal seminar on “GenAI for Tax and Customs Administrations” held in October 2023 in partnership with academia<sup>6</sup>. This note is therefore one resource in the needed research for any administration considering using GenAI.

The note is segmented into three main sections:

- A succinct overview of the technological principles of GenAI and its limitations that affect its uses in Customs administrations.
- An exploration of the potential applications of GenAI within Customs, identifying both existing uses that can be borrowed from other sectors and potential near- future applications, subject to technological progression.

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## Contd.... Research & Policy Note on Generative Artificial Intelligence for Customs

- A discussion on three strategic aspects for Customs related to GenAI integration: evolving dynamics of human-machine interaction owing to natural language usage, essential training modules for officials to maximize GenAI benefits while mitigating inherent risks, and the critical task of establishing a sovereign training corpus fitting with Customs needs.

### 1. GenAI at a glance

GenAI is recognized for its proficient interaction with humans through natural language (i.e., without using computer language). As a core principle, it is essential to comprehend that GenAI neither "thinks" nor "reads", "writes" or "draws". GenAI has no notion of the intrinsic "meaning" of what it produces, it operates on language through computational and statistical methods. GenAI is ultimately based on mathematical prediction of the word that follows to form texts. Nevertheless, it acquires de facto writing, synthesis and summarizing capabilities.

#### 1.1. Core technical principles of GenAI

GenAI applied to text generation can better help to understand some principles. Large Language Models (LLM) actually form the core of the most publicized applications of GenAI, notably conversational agents such as ChatGPT. These new LLM applications are at the intersection of artificial intelligence, machine learning and natural language processing technologies.

Like all AI models, GenAI models need to be "trained". Unlike narrow AIs that are trained on specific data, for example, on Customs data for risk analysis, GenAI is trained on a corpus of texts large enough to embrace language in its greatest extension. Text corpora exist and are available in open or commercial sources<sup>7</sup>. LLMs therefore "learn" how the language "works", according to two core principles that are important to take into account to understand the capacities but also the limitations of GenAI.

**Word embedding** is a form of text representation that is now commonly used. Every word is ascribed "weights" - numerical values - allocated to myriad "parameters". For instance, the term "dog" is vectorized based on its assigned values linked to parameters such as "living being", "animal", "canids", "humans", "verb", "plural", and "noun". The weights allocated to parameters define each word's unique characteristics. Each word is therefore transformed into a vector of numbers (the weights).

**Distance and relationships between words:** once words are digitally vectorized, GenAI computes the relationships between words and probabilistically anticipates subsequent words, including in complex sentences<sup>8</sup>. This capacity underpins its text generation capabilities, which are vital for functions such as multilingual translation, summaries or synthesis of texts.

Then, models are progressively refined, sometimes manually, by analyzing the responses to improve their accuracy.

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Beyond this basic and broad training (*pretraining*), GenAI can be trained on an additional and domain-specific corpus of information (*fine-tuning*). For instance, an additional training could be on Customs administration texts, texts of laws and regulations, texts defining rules of origin, value or tariff classification, or descriptions of products or manufacturing techniques for both legal and illegal products. The field of specific training is as diverse as the uses of GenAI. While *pretraining* takes a significant amount of time and computer resources, *fine-tuning* can be conducted in a simpler and more cost-effective way at the scale of a Customs administration. This point will be addressed more specifically in the third section of this note.

GenAI rests on neural networks that have been present for at least two decades. While the foundational technologies of GenAI are therefore not entirely new, their contemporary relevance arises from enhanced processing speeds and reduced data storage costs<sup>9</sup>. Two major advances make the current GenAI more successful.

First, LLMs are "large" in the sense that they are trained on large text corpora and because they have a very large number of parameters. As an example, ChatGPT 4 is supposed to have approximately 1.7 trillion parameters; Llama 2 has been pretrained on 2 trillion "tokens" (single language units) and 1 million human annotations. These new scales, compared with existing models in language analysis, mark the real evolution of LLMs.

Second, LLMs are now often multimodal, able to process, through language, multiple types of information such as images or audio recordings. They can recognize objects in an image/photo and analyze their relationships.

GenAI marks a crucial phase in AI development. Its models, termed "general-purpose" or "foundation models", have no fixed objective. This diverges from the narrow AI models currently utilized in Customs, which are tailored for specific functions, such as risk analysis algorithms employed against Customs fraud. Moreover, GenAI interacts in natural language: we write to it and read its responses. Unlike narrow AIs that return scores and probabilities, even if it is based on statistical computation of language, GenAI is textual – it interacts through language – and not numerical, which facilitates, broadens and diversifies human engagements with the AI but also the risks of misuses (see section 3 on challenges for Customs).

### 1.2. Current trends

Current GenAI trends reflect the rise of a GenAI-specific ecosystem. Two primary trends have emerged, common to any new applications in the modern IT landscape:

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### 1. Commercial vs. open-source solutions.

The first trend is the partitioning of the GenAI sector between a commercial offering, which is high-performance but whose technical characteristics remain opaque, and an open-source offering, which is initially probably inferior in terms of performance but benefits from global communities of developers and should, therefore, perform equally or better than the commercial sector. ChatGPT, for example, is maintained by OpenAI and offers a subscription package for an optimal version, as well as dedicated services for major operators. On the open-source side, for instance, Llama 2 is made freely available to the public by Meta<sup>10</sup>.

**2. Specialized applications.** The second trend is the development of small applications (*plug-ins*, or others via APIs) for major models, which are dedicated to facilitating certain tasks, such as reading and summarizing large PDF documents, or interfacing with other tools, such as combining GenAI code writing and GitHub facilities, or GenAI and academic paper research. These plug-ins may be freely accessible or fee-based. A range of IT services using GenAI is also being developed.

<sup>10</sup> These are examples only. The WCO Secretariat does not recommend any particular model.

### 1.3 Current limits of GenAI

In essence, GenAI translates natural languages into concepts and probabilities, displaying both generalist and domain-specific capabilities. One can easily "dialogue" with a GenAI agent by conveying requests (*prompts*) and refining its responses. However, this ease of use may obscure the limitations and risks that have to be taken into account before any deployment. By design, GenAI has three specific limitations.

**Explainability:** the ability to understand the algorithm's path to its result. The explainability of GenAI is currently elusive. Since GenAI is based on neural networks<sup>11</sup>, it is impossible, even for its designers, to explain how the algorithm produces a specific result. Explainability is a decisive feature for the choice of algorithms in public administrations<sup>12</sup>. Explainability is also a necessity in the event of AI failing to respect ethical values: when AI outputs cannot be explained, it is all the more difficult to understand where its shortcomings come from. In Customs, explainability is often one of the criteria for choosing algorithms when the administration is legally obliged to explain its decisions, which is why algorithms based on decision trees, for example, have been so popular for selectivity.

Research into explainability is progressing, and attempts are being made to dissect GenAI's neural networks to explain them "in parts"<sup>13</sup>. However, at this stage, the lack of explainability restricts GenAI's role largely to advisory and assistance functions rather than being a centerpiece in decision-making processes for which accountability is a legal or user-driven necessity.

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### 2. Uses of GenAI for Customs

As of the publication of this note, the Secretariat is not informed of Customs administration that has integrated GenAI, with some exceptions in Customs and Tax administrations or private companies providing services to Customs, currently testing GenAI<sup>17</sup>.

At the national level, several governments have established dedicated entities to consider GenAI implications and applications. Of particular note, the Singapore government, in collaboration with a private company, intends to provide an assistant to all its civil servants that centralizes numerous applications across its various administrations<sup>18</sup>.

This section provides an overview of the potential uses of GenAI by Customs. It takes into account the limitations mentioned in the previous section: GenAI is not integrated into any decision-support process for which the administration should be accountable and is only envisaged in assistance functions.

#### 2.1 Uses derived from other domains

Table 1 presents an inventory of potential applications derived from existing uses in other sectors or those explored by researchers and the Secretariat. Detailed references can be found in the Appendix.

### Customs – public relations a new generation of chatbots

Current customs chatbots are limited by expert systems and dictionaries. GenAI makes interaction more intuitive and more easily multilingual.

One risk often mentioned is that the user may not be able to know whether he or she is interacting with a human agent or a GenAI agent.

This risk can be addressed both legally and technically. Some national or regional legislation, such as the European Union's AI Act, requires GenAI to include forms of marking that enable anyone to verify the human or machine source of a discourse (letter, text, etc.). Technical solutions known as watermarking are being explored.

The administration must also assess the importance of identifying the interlocutor according to whether the response provided to the user is legally binding or not, the potential consequences of the use of any information given, the likelihood of errors, and the expectation of authority and reliability. For example, it may be tolerable legally for the user of a chatbot on tariff classification to be informed that he is communicating exclusively and systematically with an artificial agent whose responses have no legal force. However, as misclassification can cause significant financial harm to the user, a significant error rate can be expected for products not specifically covered in the training material, and that users of an official Customs site expect a very high level of authority and reliability, the above disclaimer may well be insufficient to protect the administration from claims or reputational risk.

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Customs – public relations	communication assistance	Automatic writing of articles and social network messages.
	reading assistance	Classification of texts/messages/articles according to their positive or negative character, applicable for example to the reading of responses to questionnaires or the analysis of user opinions.
Conception	writing assistance	Writing, summarizing, correcting spelling and syntax, improving style and bringing it into line with professional usage, taking notes during conferences and meetings.
	assistance with text research and analysis	Production of summaries on a legal field or issues, based on a multilingual body of knowledge.
	assistance with digital data analysis	Automatic writing of computer code, implementation of machine learning models, visualization of statistical parameters.
	Project management assistance	Choice of project monitoring methods, answers to problems during the project.
	Negotiation Assistance	Adopt different points of view, discuss from critical perspectives.
Training	profile selection assistance	Generation of job descriptions, trainer profiles, automatic reading of CVs.
	Training assistance	Proposal of training plans, training content, adaptation of training to the individual level of participants.
Investigation and intelligence	assistance in collecting digital evidence	Automated collection and representation of evidence collected on digital storage
	analysis assistance	Intelligence fusion (open sources, minutes, notes, etc.), representation of large bodies of information in the form of "knowledge graphs", interrogation of bodies of information, synthesis, drafting of minutes and investigation reports.

Table 1. Uses tested and applicable in a Customs context

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### 2.2 Exploratory uses

Within the realm of exploratory applications, we identify two kinds of potentialities, albeit speculative but based on existing and tested GenAI capacities.

GenAI to be an interface between civil servants and narrow AI or paired with expert systems to enhance user-machine interaction through natural language processing. Within Customs, possible applications might include GenAI support for tariff classification search engines, enabling the facilitation of synonym use, multilingual capabilities, and interaction on the relationships between classification options and associated regulatory texts, all of which would contribute to progressively refining the classification of a product during the conversation with the AI. For risk analysis, GenAI might serve as an interface between civil servants and algorithms, helping understand risk types, correlating with past cases, or answering any queries a civil servant might encounter when processing machine-identified risks. In all such scenarios, the amalgamation of Customs documents, such as investigative reports with regulatory texts, and the possibility of interacting with an AI putting this knowledge at disposal through natural language would streamline the flow of information for Customs officers, assisting them in drawing connections between suspected fraud and previously identified instances.

GenAI to cohesively link text and images. GenAI is already capable of describing an image. In Customs, narrow AI is used to detect only certain kinds of illegal goods in X-ray images but cannot “read” and “compare” the textual description of goods provided by the importer and the image provided by the scanning machine. GenAI now makes it conceivable to compare images and texts related to Customs operations: between images taken from photographs of goods or container scans, on the one hand, and on the other the textual descriptions of the same goods provided in the manifests and tariff classifications of the Customs declarations. It may therefore be possible to detect anomalies, or to assess the vagueness of the descriptions of the goods in the cargo manifests as a risk criterion, possibly linked to the assessment of the homogeneity of the cargo as assessed by the AI on the scanner image.

GenAI is suited for assistance rather than decision-making. GenAI cannot assess the robustness of its results in terms of probabilities, as narrow AI does. Setting predefined acceptability thresholds for its outputs, as done for narrow AI, is therefore much more difficult. However, its uses as an assistant present immense potential for administrative tasks and may renew civil servants' interest in their work.

### 2.3 Benefits

Three main benefits are expected from GenAI.

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**Cost efficiency.** Using GenAI could lead to significant reductions in governmental operational expenses by internalizing tasks traditionally outsourced, such as editorial assistance, communication material creation, and translation. Regarding data analysis, which generates many difficulties for Customs that need to hire specialists, the operational costs of GPT-4 are between 0.45% and 0.70% of that of a data analyst, depending on their expertise<sup>19</sup>.

However, mobilizing GenAI for data analysis should not replace Customs staff in the short or mid-term; GenAI would only “democratize” basic data analytics for Customs officials.

**Enhanced analysis.** GenAI can increase the quality of analyses conducted by civil servants. It provides access to a vast, multilingual corpus of knowledge for public policy, enables comprehensive document analysis for intelligence specialists, and facilitates multilingual dissemination of administrative stances at both regional and international levels. Access to a multilingual corpus of knowledge and capacity to write in his or her mother tongue will be an important benefit for any Customs officer, particularly in non-English speaking countries. However, as previously discussed in section 1, skilled officers will still be needed to make profit from interacting with GenAI and monitoring its responses. Moreover, the representation of languages in the training corpus of publicly available GenAI agents varies among languages, and the risks of errors and mistranslations increase for languages poorly represented in the training corpus<sup>20</sup>.

**Consistency.** GenAI could contribute to ensuring both semantic and stylistic uniformity in administrative documents.

While efficiency gains are often highlighted, they should be assessed judiciously. Although document quality improvements might expedite hierarchical validations, civil servants using GenAI might not consistently experience time savings. They might be tasked with additional responsibilities and higher quality expectations. Furthermore, the influx of accessible information and improved analytical capacities might legitimate more time invested in research or preliminary investigations. Finally, as discussed in the subsequent section addressing GenAI limitations and risks, civil servants might need to allocate specific time to verify AI-generated content.

### 2.4 Costs

Evaluating the operational costs of GenAI's implementation is complex due to the variety of its applications and deployment techniques, ranging from centralized national approaches, as seen in Singapore, to deployments on individual laptops using open-source models.

However, GenAI's relative autonomy from prevailing administrative IT systems might reduce its installation expenses compared to narrow AI. GenAI could be installed, for relatively basic assistance uses, as a more or less autonomous system within the Customs IT system, while narrow AI usually needs to be integrated into the existing IT system, which often raises many difficulties.

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WCO experts noted a recurring challenge faced by Customs administrations in scaling up AI, transforming the experimentation in labs into full deployment in the administration. This problem is common to narrow AI in all organizations<sup>21</sup>. Given its relative autonomy, GenAI should, at least initially, benefit from more straightforward administrative integration. Notably, numerous private companies have rapidly integrated their GenAI systems. This consideration is crucial for Customs data and IT strategies that should distinguish the strategy for GenAI from that for narrow AI.

In essence, GenAI offers the potential for diminished operational expenses and improved analytical quality on both strategic and operational fronts. Its time-saving potential for civil servants, however, warrants further exploration. The integration strategy for GenAI, especially within the realm of Customs data and IT strategies, necessitates distinct consideration from that for narrow AI.

### 3. Challenges for Customs

#### 3.1 Impact of GenAI on officials

GenAI is likely to lead to a redefinition of tasks and introduce new ways of working for many civil servants. Administrations will have to promptly evolve their perspective on the interaction between AI and civil servants, taking into account the large number of civil servants impacted by GenAI.

In terms of organization, GenAI will undertake specific tasks, easing the burden on certain positions (communication,

analysis, translation, etc.). Some civil servants will need to integrate GenAI as an assistant, a supplementary tool handling tasks previously performed by their peers. For instance, officers could be tasked to draft communication articles by themselves with the assistance of their “personal” GenAI or create training materials from the beginning to the end. GenAI could also democratize data analysis for a larger number of non- data-scientist Customs officers, giving more capacities to officials and amplifying their analytical capacities. Taking advantage of GenAI should therefore require an adaptation of data access policies in Customs administrations.

At an individual level, there are risks of “anthropization”: civil servants might either overvalue the machine’s outputs due to its systematic and “mathematical” nature or, on the contrary, harbor excessive distrust<sup>22</sup>. Utilizing GenAI therefore accentuates the importance of cultivating new skills, especially critical thinking. Beyond their critical vigilance to detect GenAI hallucinations, civil servants will have to demonstrate their added value in the intellectual production process. They will have to learn to think both with and against GenAI and consider it a *sparring partner* in their analyses. If this condition of critical vigilance and thinking could be achieved, GenAI could foster a rejuvenated interest in the analytical responsibilities of civil servants, be it for policy, strategic or operational purposes. This could also help to position Customs as advisors to their governments, as advocated by the WCO's data strategy..

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## Contd.... Research & Policy Note on Generative Artificial Intelligence for Customs

However, it should be noted that high-level critical thinking skills are often a highly sought-after attribute in employees, so the prevalence of the necessary skill levels to achieve this high-functioning use described above in a particular workforce may be a question to consider.

Using GenAI, complemented with data science, fortifies the analytical capabilities of Customs, at all levels. However, this opportunity will only be fully profitable with the development of specific qualities for civil servants: better statistical abilities to formulate precise questions to GenAI and vigilance and critical thinking to check and bring added value to GenAI outputs. This development of critical faculties relies on specific training and a conducive and supportive managerial environment.

### 3.2 An urgent training imperative

The Secretariat observes that prohibiting Customs officers from accessing online GenAI agents, which are already proficient in many outlined tasks, might be difficult, if not counterproductive. Pending the implementation of sovereign GenAI by states, the Secretariat alerts Members to two primary risks associated with online available GenAI agents.

**Confidentiality breaches.** Private companies operating GenAI agents on the Internet leverage user-IA interactions to refine their models. Through direct negative assessments provided by users, these companies aim to prevent the risk of disseminating illegal content (glorification of criminal acts, dissemination of hateful or,

racist content, advice on acquiring, consuming or manufacturing illegal products, etc.). Furthermore, the users' evaluations are used to improve the quality of the training corpus by enriching it with the best semantic, grammatical and stylistic interactions between the user and machine. Users' conversations with GenAI agents therefore represent a capital of knowledge necessary to GenAI companies. Although users can opt to delete their interactions, it is impossible to guarantee that this is actually the case or that these companies are not sharing information with the states that host them. For Customs, this poses dual threats: divulging sensitive data during interactions and inadvertently exposing administrative strategies and core interests.

**Infringement of the intellectual property of documents.** Sharing documents with GenAI, directly or through plug-ins, for various tasks (reading assistance, synthesis, summary...) might compromise their ownership, even if they are nonconfidential. The Secretariat therefore invites Members to scrutinize the terms of sharing documents with public GenAI agents. In some cases, any shared document is likely to be used by the company managing the GenAI agent and therefore becomes, in a way, its property.

These risks, linked to the use of online GenAI agents, are not particularly new. They are merely a transposition into a new context of the risks usually encountered on the Internet in general. Customs officials are already bound by confidentiality and discretion duties appropriate for these risks. The administrations' focus should therefore be on enhancing awareness and training rather than introducing new rules.

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When governments roll out sovereign GenAI for their administrations, these confidentiality and intellectual property risks will be resolved. However, other challenges linked to AI limitations, as developed above (mainly, lack of explainability, hallucinations and reproducibility, as discussed in section 1.2), will persist. Misunderstanding these limitations could have various repercussions, including errors in public policy analyses, poor technical choices, damage to the administration's reputation, unequal treatment of users, or investigations invalidated by the courts.

Given the widespread potential application of GenAI, the large volume of civil servants impacted by GenAI should be a primary concern for administrations. The deployment policy of GenAI dramatically differs from the deployment of narrow AI intended for a limited group of civil servants.

The Secretariat therefore stresses the importance of establishing national guidelines for GenAI usage, reiterating online confidentiality and discretion rules. The Secretariat also recommends that Members educate civil servants about the opportune and efficient use of GenAI, especially fostering their creative and critical faculties.

Table 2 below lists all the risks identified to date, both in relation to the use of generative AI on the Internet and to a misunderstanding of the current limits of GenAI.

Risk area	Risks	Effects	Answer
Privacy	Conversations with generative AI agents on the Internet can be stored by the companies deploying them.	Violation of confidentiality of individual data (company names, addresses, etc.). Disclosure of the administration's strategic interests to third parties.	<b>Do not share any individual, nominative data.</b> Estimate the sensitivity of the subject to be dealt with before sharing it with generative AI (ask yourself whether you would organize a public conference on this subject in your administration).
Errors	Like narrow AI, GenAI is subject to biases contained in the training corpus. In addition, GenAI produces "hallucinations", such as facts, data and references that do not exist.  Hallucinations are not systematic (the same question asked several times may generate a hallucination just once).	Production of biased, erroneous analyses and dissemination of unverified facts.	<b>Check all results and sources. Do not assume that the machine can be only biased.</b>
Document ownership	It is possible to share entire documents with GenAI, for further processing or analysis. However, some GenAI companies include in their legal provisions that they can use any document shared by the user for their own purposes.	Loss of exclusive ownership of the document.	<b>Estimate the sensitivity of the document before sharing it.</b>
Plagiarism	GenAI can propose answers that paraphrase authors or documents without quoting them.	Damage to the reputation of the administration.	Use anti-plagiarism software.  Cite sources in all texts produced by the administration.



## Contd.... Research & Policy Note on Generative Artificial Intelligence for Customs

Risk area	Risks	Effects	Answer
<b>Temporal validity of information</b>	Given the high cost of training GenAI agents - for the most efficient of them - training cannot be launched over short periods of time. Information accessible mobilized by GenAI has a temporal limit.	Failure to take account of the latest facts, contexts, scientific advances or legal frameworks in GenAI analysis.	Complement the conversation with GenAI by using specialized search engines (academic, press, etc.).  Use GenAI agents that complement their analyses with Internet searches.
<b>Sources</b>	Some GenAI agents do not provide sources for the ideas or analyses they report in conversations, or they provide false ones (hallucinations).	Errors in the information sources provided by GenAI during a conversation.	Check specialized search engines  Use plug-ins adapted to academic research that provide the actual sources of ideas and papers.
<b>Reproducibility</b>	Since GenAI is a stochastic process, it cannot produce exactly the same answers, textually or visually, to an identical request.	Potential for unequal treatment of users (to be studied on a case-by-case basis)	Evaluate the sensitivity of accuracy in the responses expected from GenAI when GenAI may be in direct contact with the public.
<b>Explainability</b>	GenAI provides answers that cannot be explained. It relies on artificial intelligence technologies (neural networks, deep learning) which do not allow to know precisely the sequence of computer operations leading to the result.	Inability to account for administrative decisions.  Difficulty detecting the causes of unequal treatment by the administration.	Do not use GenAI autonomously in decision-making processes.

Table 2. Risks, limits and possible responses on which to train civil servants.

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### 3.3 Building a training corpus

In the current digital landscape shaped by GenAI, the strategic emphasis for government agencies will shift from the choice of algorithms to the building of the training corpus. It will become imperative for government entities to develop specialized training corpora tailored to their unique requirements. Such a corpus should ensure that the GenAI agents' responses are aligned with the administrations' missions and core topical interests, as well as consistent with administrative terminologies.

For instance, it has been suggested that in the realm of tariff classification, a dedicated training corpus would encompass regulatory texts pertinent to the Harmonized System (HS), the nomenclature, legal notes, explanatory notes and classification opinions, as well as national internal documents issued on classification cases, records of misclassification fraud cases, or even product specifications. However, it should be noted that such a corpus is highly unlikely to be sufficient to achieve consistently good results in an automated way. The nature of current GenAI means it does not "classify" in the sense of applying the HS's legally binding rules, but instead it relies on having a corpus associating goods with classification and the above list would only contain a fraction of the possible descriptions of goods. Broadening it to include all declaration data would mean a greater range but would be training the system on data with a very high probability of significant error rates in classification, depending on the performances of the Customs officers in classification, and would require significant reinforcement learning from human feedback. In the same way, updates to the HS or the national tariff would pose great difficulties as it would alter classifications from what the bulk of the material learnt for affected products.

In areas where the possibilities are greater, a broad perspective to aid policy analysis should be considered, and the training corpus should incorporate contemporary strategic or innovative topics for the administration, including press articles, research papers, and essential administrative texts (both public and internal).

Current advancements in GenAI allow for the fine-tuning<sup>23</sup> of such corpora based on specific needs. GenAI companies already offer customization to align the model with user requirements. Tailored solutions have emerged in sectors such as the legal domain<sup>24</sup> and within private enterprises providing writing assistance tools to their employees<sup>25</sup>. Notably, such adaptability is a standard feature across all GenAI models, even within open-source solutions.

An added advantage of fine-tuning the training corpus is the potential creation of models with fewer parameters. Such models might be less resource intensive, facilitating local implementations, shortening training periods, and enabling more frequent training and updates.

At the national level, GenAI therefore causes a paradigm shift from algorithms to a training corpus. With narrow AI, training data were cost-free, derived from existing databases and the IT Customs clearance systems. The development of training corpora for GenAI now represents a strategic investment for government agencies, both in terms of human and financial capital.

At the international level, training corpora should gain even more prominence, not only economically but also politically and ideologically. Constructing these corpora necessitates discerning content selection, which in turn defines an established "truth" in knowledge. From a geopolitical lens, these corpora might emerge as new avenues for political influence, when a more advanced country shares its training corpus with a less advanced one.

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Given the ongoing discussions around the establishment of sovereign GenAI, the Secretariat emphasizes the need for Members to proactively assess the organizational impact of GenAI, so that Customs challenges and missions are taken into account in national discussions. Initiating GenAI projects promptly will allow civil servants to better envision their future and be prepared for their evolving roles.

### 4. Conclusion

While early adoption of GenAI by Customs can potentially provide major successes to become more data-driven, it can just as easily be a failure, particularly in reputational terms. Judging how and when to use GenAI requires a good understanding of the technology, its capabilities, strengths and weaknesses, and the prerequisites to achieve the promised outcomes. It is therefore important to explore the risks and consequences of GenAI for Customs organizations, officials' interaction with AI and relationships with the rest of society. Research, experiments and knowledge sharing through continuous training of Customs officials are crucial to make technology more performant and civil servants well prepared for its appropriate uses.

Technology and innovation is one focus area in the WCO's strategic plan, and the Secretariat will continue supporting its Members, by developing knowledge on GenAI, its applications and its appropriation in Customs, based on research and in cooperation with Members and academia.

SOURCE: WCO

## Protocol Table of precedence

### PRESIDENT'S SECRETARIAT

New Delhi, the 26<sup>th</sup> July, 1979

No.33-Pres/79-In supersession of all previous notifications issued on the subject, the following Table, with respect to the rank and precedence of the persons named therein which has been approved by the President, is published for general information: -

1. President
2. Vice-President
3. Prime Minister
4. Governors of States within their respective States
5. Former Presidents
- 5A. Deputy Prime Minister
6. Chief Justice of India  
Speaker of Lok Sabha
7. Cabinet Ministers of the Union.  
Chief Ministers of States within their respective States  
Deputy Chairman, Planning Commission  
★ Former Prime Ministers  
Leaders of Opposition in Rajya Sabha and Lok Sabha
- 7A. † Holders of Bharat Ratna decoration
8. Ambassadors Extraordinary and Plenipotentiary and High Commissioners of Commonwealth countries accredited to India  
Chief Ministers of States outside their respective States  
Governors of States outside their respective States
9. Judges of Supreme Court
- 9A. † Chairperson, Union Public Service Commission  
→ Chief Election Commissioner  
→ Comptroller & Auditor General of India
10. Deputy Chairman, Rajya Sabha  
Deputy Chief Ministers of States  
Deputy Speaker, Lok Sabha  
Members of the Planning Commission  
Ministers of State of the Union †{and any other Minister in the Ministry of Defence for defence matters}.

- ★ Added vide Amendment notification No.16-Pres/92 dated 31<sup>st</sup> Jan'1992 {12/17/90-Public}  
 † Added vide Amendment notification No.48-Pres/81 dated 3<sup>rd</sup> Aug'1981 {12/1/81-Public}  
 → Added vide Amendment notification No.147-Pres/94 dated 8<sup>th</sup> Sep'1994 {12/5/93-Public}  
 † Added vide Amendment notification No.63-Pres/91 dated 19<sup>th</sup> April 1991  
 † Added vide Amendment notification No. 160-Pres/2007 dated 13<sup>th</sup> October, 2007 {12/1/2006-Public}

Contd.../-

## Protocol Table of precedence

11. Attorney General of India.  
Cabinet Secretary.  
Lieutenant Governors within their respective Union Territories
  12. Chiefs of Staff holding the rank of full General or equivalent rank.
  13. Envoys Extraordinary and Ministers Plenipotentiary accredited to India.
  14. Chairmen and Speakers of State Legislatures within their respective States.  
Chief Justices of High Courts within their respective jurisdictions
  15. Cabinet Ministers in States within their respective States  
Chief Ministers of Union Territories and Chief Executive Councillor, Delhi within their respective Union Territories  
Deputy Ministers of the Union.
  16. Officiating Chiefs of Staff holding the rank of Lieutenant General or equivalent rank.
  17. \* Chairman, Central Administrative Tribunal.  
Chairman, Minorities Commission.  
^ Chairperson, National Commission for Scheduled Castes  
^ Chairperson, National Commission for Scheduled Tribes  
Chief Justices of High Courts outside their respective jurisdictions.  
Puisne Judges of High Courts within their respective jurisdictions.
  18. Cabinet Ministers in States outside their respective States  
Chairmen and Speakers of State Legislatures outside their respective States.  
Chairman, Monopolies and Restrictive Trade Practices Commission.  
Deputy Chairman and Deputy Speakers of State Legislatures within their respective States.  
Legislatures within their respective States.  
Ministers of State in States within their respective States.  
Ministers of Union Territories and Executive Councilors, Delhi, within their respective Union Territories.  
Speakers of Legislative Assemblies in Union Territories and Chairman of Delhi Metropolitan Council within their respective Union Territories.
  19. Chief Commissioners of Union Territories not having Councils of Ministers, within their respective Union Territories.  
Deputy Ministers in States within their respective States.  
Deputy Speakers of Legislative Assemblies in Union Territories and Deputy Chairman of metropolitan Council Delhi, within their respective Union Territories.
  20. Deputy Chairmen and Deputy Speakers of State Legislatures, outside their respective states.  
Ministers of State in States outside their respective States.  
Puisne Judges of High Courts outside their respective jurisdictions.
  21. Members of Parliament.
  22. Deputy Ministers in State outside their respective States.
- \* Added vide Amendment notification No.64-Pres/89 dated 17<sup>th</sup> July 1989 {12/3/88-Public}  
^ Substituted vide Amendment notification No. 160-Pres/2007 dated 13<sup>th</sup> October, 2007 {12/1/2006-Public}

Contd.../-

## Protocol Table of precedence

23. Army Commanders/Vice-Chief of the Army staff or equivalent in other services  
 Chief Secretaries to State Governments within their respective States  
 Commissioner for Linguistic Minorities  
 Commissioner for Scheduled Castes and Scheduled Tribes  
 Members, Minorities Commission  
 Δ Members, National Commission for Scheduled Castes  
 Δ Members, National Commission for Scheduled Tribes  
 Officers of the rank of full General or equivalent rank  
 Secretaries to the Government of India (Including officers holding this office ex-officio).  
 Secretary, Minorities Commission  
 Secretary, Scheduled Castes and Scheduled Tribes Commission  
 Secretary to the President  
 Π Secretary to the Vice President  
 Secretary to the Prime Minister  
 Secretary, Rajya Sabha/Lok Sabha  
 Solicitor General  
 ↘ Vice-Chairman, Central Administrative Tribunal
24. Officers of the rank of Lieutenant General or equivalent rank
25. Additional Secretaries to the Government of India  
 Additional Solicitor General  
 Advocate Generals of States  
 Chairman, Tariff Commission  
 Charge d' Affairs and Acting High Commissioners a pied and ad interim  
 Chief Ministers of Union Territories and Chief Executive Councilor, Delhi, **outside their respective Union Territories**  
 Chief Secretaries of State Governments outside their respective States  
 Deputy Comptroller and Auditor General  
 Deputy Speakers of Legislative Assemblies in Union Territories and Deputy Chairman, Delhi Metropolitan Council, outside their respective Union Territories  
 Director, Central Bureau of Investigation  
 Director General, Border Security Force  
 Director General, Central Reserve Police  
 Director, Intelligence Bureau  
 Lieutenant Governors **outside their respective Union Territories**  
 ↘ Members, Central Administrative Tribunal  
 Members, Monopolies and Restrictive Trade Practices Commission  
 Members, Union Public Service Commission  
 Ministers of Union Territories and Executive Councilors, Delhi, outside their respective Union Territories  
 Principal Staff Officers of the Armed Forces of the rank of major General or equivalent rank  
 Speakers of Legislative Assemblies in Union Territories and Chairman of Delhi, Metropolitan Council, outside their respective Union Territories
26. Joint Secretaries to the Government of India and officers of equivalent rank.  
 Officers of the rank of Major-General or equivalent rank

↘ Added vide Amendment notification No-64-Pres/89 dated 17<sup>th</sup> July 1989 {12/3/88-Public}

Δ Substituted vide Amendment notification No. 160-Pres/2007 dated 13<sup>th</sup> October, 2007 (12/1/2006-Public)

Π Added vide Amendment notification No-4-Pres/2019 dated 25<sup>th</sup> February 2019(12/17/2017-Public)

## Protocol Table of precedence

### NOTES

Note 1 The order in this Table of Precedence is meant for State and Ceremonial occasions and has no application in the day-to-day business of Government.

Note 2 Persons in the Table of Precedence will take rank in order of the number of the articles. The entries in the same article are arranged alphabetically. Those included in the same article will take precedence inter se according to date of entry into that article. However, where the dignitaries of different States and Union Territories included in the same article are present at a function outside their States or Union Territories and there is difficulty in ascertaining their dates of entry, they may be assigned precedence inter se in the alphabetical order of the name of States and Union Territories concerned after those whose precedence is determined according to date of entry into that article.

Note 3 † In Article 7, former Prime Ministers will take precedence over the Cabinet Ministers of the Union and the Leaders of Opposition in the Rajya Sabha and the Lok Sabha. The Chief Ministers of States within their respective States will take precedence over the Cabinet Ministers of the Union in official functions held in the respective States.

Note 4 In Article 8: –

(a) Ambassadors Extraordinary and Plenipotentiary and High Commissioners of Commonwealth countries accredited to India will en bloc rank above Governors of States outside their respective States;

(b) Governors of States outside their respective States will en bloc rank above Chief Ministers of States outside their respective States.

Note 5 The Ministry of External Affairs may assign appropriate ranks to foreign dignitaries and Indian Ambassadors, High Commissioners and Ministers Plenipotentiary during their visit to India.

Note 6 \* Notwithstanding the procedure laid down in Note 2, the rank inter se and precedence of the persons in Article 10 shall be assigned in the following order:

- (1) Deputy Chairman, Rajya Sabha.
- (2) Deputy Speaker, Lok Sabha.
- (3) Ministers of State of the Union and any other Minister in the Ministry of Defence for defence matters.
- (4) Deputy Chief Ministers of States.
- (5) Members of Planning Commission.

However, the Deputy Chief Ministers of States outside their respective States will always rank below all other dignitaries figuring in this article.

† Amendment vide notification No.16-Pres/92 dated 31<sup>st</sup> Jan'1992 {12/17/90-Public}

\* Amendment vide notification No.63-Pres/91 dated 19<sup>th</sup> April 1991

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## Protocol Table of precedence

Note 7 The Chairmen of State Legislative Councils will rank above the Speakers of Legislative Assemblies in cases where they were elected on the same date.

Note 8 When Members of Parliament are invited en bloc to major State functions, the enclosures reserved for them should be next to the Chief Justice, Speaker of the Lok Sabha, Ambassadors etc.

Note 9 Speakers of Legislative Assemblies in Union Territories and Chairman of the Delhi Metropolitan Council, Delhi, will take precedence over Ministers and Executive Councillors, included in the same article.

Note 10 In Article 23: -

- (a) Secretaries in the Ministry of External Affairs other than the Foreign Secretary, between themselves, will take precedence in the order of their seniority in Grade-I of the Indian Foreign Service and both of them will take precedence after the Foreign Secretary.
- (b) Members of the Minorities Commission and the Scheduled Castes and Schedule Tribes Commission will always take precedence over the Secretaries of these Commissions;
- (c) In official functions held at Delhi/New Delhi, Army Commanders/Vice Chief of the Army Staff or equivalent in other Services will always rank after Secretaries to the Government of India.

Note 11 In Article 25: -

- (a) Additional Secretaries in the Ministry of External Affairs, among themselves, will take precedence in the order of their seniority in Grade- II of the Indian Foreign Service;
- (b) Additional Solicitor General will take precedence above the Advocate General of States;
- (c) Lieutenant Governors will take precedence over the Chief Ministers and Chief Executive Councillor, Delhi, and the latter will take precedence over Speakers of Legislative Assemblies and Chairman, Metropolitan Council, Delhi;
- (d) Deputy Speakers of Legislative Assemblies of Union Territories and Deputy Chairman of Delhi Metropolitan Council will take precedence after Ministers of Union Territories and Executive Councillors, Delhi.

Note 12 For the purpose of Article 26, the posts equivalent to the posts of Joint Secretaries to the Government of India will be determined by the Ministry of Home Affairs.

Sd/-  
(K.C. Madappa)  
Secretary to the President

**Note:** The above Table includes all amendments made therein so far.

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## COMPREHENSIVE GUIDELINES REGARDING SERVICE OF SUMMONS / NOTICES / JUDICIAL PROCESS ON PERSONS RESIDING ABROAD.

Section 105 of Criminal Procedure Code (CrPC) speaks of reciprocal arrangements to be made by Central Government with the Foreign Governments with regard to the service of summons/warrants/judicial processes. The Ministry of Home Affairs has entered into Mutual Legal Assistance Treaty/Agreements with 22 countries which provide for serving of documents. These countries are Switzerland, Turkey, United Kingdom, Canada, Kazakhstan, United Arab Emirates, Russia, Uzbekistan, Tajikistan, Ukraine, Mongolia, Thailand, France, Bahrain, South Korea, United States of America, Singapore, South Africa, Mauritius, Belarus, Spain and Kuwait. In other cases the ministry makes a request on the basis of assurance of reciprocity to the concerned foreign government through the mission / Embassy. The difference between the two categories of the countries is that the country having MLAT has obligation to consider serving the documents whereas the non-MLAT countries does not have any obligation to consider such a request.

### **Summons / notices / judicial processes issued by the Indian Courts.**

2. The summons / warrants / judicial processes received by MHA are forwarded to the concerned Indian Missions/Embassies which in turn, takes up the matter with the designated authority in that country. In case of MLAT countries, the manner of communication is as laid down in MLAT and can be either directly between MHA and the Central Authority or can be through the diplomatic channel. The designated authority after considering the request directs its agency to serve the document on the concerned person and the report of the service, if any is also received through the same chain. This is broadly the system in majority of the countries. However, in some countries private companies/NGOs have also been entrusted with the service of judicial papers.

3. Based on the experience gained, some guidelines are given below which may be followed while making a request to MHA for service of judicial processes. It may, however, be noted that it is the discretion of the requested country to serve the documents and any time frame for a positive response cannot be predicted.

a) All requests for service of summons/notices/judicial processes on persons residing abroad shall be addressed to the Under Secretary(Legal), IS-II Division, Ministry of Home Affairs, 9th Floor, Lok Nayak Bhawan, New Delhi-110003. All requests shall be forwarded through post only with a covering letter from the Registrar/Court official giving the following information:

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## CONTD....

- a) Material facts of the criminal matter including purpose of the request and the nature of the assistance sought.
- b) The offences alleged to have been committed, a copy of the applicable laws and maximum penalties for these offence.
- c) Name, designation, telephone and fax number of the person/officer who will be able to give any clarification, if required.
- d) The complete address of the issuing authority to which the judicial papers/service reports may be returned.
- e) Approval of the competent authority to bear any expenditure, which they be charged by the foreign government/agency for the service of the documents.
- f) Degree of confidentiality required and the reasons therefore(in case of confidentiality requirement).
- g) Any time limit within which the request should be executed. This will be subject to allowance of sufficient margin of time by the requesting agency, as indicated in para 3(iv) of the guidelines

- a) MHA, on receipt of request, will examine it in view of the provisions of treaty, if exists, with the requested country and as per the provision of CrPC in case of non-treaty country.
- b) India has a MLAT with Singapore and the Govt. of Singapore has prescribed a proforma which shall be completely filled and sent alongwith the request for service of judicial documents. The said proforma is at Annexure – 1 to these guidelines.
- c) MHA requires at least a period of 12 weeks times for service of such notices in the concerned countries. It is, therefore imperative that a date of hearing/appearance may be decided accordingly.
- d) In the case of non English speaking countries, the notices should be accompanied with the certified/authenticated translation(in duplicate) in the official language of the country where the notice is proposed to be served.
- e) Name and address of the individual/organization should be complete in all respect and PO BOX no. and Passport no. will not suffice as address of the individual.
- f) Ministry of Home Affairs responsibility to service the summons is only in Criminal Matters. Hence, summons in Criminal matters only may be sent to the Ministry for service abroad.
- g) MHA does not undertake service of the non-bailable warrants of arrest. The service of non-bailable arrest warrents amounts to the extradition of the individual. The request for extradition are based on certain legal procedures contained in applicable treaties negotiated on the basis of the International Principle of Extradition. Such requests are to be forwarded to the Ministry of External Affairs, CPV Division, Patiala House Annexe, Tilak Marg, New Delhi – 110001.

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### (A) SUMMONS ISSUED BY THE FOREIGN COURTS / AUTHORITIES:-

4. The summons issued by the Foreign Courts/Authorities and received in MHA will be served by the State Police through CBI-Interpol. However, Indian Mission/MEA while forwarded such requests to MHA will ensure that:-
  - a) The summon is followed with a translated copy in the Indian language.
  - b) A reasonable time say 10 weeks is allowed after the summons are received in the Ministry of Home Affairs.
  - c) An Assurance of Reciprocity(AOR) is followed from the countries which insist for the same in respect of Indian Summons.

### Annexure-1

[Form for requests from prescribed foreign countries to Singapore for Assistance]

TO: The Central Authority in the Republic of Singapore

FROM: The Central Authority in India -Ministry of Home Affairs

#### REQUESTS FOR MUTUAL LEGAL ASSISTANCE

#### IN A CRIMINAL MATTER

Certificate on behalf of

The Central Authority in India- Ministry of Home Affairs

I, [name, appointment /position of person certifying] on behalf of the Central Authority in India, Ministry of Home Affairs, who is responsible for [state area of responsibility e.g. criminal prosecutions, investigations] in the [requesting party] and who is also authorized to make requests for mutual legal assistance in criminal matters ( in the Ministry of Home Affairs – India) certify that the Ministry of Home Affairs- India respectfully requests the assistance of the Government of the Republic of Singapore in a [Criminal matters].

#### REQUEST

This request is made pursuant to the Agreement between the Govt. of Republic of Singapore and the Govt. of India agreed on 29th June 2005 (hereinafter “ The Agreement”) concerning Mutual Legal Assistance in Criminal matters.

#### NATURE OF REQUEST

This request relates to the [describe subject of criminal matter e.g. service of summons/Notices/judicial processes issued by the Hon’ble Court\_\_\_\_\_ In Case number\_\_ u/s\_\_\_\_). The authority having the conduct of the criminal matter is [describe authority concerned with the criminal matter]

**Contd.../**

CONTD....

CRIMINAL OFFENCES/APPLICABLE LEGISLATION/PENALTIES

[Set out the offences alleged to have been contravened in relation to the criminal matter as well as maximum penalties for these offences and attached copies of applicable legislative provisions. State identity of suspect/ accused person if known) e.g.

Offence u/s \_\_\_\_\_ of the Indian Penal Code/ Cr.PC (define the section)

Section \_\_\_\_\_ “ \_\_\_\_\_ ”

“Quote”

<sup>1</sup>State whether it is an investigation, prosecution or an ancillary criminal matter. Criminal matter is defined in section 2 of Singapore Mutual Assistance in Criminal Matters Act (Cap 1904). An electronic version of this is available at <http://statutes.aga.gov.sg/>

STATEMENT OF FACTS

[Describe the material facts of the criminal matter including in particular, those necessary to establish circumstances connected to evidence sought in the Requesting Party and the relevance of Singapore evidence to the criminal matter in the Requesting Party. Such other information as is required where the requests relates to particular heads of assistance (e.g. location of persons, enforcement of confiscation order) should also be stated) e.g.

PURPOSE OF REQUEST

By this request it is intended to [state purpose which is intended to be achieved by the assistance sought to secure admissible evidence to be used in the trial of

] e.g. serve a summon issued by the Hon'ble Court \_\_\_\_\_ in case no. \_\_\_\_\_ u/s \_\_\_\_\_ of the Indian Penal Code/ Cr.PC and to secure the presence of the accused before the said court on \_\_\_\_\_ (date and time)

Contd.../

CONTD....

### MANDATORY ASSURANCE & UNDERTAKINGS

It is confirmed that this request:

- a) does to the prosecution or punishments of a person for a criminal offence that is, or is by reason of the circumstances in which it alleged to have been committed or was committed, an offence of a political character.
- b) is not made for the purpose of the prosecuting punishment or otherwise causing prejudice to the person on account of that persons race, religion, nationality or political opinions.
- c) does not relates to the prosecution of a person for an offence in a case where the person has been convicted, acquitted or pardoned by a competent court or by other authority [Requesting party] i.e. of the Government of India in respect of that offence or of another offence consituted by the same act or omission as that offence.

The Central Authority in [Requesting Party] i.e. India – Ministry of Home Affairs further undertakes that:

- (a) that any of the evidence / thing obtained pursuant to this request will only be used for the purpose of the request in connection with [State particulars of criminal matters]; and e.g. Case No. \_\_ u/s \_\_\_\_\_ of the Indian Penal Code /CrPC; and
- (b) that should the Hon'ble Attorney General of the Republic of Singapore required the return of any evidence / thing obtained pursuant to this request, at the conclusion of [state particulars of criminal matters] for e.g. case no. \_\_\_\_\_ and of all consequential appeals, the evidence/ thing will be returned to the Honorable Attorney General of the Republic of Singapore.

### ASSISTANCE REQUESTED

The Government of Republic of Singapore is requested to take such steps as are necessary to give effect to the following:

[describe particular type of assistance required] e.g.

To serve the summons issued by the Hon'ble Court of \_\_\_\_\_ in Case No.

\_\_\_\_\_  
 u/s \_\_\_\_\_ of the Indian Penal Code/ Cr.PC on the accused Mr. \_\_\_\_\_ r/o  
 \_\_\_\_\_.

Contd.../

CONTD....

### EXECUTION OF REQUEST

#### Confidentiality

[State confidentiality requirements of the Requesting Party, if any] e.g.

There is no requirement of confidentiality in this matter. Procedure to be followed

It is requested that the following procedures be observed in the execution of the request

[State details of manner and form<sup>2</sup> in which evidence is to be taken and transmitted to the requesting party, if relevant]

[State any special requirements as to certification/ authentication of documents]

[State if attendance by representative of the requesting party at examination of witnesses/ execution of request is required and, if so, the title of the post held by the proposed representative.

e.g.

The summon along with the copy of the complaint filed in the court may be served upon \_\_\_\_\_ and his signature on the duplicate copy of the summon may be taken as token of acknowledgment and forwarded to the Ministry of Home Affairs, Government of India, through diplomatic channel.

#### Period of Execution

It is requested that the request be executed within [ State period giving reasons i.e. specify likely trial or hearing dates or any other dates/ reasons relevant to execution of requests] E.g. at least 10 days before i.e. (date)

\_\_\_\_\_, which is the next date of hearing in the Court of \_\_\_\_\_

Signed by : \_\_\_\_\_ Name  
/Designation :

Office :

Date :

<sup>2</sup>please provide proforma or form of words as appropriate

Contd.../

CONTD....

**Annexure-B****SAMPLENOTICETOPPERSONSERVEDUNDERARTICLE14**

TO

[State name and address of person to be served] e.g. Mr. R  
 Ravindran  
 93, Loyang View  
 Singapore 507188

The Central Authority in India – Ministry of Home Affairs [Requesting State] has made a request pursuant to the Agreement between the Government of Republic of Singapore (Requested State) and the Government of India (Requesting State) concerning Mutual Legal Assistance in Criminal Matters for the service of the attached process:

[describe process and documents, if any to be served] e.g.

Viz: to serve summons issued by the Ld. Additional Chief Metropolitan Magistrate, 47th Court, Esplanade, Mumbai in CC No.4700982/SS/2007 u/s 500 of the Indian Penal Code.

Please note that by serving the process on behalf of the Central Authority in India – Ministry of Home Affairs [Requesting State], the Government of Republic of Singapore [Requested State] takes no position with respect to the merits of any proceedings in the Additional Chief Metropolitan Magistrate, 47th Court, Esplanade, Mumbai in CC No. 4700982/SS/2007 u/s 500 of the Indian Penal Code in the [Requesting State].

Please review the attached process carefully for instruction and deadlines. If you have any questions about them you may wish to consult a lawyer. You may also contact [[the representative of the Requesting State] directly at [ Phone number or other contact details] e.g. Mr. Jayant L Phoujdar, Advocate, Mumbai High Court directly at 022-66377902, 79037904.

However, if the process is a process other than a summons to appear as a witness under the law of the India [Requesting State], please note that [ to be advised by the Requesting State of other possible consequences, if any under its law if the person refuses or fails to accept service or fails to comply with the terms of service of process]. E.g. warrant of arrest will be issued by the Additional Chief Metropolitan Magistrate, 47th Court, Esplanade , Mumbai, if the person refuses or fails to accept service or fails to comply with the terms of service of process.

(\_\_\_\_\_)

Central Authority of India – Ministry of Home Affairs. Date:

SOURCE: Ministry of Home Affairs

\*\*\*\*\*



**Arvind K. Chaurasia**  
ADC, WCCB  
(New Delhi)

## Safeguarding Species: Role of Transportation Sector in Combating Wildlife Smuggling

For smuggling of wildlife contrabands, wildlife traffickers need to move wildlife contrabands from their source points to destination points passing through various levels of supply chains. For this, wildlife criminals exploit various modes of transportation such as rail, road, maritime, air and multi-modal transport (e.g. road to rail, rail to sea, road to air etc.).



Due to potential for avoiding stringent checks because of ever-increasing volume of import-export or domestic cargo and passengers movements along with other factors like speed and wider reach to destination markets make air transport sector one of the most preferred mode of transporting wildlife contrabands domestically as well as internationally. This swift transportation method not only minimizes the time taken between acquisition and delivery of wildlife contrabands but also reduces the risk of getting intercepted by the law enforcement agencies. Due to time sensitive nature, this is also the ideal means of transportation for smuggling of live species. For example, lots of exotic wildlife species are smuggled from South-East Asian countries mainly Thailand, Malaysia and Singapore into India by air either through cargo mode or concealed in checked-in baggages of international passengers.



Exotic Wildlife Seized at Chennai Airport from Checked-in Baggage of a Pax who arrived from Bangkok

Contd.../





**Arvind K. Chaurasia**  
ADC, WCCB  
(New Delhi)

## Contd.....

Wildlife traffickers also use maritime transport for trafficking of large consignments of wildlife contrabands mainly timber species like red sanders & other rosewood in addition to other protected flora & fauna species. Fishing boats, Container & Cargo Vessels are exploited for smuggling of mainly marine and terrestrial species or their body parts across the ports. For example, **fishing boats are widely used to illegally harvest sea cucumbers from Indian waters, transporting them to the International Maritime Boundary Line (IMBL) where sea cucumber consignments are transferred to the Sri Lankan fishing boats for their onward smuggling to South-East Asian countries.**



Indian Coast Guard seized 1.2 MT Sea Cucumbers kept in Gunny Bags from a Fishing Boat

Similarly, huge consignments of red sanders are smuggled from India through maritime route concealing them in containers and misdeclaring them as something else mainly to Hong Kong & China either directly or transiting through Dubai, Kuala Lumpur (Malaysia).

Rail and Road transport modes are also used mainly for smuggling of wildlife contrabands domestically and also for smuggling across the borders between countries connected with road and rail networks. Wildlife contrabands may be carried by passengers themselves or they may be smuggled by concealing them in freight shipments. For example, **in India many cases of smuggling of protected bird species like parakeets, protected turtles species like Indian Softshell Turtles etc. through trucks, buses & trains have been detected.**

**Contd.../**



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(New Delhi)

## Contd.....

Multi-modal transport are also exploited by the traffickers to move wildlife contrabands from source point to destination point. Once wildlife contrabands are smuggled through maritime/air transport from originating sea/air port to the destination sea/air port, the consignment may be transported onward to its final destination point either by air or rail or road. For example, **once the exotic wildlife species are smuggled from Bangkok Airport to Chennai Airport in India, they are transported onward to different parts of India using rail or road transport modes.**

Shipping Lines/ Container Lines/ Freight Forwarders & Airlines can significantly contribute in combating wildlife trafficking by being vigilant of certain risk indicators such as:



Smuggled Endangered Egyptian Vultures & Rose-ringed Parakeets seized from moving Trains in India



Smuggled Red Sanders & Turtles seized from Trucks in India

- Cargo originating from, destined to or transshipping through seaports/airports known for wildlife trafficking.
- Cargo originating from seaports/airports known for wildlife trafficking which follows long circuitous routes to reach its destination which also falls under high risk category as far as wildlife trafficking is concerned.
- Typologies or patterns drawn from historical records of trafficking of wildlife contrabands.
- Unusual or suspicious packaging such as oversized or undersized packages for declared items.
- Inconsistency between weight and declared content of the cargo in Bill of Lading.
- Discrepancies between the value, quantity of goods in Commercial Invoice and actual cargo.
- Discrepancies between the declared contents of each package in Packing List and actual content.
- Passengers frequently travelling on high risk routes like Bangkok-Chennai route whose air tickets are bought either in cash or by a third party.
- Request by shipper for Switch Bill of Lading i.e. for change of shipper/consignee details, change in place of delivery etc.
- Goods of specific descriptions being shipped to destinations not known for importing those types of goods.
- Unusual payment methods like offering to pay in cash for transportation of their cargo.
- Inadequate documentation like permits/certificates required for legal possession/trade of certain wildlife species or their products.

**Contd.../**



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## Contd.....

These are just indicative list of risk indicators as wildlife traffickers keep changing their modus operandi. Also multiple factors need to be considered to arrive at conclusion regarding suspicious shipments of wildlife contrabands.

**Date: 06-10-2022, Exotic Species Seized by DRI at Mumbai Air Cargo Misdeclared as Ornamental Fishes (Total 665)**  
(Yellow Pond Turtle, Alligator Snapping Turtle, Common Snapping Turtle, Iguana, Spiny Tailed Lizard, Pan Cake, Salamander, Vietnamese Black Breasted Leaf Turtle, Red Eared Slider Albino Turtle, Rainbow Boa, Monitor Lizard, Burmese Albino Python, Albino Ball Python, Ball Python, Burmese Python and Leopard Tortoise)



Transportation sector can implement several safeguard measures to ensure that their services are not exploited for wildlife trafficking which may include the following:

- Transportation sector must have a comprehensive wildlife policy put in place which prohibits transportation of wildlife contrabands and which requires compliance of CITES & other wildlife laws for transportation of wildlife species, their parts & products.
- Transportation sector must implement a robust Customer Due Diligence Processes so as to ensure that wildlife traffickers don't exploit their services using fake IDs or IDs of some other persons and escape from the clutches of law enforcement once smuggling of wildlife is detected.
- Regular training programmes must be conducted by transportation sector for their employees to make them aware about wildlife contrabands in illegal trade, modus operandi of smuggling, red flag indicators and protocols for reporting suspicious activities etc.
- They must conduct their own risk assessments & identify their vulnerabilities, put in place internal control mechanism and regularly conduct audit of their internal processes to ensure strict compliance with their wildlife policies.

Contd.../



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(New Delhi)

## Contd.....

- Transportation sector must also develop partnerships with customs and other law enforcement agencies for sharing of information, intelligence and best practices to counter this menace of wildlife smuggling.
- Sniffer Dogs trained to detect wildlife contrabands can also play significant role in detection and prevention of wildlife trafficking.
- Railways, Airlines, Shipping/Container Lines etc. can also play crucial role in raising awareness among their customers about wildlife trafficking by displaying images of wildlife on their trains, ships, containers, aeroplanes, station premises; wildlife conservation & its significance for human beings and legal consequences of getting involved in wildlife smuggling and thereby help in cutting the demand for wildlife contrabands.

Leveraging technologies like Artificial Intelligence, Machine Learning, Generative AI etc. can also help transportation sector in many ways such as follows:



- AI powered Image Recognition Tools can easily detect suspicious baggages, packages or containers that might contain wildlife contrabands. Machine Learning Algorithms trained to identify patterns associated with wildlife contrabands can be embedded in X-Ray Machines installed at Airports, Railway Stations, Bus Stations and also in Container Scanners installed at Sea Ports/Land Ports can play a significant role in detection and prevention of wildlife smuggling.
- Natural Language Processing (NLP) Algorithms/Tools can be harnessed by the transportation sector to analyze shipping documentation including descriptions and declarations to identify inconsistencies and discrepancies indicating wildlife trafficking.
- Machine Learning Algorithms can also be trained to detect various anomalies in shipping data such as unusual cargo types for specific routes, irregular shipping routes, or request for unexpected changes in shipment details for flagging them for further inspection.

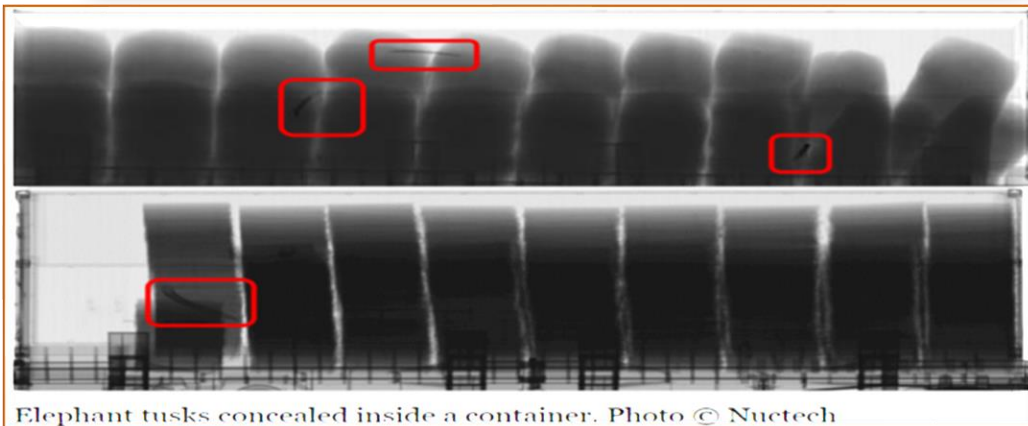
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## Contd.....

- Artificial Intelligence based Tools can also be used for predictive analysis as they can analyze the historical data & patterns and make predictions regarding potential high risk shipments & routes prone to wildlife trafficking. This may enable the transportation sector and law enforcement agencies in taking preventive measures.
- AI driven risk-assessment tools can also assist in prioritization of inspection by evaluating various factors such as origin & destination of shipments, historical data, compliance records of the consignor/consignee etc. This will be helpful for optimization of resources for maximum output. These types of risk analysis by transportation sector can supplement the risk analysis by customs & other enforcement agencies.



Elephant tusks concealed inside a container. Photo © Nuctech

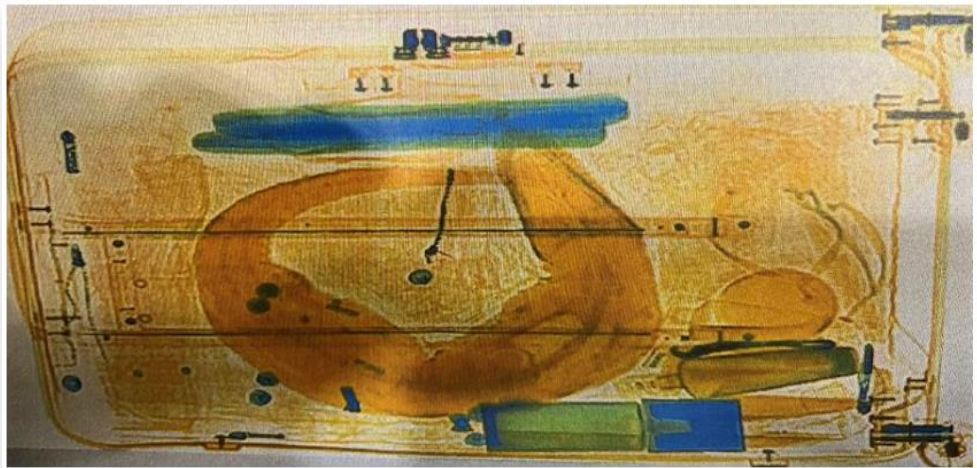
- Artificial Intelligence based algorithms can also be leveraged for automating the process of information/intelligence sharing between airlines, shipping lines, customs and other relevant enforcement agencies.
- Such Machine Learning based models can further improve their efficacy in detecting suspicious shipments of wildlife contrabands by continuously learning from the new data and feedback over time.
- Transportation sector can also harness AI Technology mainly Generative AI for creating simulated environment for training of their personnel in identifying wildlife contrabands and thereby enhancing their capabilities to detect and prevent the transportation of wildlife contrabands.
- Transportation sector can also leverage Blockchain Technology for creation of transparent & immutable records of all shipping details and transaction to ensure authenticity & integrity of their data related to wildlife shipments and thus prevent the manipulation of the same by their corrupt employees in collusion with wildlife traffickers.

Contd.../



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Live Albino Alligator detected inside baggage of a pax at Munich International Airport by X-ray Scanner

In a major breakthrough, to bring down the illegal networks exploiting maritime supply chains for wildlife trafficking, on 13/05/2022, the 46th Meeting of the Facilitation Committee (FAL46) of the International Maritime Organization (IMO) adopted new ["Guidelines for the Prevention and Suppression of the Smuggling of Wildlife on Ships Engaged in International Maritime Traffic"](#). In July 2021, WWF and TRAFFIC launched the ['The Red Flag Compendium for Wildlife and Timber Trafficking in Containerised Cargo'](#) which provides insights into the warning signs of corruption, wildlife smuggling and other related crimes. Besides, it also mentions about additional tools to identify frequently trafficked CITES-listed species, including big cats, specific marine species, large mammal species such as rhino, elephant and timber also. This compendium includes high risk routes as well as typical indicators of illicit activities such as questionable paperwork and discrepancies in information such as value, weight, and appearance. The tool is now a part of the new IMO Guidelines. Other relevant resource materials are ["Preventative Measures for Shipping Companies and Freight Forwarders to Combat Illegal Wildlife Trade"](#), ["Known Trafficking Routes, Concealment Methods and Misdeclarations of Wildlife Products Commonly Trafficked in Containerized Sea Cargo"](#) and ["Red flags Indicating Illicit Wildlife Trade"](#) which can be of great help for Transportation Sector for increasing their capabilities to fight this menace.

In 2016 United For Wildlife Transport Taskforce or ["Buckingham Palace Declaration"](#) was signed: Following are Signatories of Buckingham Palace Declaration:

Contd.../



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**Contd.....**

<p><b>Maersk Group</b> Mr. Anders Wold Vice President, Asia of Chief Public Affairs, Air Asia</p> <p><b>MAERSK</b></p>	<p><b>Chinese Wildlife Conservation Association</b> Ms. Su Ping Chinese Director</p> <p><b>WWF</b></p>	<p><b>Interargo</b> Mr. David Topley Secretary General</p> <p><b>INTERCARGO</b></p>	<p><b>International Airline Group</b> Mr. Jonathan Coussart Group Head of Sustainability</p> <p><b>BRITISH AIRWAYS</b></p>	<p><b>China COBCC Shipping Co. Ltd.</b> Mr. Zhang Junming Senior Manager of Department of Shipping Management</p> <p><b>China Shipping</b></p>	<p><b>Convention on International Trade in Endangered Species of Wild Fauna and Flora</b> Mr. John Stanton Secretary General</p> <p><b>CITES</b></p>
<p><b>United Nations Development Programme - Global Environment Facility</b> Ms. Adriana Dineu Executive Coordinator and Director</p> <p><b>UNEP GEF</b></p>	<p><b>Wildlife Conservation Society</b> Dr. Sue Laitman Vice President International Policy</p> <p><b>WCS</b></p>	<p><b>International Chamber of Shipping</b> Mr. Peter Mitchell Secretary General</p> <p><b>ICM</b></p>	<p><b>James Fisher Forward</b> Mr. Richard Burnham Managing Director</p> <p><b>JFF</b></p>	<p><b>China Lines International Association</b> Mr. Andrew Warner Vice President for European Countries</p> <p><b>CLIA</b></p>	<p><b>China Express UK &amp; Ireland</b> Mr. Wei Guoshun Chief Executive Officer</p> <p><b>CHINA EXPRESS</b></p>
<p><b>World Customs Organization</b> Mr. Sergio Mucio Deputy Secretary General</p> <p><b>WCO</b></p>	<p><b>World Wildlife Fund - UK</b> Dr. Dyan Coates Executive Director, Global Programme</p> <p><b>WWF</b></p>	<p><b>Japanese Shippers' Association</b> Mr. Yoshitaka Ono Secretary General</p> <p><b>JSA</b></p>	<p><b>Libyan Shippers' Council</b> Mr. Joseph Lubcock Secretary General</p> <p><b>LSC</b></p>	<p><b>Qatar Airways</b> Mr. Linah Chop Partner</p> <p><b>QATAR AIRWAYS</b></p>	<p><b>Global Ports World</b> His Excellency Sultan Ahmed Bin Sulayem DP World Group Chairman &amp; Chief Executive Officer</p> <p><b>DP WORLD</b></p>
<p><b>African Airlines Association</b> Mr. Elgip Chigwe Secretary General</p> <p><b>AATA</b></p>	<p><b>Air China Cargo Co. Ltd.</b> Mr. Yuan Chen Qing General Manager, Member of Hainan Airlines Group</p> <p><b>AIR CHINA CARGO</b></p>	<p><b>Qatar Airways</b> Mr. Linah Chop Partner</p> <p><b>QATAR AIRWAYS</b></p>	<p><b>South African Airways</b> Mr. Muelo Durrant Chief Finance Officer</p> <p><b>SA AIRWAYS</b></p>	<p><b>Qatar Airways</b> Mr. Linah Chop Partner</p> <p><b>QATAR AIRWAYS</b></p>	<p><b>Global Customs</b> His Excellency Sultan Ahmed Bin Sulayem DP World Group Chairman &amp; Chief Executive Officer</p> <p><b>GLOBAL CUSTOMS</b></p>
<p><b>Aviation Council International</b> Mr. Angelo Ciarra Director General</p> <p><b>ACI</b></p>	<p><b>Aviation and International Workers Council</b> Mr. Angela Fries Executive Director</p> <p><b>AIW</b></p>	<p><b>South African Airways</b> Mr. Muelo Durrant Chief Finance Officer</p> <p><b>SA AIRWAYS</b></p>	<p><b>Stena Line UK</b> Mr. Mark Taylor Chairman</p> <p><b>Stena</b></p>	<p><b>Global Customs</b> His Excellency Sultan Ahmed Bin Sulayem DP World Group Chairman &amp; Chief Executive Officer</p> <p><b>GLOBAL CUSTOMS</b></p>	<p><b>Emirates Airline</b> Sir Tim Clark President</p> <p><b>EMIRATES</b></p>
<p><b>China Post Group Corporation</b> Mr. Wang Sheng Chief Public Affairs Director</p> <p><b>CHINA POST</b></p>	<p><b>Aviation Shippers Association</b> Ms. Anna M. Spillman Chief Executive Officer</p> <p><b>ASA</b></p>	<p><b>Stolt-Nielsen</b> Mr. Jan Engstrand Chief Executive Officer</p> <p><b>STOLT-NIENSEN</b></p>	<p><b>Sustainable Shipping Initiative</b> Mr. Alexander Pfuchthuber Chief Executive Officer</p> <p><b>SSI</b></p>	<p><b>UK Foreign &amp; Commonwealth Office</b> The Rt. Hon. James Dubridge MP Foreign, Commonwealth and Development Office</p> <p><b>UK FCO</b></p>	<p><b>International Air Transport Association</b> Mr. Tony Tyler Secretary General and Chief Executive Officer</p> <p><b>IATA</b></p>
<p><b>Etihad Airways</b> Mr. James Hogan President &amp; Chief Executive Officer</p> <p><b>ETIHAD AIRWAYS</b></p>	<p><b>Hamburg Ship</b> Dr. Gerd A. W. Petersen Board Members</p> <p><b>HAMBURG SÜD</b></p>	<p><b>UK Chamber of Shipping</b> Mr. David Gordon Secretary of Policy</p> <p><b>UKCS</b></p>	<p><b>TRAFFIC</b> Mr. Olivier Broard Executive Director</p> <p><b>TRAFFIC</b></p>	<p><b>International Maritime Organization</b> Mr. Aliyeh Lim Secretary General</p> <p><b>IMO</b></p>	<p><b>Kenya Airways</b> Mr. Mwan Ngunjiri Group Managing Director and CEO</p> <p><b>Kenya Airways</b></p>

**The United for Wildlife Transport Taskforce brings together global transport and freight industry experts including airports, shipping companies, and airlines with law enforcement and other agencies to raise awareness among transportation sector about wildlife trafficking, identify their exposure to wildlife smuggling and find solutions to detect and prevent the illegal wildlife trade.**

In a nutshell, Transportation Sector has a pivotal role to play in countering the menace of wildlife trafficking. Public- Private Partnership between Transportation Sector & Law Enforcement Agencies, Private-Private Partnership between Transportation Sectors themselves & with Not For Profit Organizations (NPOs) working in the field of wildlife conservation can go a long way in winning the battle against wildlife trafficking and preserving the global biodiversity.

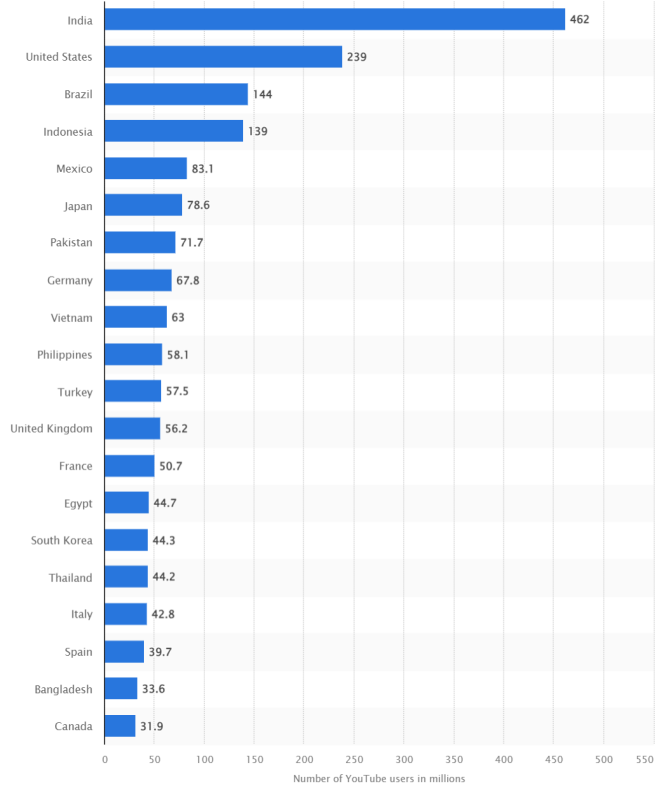
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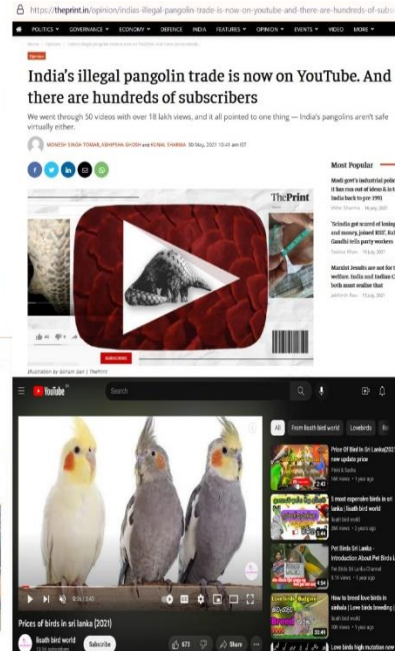
## INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES

**Arvind K. Chaurasia**  
ADC, WCCB  
(New Delhi)

YouTube is the most popular social video platform. As of October 2023, India is the biggest market for YouTube with approximately 462 million active users followed by USA, Brazil and other countries as shown below.



YouTube is the second most popular social media platform with 2.7 billion monthly active users. YouTube is behind Facebook only with 2.9 monthly active users. This world wide popularity and with such a large user base, YouTube has been exploited by wildlife traffickers also. Wildlife traffickers are creating their YouTube Channels and posting videos of poaching/hunting, cooking etc. of protected species of wildlife. They are also using YouTube Channels for advertising protected wildlife species, their parts, articles, derivatives etc. for sale.



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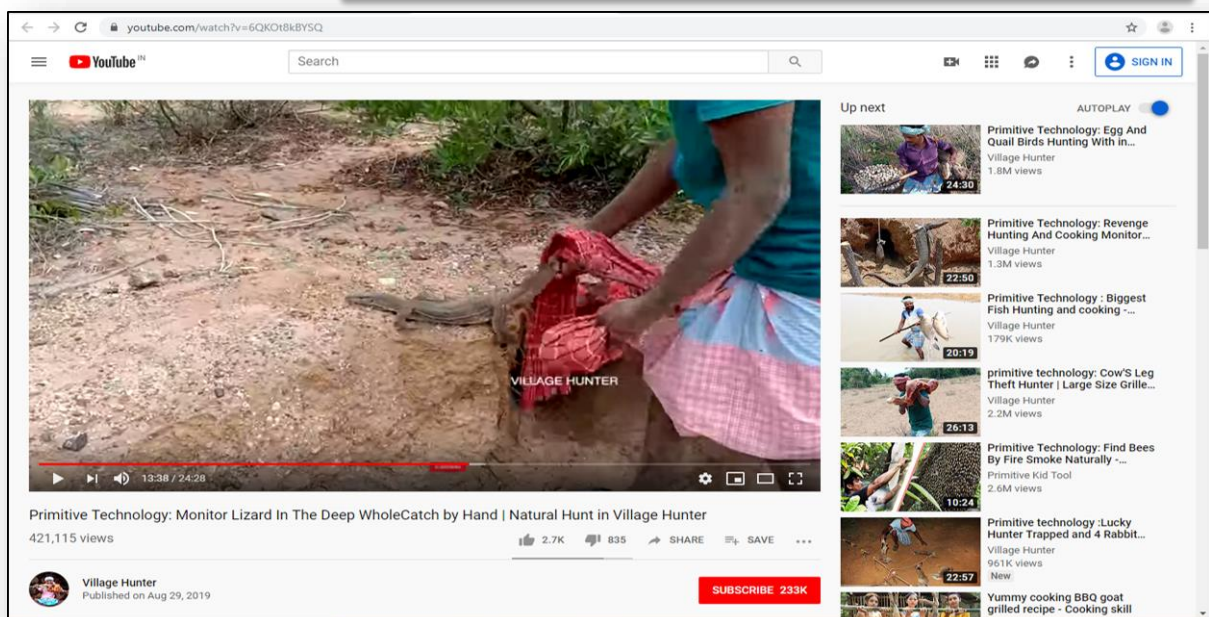
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## INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES

Like any other social media platform, YouTube Algorithm also helps in widening the reach of such videos of poaching/hunting, cooking or illegal trade of wildlife by recommending them to the more and more audience who are interested in such videos based on following criteria:

- If a user has watched a video of poaching/hunting, cooking of wildlife or advertisement of wildlife for sale; YouTube algorithm would recommend more similar kind of video to the user based on his watch history.
- If a user frequently searches for videos of wildlife poaching, hunting or illegal trade; YouTube algorithm uses this search history to recommend similar kind of content.
- If a particular video related to wildlife poaching/hunting/cooking or illegal trade has been watched by several users and if one of those users watch another similar video, YouTube algorithm will recommend that video to the other remaining users also based on the watched together phenomenon.
- If a user is subscribed to a particular YouTube Channel with videos of wildlife poaching/hunting/cooking or illegal trade, YouTube algorithm would ensure that the user doesn't miss any video of that Channel by suggesting videos from that Channel as and when new videos are uploaded.
- Similarly, if a user has liked videos of wildlife poaching/hunting/cooking or illegal trade or made a comment on those videos, YouTube algorithm will suggest more similar kind of content to the user.

From the above points it's clear that the YouTube algorithm inherently helps the wildlife perpetrators to reach out to a large number of audience who watch videos of wildlife poaching/hunting or cooking etc. for entertainment.



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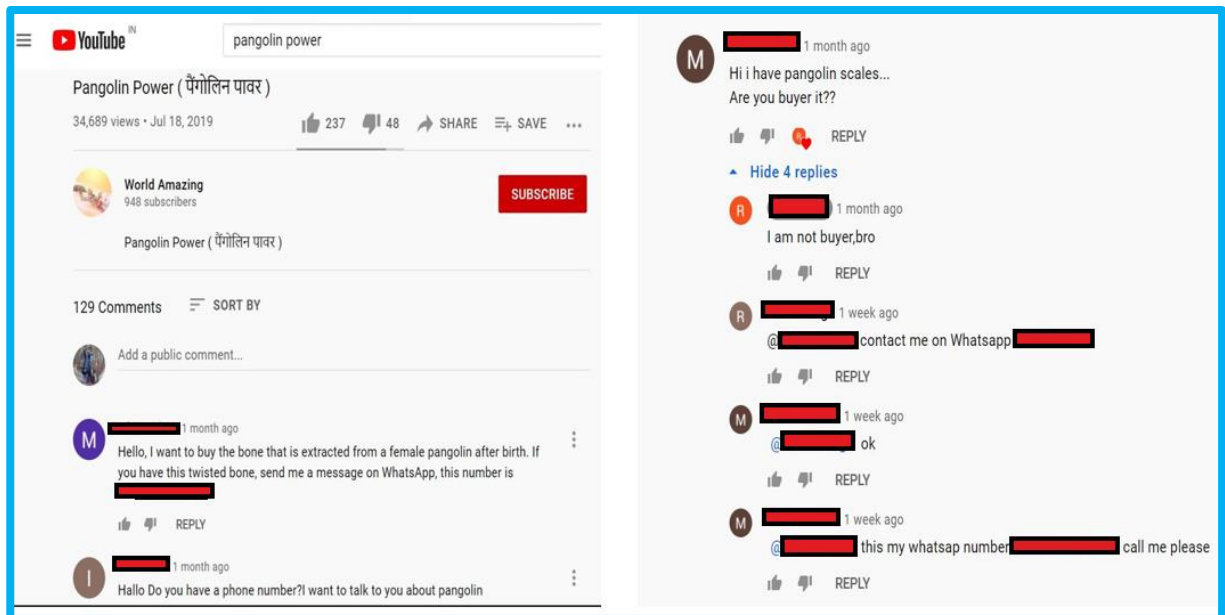
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## INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES

Wildlife perpetrators can also monetize the content related to wildlife poaching, hunting, cooking etc. by following ways:

- Wildlife perpetrators may create and upload videos of poaching, hunting, cooking etc. on YouTube which may attract large number of viewers interested in such content of controversial and sensational nature.
- These wildlife poachers may further widen their audience base by sharing the link of such YouTube videos on other social media platforms.
- Once eligibility criteria of YouTube is met by their YouTube Channels, these wildlife perpetrators may apply for monetization scheme by joining YouTube Partner Program and can earn money through various monetization streams on YouTube such as revenue from advertisement.

This feature of monetization of content on YouTube further incentivizes wildlife crime related activities on YouTube.



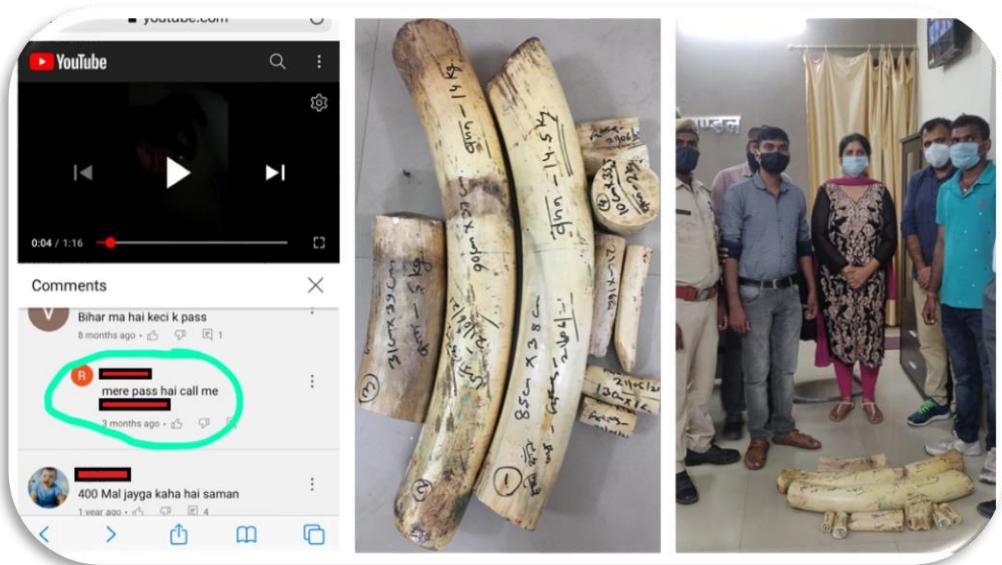
YouTube has also been weaponized by wildlife traffickers as a marketplace for advertisement of wildlife contrabands for sale. In comment section of many such YouTube Channels, wildlife traffickers comment about wildlife contrabands in their possession and their readiness to sell them. Similarly prospective buyers enquire about availability of some wildlife contrabands they want to buy. They also share their WhatsApp numbers with each other so that they can further negotiate about the illegal wildlife trade privately and anonymously.

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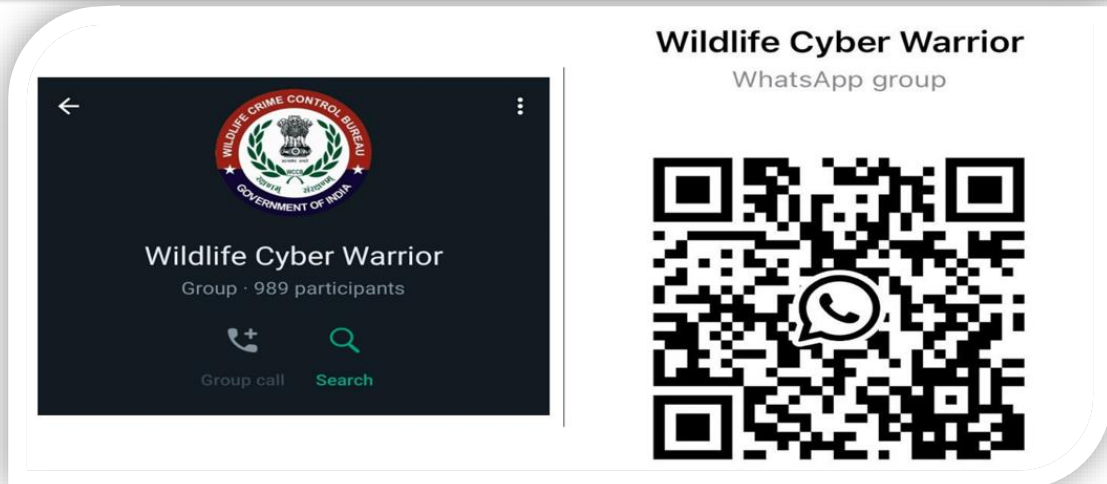


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(New Delhi)

## **INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES**



Wildlife Crime Control Bureau (WCCB) of India has been on forefront in fighting the menace of wildlife crimes taking place on YouTube platform. Through Cyber Patrolling & Undercover Operations by its well trained Digital Detectives, WCCB has successfully been busting wildlife criminal activities on YouTube, getting wildlife contrabands seized and wildlife cyber traffickers apprehended.



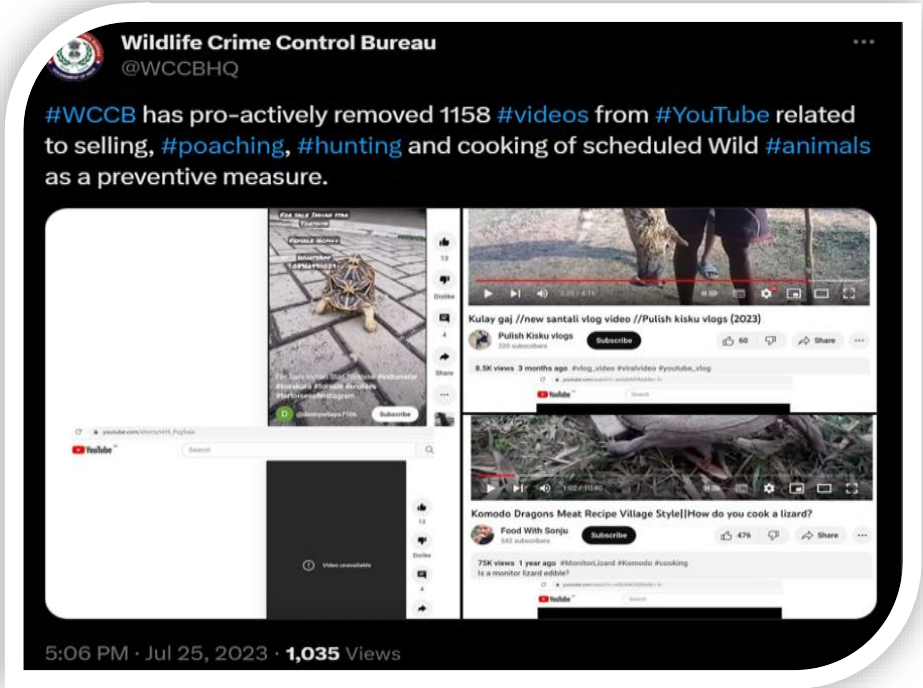
Public Private Partnership (PPP) can play a very crucial role in combating wildlife crimes on YouTube. WCCB has taken three initiatives as part of this Public Private Partnership. Firstly, to rope in individuals willing to contribute in uprooting the menace of wildlife crimes on Digital Platforms including YouTube, WCCB created a WhatsApp Group namely "Wildlife Cyber Warrior". QR Code to join this Group was publicized on various digital platforms so that willing individuals may join this Group and share the links of wildlife crime relate YouTube videos for taking further necessary enforcement action by WCCB.

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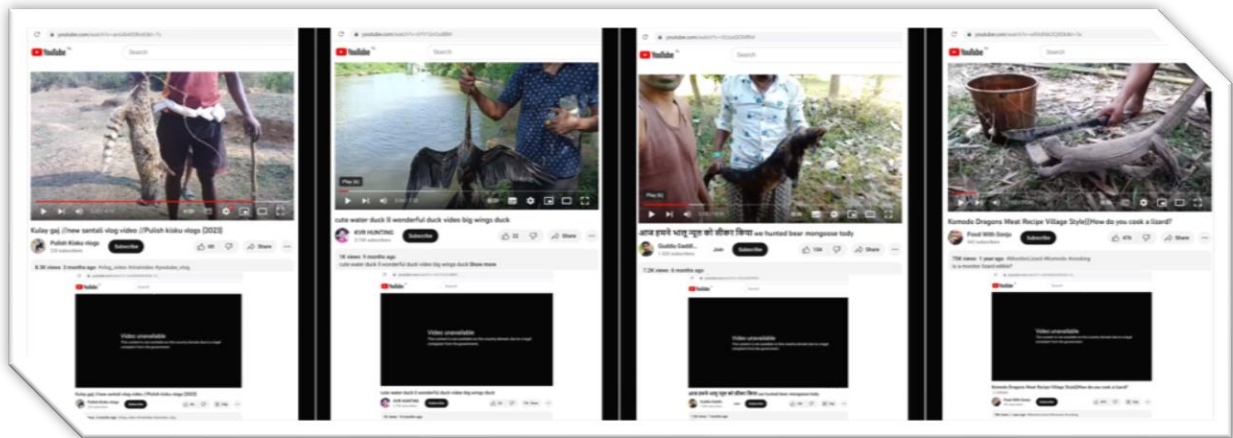


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(New Delhi)

## **INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES**



Till date WCCB has successfully removed around 1300 YouTube videos related to poaching, hunting, cooking and selling of wildlife on the basis of inputs shared by these Wildlife Cyber Warriors by sending a content removal notice to YouTube Legal Support Team under Section 50(7) read with Section 52 of Wild Life (Protection) Act, 1972.



Second initiative under Public Private Partnership taken by WCCB is collaboration with Non-Profit Organizations working in the field of wildlife conservation. Many such NPOs are doing commendable work in collection of intelligence regarding wildlife crimes taking place on physical landscape as well as cyber landscape. Once they gather actionable intelligence regarding wildlife crime taking place on social media including YouTube, e-commerce platforms and other online forums, they share the intelligence with WCCB. Then officials of WCCB alongwith officials of local forest/wildlife/police/border guarding authorities apprehend the wildlife perpetrators and seize the wildlife contrabands through undercover operations.

**Contd.../**



**Arvind K. Chaurasia**  
ADC, WCCB  
(New Delhi)

## INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES



Third initiative under Public Private Partnership taken by WCCB is collaboration with Digital Platforms including Google (the Parent Company of YouTube) to tackle the menace of wildlife cyber crimes. WCCB has already conducted three meetings with various digital platforms including Google in 2016, 2017 and 2019 to apprise them about the misuse of their platforms including YouTube for wildlife crimes and need for proactive measures to be taken by them and cooperate with WCCB in taking law enforcement action against the perpetrators by providing informations like IP address, Contact details and other such details that are available with them and by removing such videos/posts.



Now let me discuss about the "Violent and Graphic Content Policies" of YouTube as given below:

Contd.../



**Arvind K. Chaurasia**  
ADC, WCCB  
(New Delhi)

## INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES

YouTube Help

### Animal abuse content:

- Content where humans coerce animals to fight.
- Content where a human maliciously mistreats an animal and causes them to experience distress outside of traditional or standard practices. Examples of traditional or standard practices include hunting or food preparation.
- Content where a human unnecessarily puts an animal in poor conditions outside of traditional or standard practices. Examples of traditional or standard practices include hunting or food preparation.
- Content that glorifies or promotes serious neglect, mistreatment, or harm toward animals.
- Content that shows animal rescue that is staged and puts the animal in harmful scenarios.
- Graphic content that features animals and intends to shock or disgust.

YouTube Help

### YouTube Policy Update: Animal Abuse (Violent or Graphic Content)

Based on community feedback, we recently evaluated our animal abuse policies. Today, we're expanding our policy on animal abuse to provide more clarity on what is or isn't allowed on YouTube. You can see more specific examples in this [Help Center article](#).

- **What's changing with the policy:** We've never allowed content that's violent or abusive toward animals, but we made some changes in order to ensure our policy is relevant and up-to-date. Now, our policy has been updated to address new abuse trends and focus on content that includes a human maliciously causing an animal to experience suffering when not for traditional or standard purposes such as hunting or food preparation.

For example, we are strengthening our enforcement guidelines on staged animal rescue channels and videos, as many of you have flagged these videos to us as a growing trend.

As per YouTube's "Animal Abuse Content Policies" abuse of animal is prohibited on YouTube. But there seems to be a huge gap in its Policies and their effective Implementation as is clear from the fact that videos of wildlife poaching, hunting, cooking etc. are easily being uploaded on YouTube and they continue to attract huge number of viewers who like them and comment on them with full impunity. Such videos continue to stay on YouTube until they are flagged by law enforcement agencies like WCCB for removing them.

Now let me discuss about YouTube's "Illegal or Regulated Goods or Services Policies" as shown below:

YouTube Help

### What this policy means for you

#### If you're posting content

Don't post content on YouTube if it aims to directly sell, link to, or facilitate access to any of the regulated goods and services listed below. Making the sale of these items or facilitating the use of these services possible by posting links, email, phone number or other means to contact a seller directly is not allowed.

- Alcohol
- Bank account passwords, stolen credit cards, or other financial information
- Counterfeit documents or currency
- Controlled narcotics and other drugs
- Explosives
- Organs
- **Endangered species or parts of endangered species**
- **Firearms and certain firearms accessories**
- Nicotine, including vaping products
- **Online gambling sites not yet reviewed** by Google or YouTube
- Pharmaceuticals without a prescription
- Sex or escort services
- Unlicensed medical services
- Human smuggling

Contd.../



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**INFILTRATING  
THE  
YOUTUBE'S  
UNDERWORLD  
OF WILDLIFE  
CRIMES**

As per YouTube's "Illegal or Regulated Goods or Services Policies" making the sale of "endangered species or parts of endangered species" or facilitating their sale possible by posting links, email, phone number or other means to contact a seller directly is not allowed. But here also, there is a big gap in YouTube's Policies and their effective Implementation as wildlife traffickers keep exploiting YouTube Platform for illegal trade of endangered wildlife species and their body parts openly until they are brought to book by law enforcement agencies like WCCB.

Google (the Parent Company of YouTube) has also joined the "Coalition to End Wildlife Trafficking Online" and voluntarily committed to block posts/videos related to wildlife crimes and cooperate with law enforcement agencies in their fight against wildlife cyber crimes.

**COALITION TO END WILDLIFE TRAFFICKING ONLINE**

47 company partners across Americas, Asia, Europe and Africa



But despite it's "Animal Abuse Content Policies", "Illegal or Regulated Goods or Services Policies" and it being a part of "Coalition to End Wildlife Trafficking Online", YouTube seems to have failed in countering the menace of wildlife crimes on its Platform. YouTube needs more proactive measures like appointing sufficient number of cyber spotters to spot & flag videos and related contents of wildlife crimes; appropriate tweaking in its algorithms to detect videos, comments etc. related to wildlife crimes; sharing the details of wildlife perpetrators to the law enforcement agencies for taking enforcement action against them and blocking such videos & content on its Platform.

The readers of this Post may watch the above video regarding "Reporting inappropriate YouTube Videos or Channels" which includes wildlife crime related content also. As an individual also, you can contribute towards fighting wildlife crimes being perpetrated and aggravated through YouTube Platform by reporting such content and getting them removed by following these steps

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The digital battle against the wildlife crimes on the YouTube Platform can not be won without a holistic & multifaceted strategy i.e. requirement of enabling legal & enforcement framework, well trained enforcement officials to work as digital detectives to carry out undercover operations, collaboration between wildlife law enforcement agencies, wildlife NPOs (Not For Profit Organizations) & YouTube, involving citizens in this fight against wildlife cyber criminals. More importantly, recognizing its inadvertent role in facilitating and promoting wildlife crimes through its Platform, YouTube needs to effectively implement its "Animal Abuse Content Policies", "Illegal or Regulated Goods or Services Policies" to curb wildlife crimes being perpetrated on its Platform.

## INFILTRATING THE YOUTUBE'S UNDERWORLD OF WILDLIFE CRIMES

### Report inappropriate videos, channels, and other content on YouTube

We rely on YouTube community members to report or flag content that they find inappropriate. Reporting content is anonymous, so other users can't tell who made the report.

#### What happens after I report content?

When content is reported, it's not automatically taken down. Reported content is reviewed along these guidelines:

- Content that violates our [Community Guidelines](#) is removed from YouTube.
- Content that may not be appropriate for younger audiences may be [age-restricted](#).

To check if a video that you reported has been removed, you can view your [Report history](#).



Subscribe to the [YouTube Viewers channel](#) for the latest news, updates, and tips.

#### How to report content

[Computer](#) [Android](#) [iPhone & iPad](#)

##### Report a video

YouTube reviews reported videos 24 hours a day, 7 days a week. A video can be reported anytime after it's uploaded to YouTube. If our review team doesn't find any violations, no amount of reporting will change that, and the video will remain on our site.

1. Sign in to [YouTube](#).
2. Go to the video that you want to report.
3. Below the video, click More ... > Report.
4. Select the reason that best fits the violation in the video.
5. Click **NEXT**.
6. Give any other details that may help the review team make their decision. Include timestamps or descriptions of the violation, if possible.
7. Click **REPORT**.

**Note:** To check the status of a video you report, visit your [Report history](#). Learn more [about your Report history](#).

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# 2024



## \* नई कार्यालय बिल्डिंग - नासिन लखनऊ \*



Audio Room



Video Room



Lecture Hall



Dining Hall

NACIN, ZC, Lucknow

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