

DGTS & Mumbai Customs Organise Awareness Programme at CSMI Airport on ATITHI App, RBI Currency Norms and Baggage Rules 2026

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The Directorate General of Taxpayer Services (DGTS), Mumbai Zonal Unit, in collaboration with the Airport Commissionerate, Mumbai Customs Zone–III, organised a comprehensive Seminar-cum-Webinar at Chhatrapati Shivaji Maharaj International Airport on 27 February 2026. The programme was aimed at strengthening awareness among stakeholders and international travellers regarding digital customs facilitation, foreign exchange regulations, and the New Baggage Rules 2026.

The seminar covered three key areas of relevance to international passengers — the ATITHI App for digital customs facilitation, RBI guidelines on export and import of currency, and updated baggage norms under the New Baggage Rules 2026.



ATITHI App: Customs Clearance and Digital Facilitation

A detailed presentation on the ATITHI (Automated Traveller Helpdesk for Incoming Tourists & Homebound Indians) App was delivered by Shri Vaibhav Bajaj, Additional Director, Directorate General of Systems. Developed under the digital transformation initiative of the Central Board of Indirect Taxes and Customs (CBIC), the ATITHI platform enables passengers to file online baggage and currency declarations through pre-arrival and post-arrival options. It also

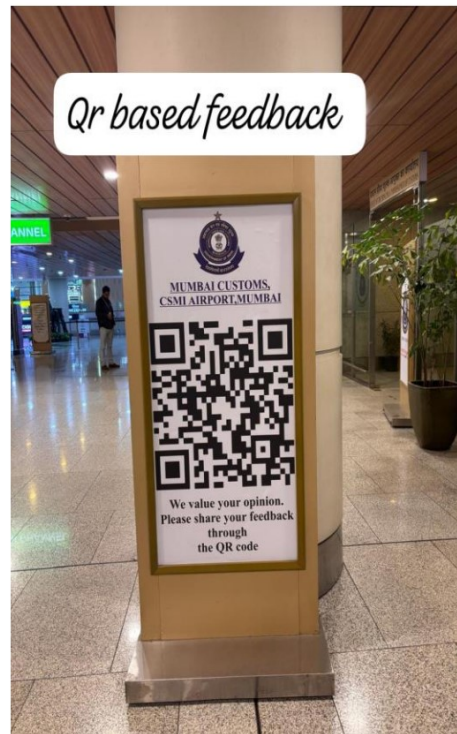
facilitates digital customs duty payment, declarations for crew members, groups and pets, and temporary import/export certification, significantly reducing physical interface at airports. The initiative promotes transparent, citizen-centric Customs administration and helps ease congestion at arrival halls.

RBI Guidelines: Export, Import and Currency Compliance

Ms. Savitha Srikanth, Deputy General Manager, Reserve Bank of India, Mumbai, explained FEMA-compliant export and import limits, declaration requirements, and compliance obligations for passengers. The session provided clarity on permissible currency limits and regulatory procedures to ensure smooth international travel while maintaining adherence to statutory norms.

The programme also featured a technical session on the New Baggage Rules 2026, conducted by Shri R.N. Jha, Assistant Director, National Academy of Customs, Indirect Taxes and Narcotics (NACIN), who elaborated on updated passenger entitlements, revised valuation norms, and procedural changes aimed at balancing facilitation with enforcement. Shri Alok Jha, Principal Commissioner, Mumbai Customs Zone-III, emphasised that public awareness is central to smoother airport operations and improved voluntary compliance.

During the seminar, the Airport Commissionerate, Mumbai Customs Zone-III showcased a series of best practices implemented at the airport to strengthen transparency, accountability and passenger convenience. These include 24x7 help desks at arrival and departure terminals, touch-screen kiosks and QR-based real-time feedback systems, a dedicated grievance redressal mechanism for time-bound resolution, passport scanners for faster passenger processing, and CAPIT mirror screens at the Red Channel to ensure transparency during examination. Since 1 February 2026, the real-time feedback system has recorded 81 passenger responses, reflecting continued efforts toward service improvement.



Technology-driven oversight measures such as mandatory Body-Worn Cameras (BWC) with daily supervisory monitoring, advanced passenger profiling using APIS and PNR analytics, and surprise inspections by senior officers further reinforce accountability and vigilance. Specialised training on the Baggage Rules 2026 and screening procedures, behavioural and passenger-handling workshops, and capacity-building sessions under ATITHI BO (January 2026) and ATITHI 2.0 (February 2026) have strengthened institutional preparedness.

Public outreach initiatives include issuance of public notices on the Baggage Rules 2026, awareness posters and digital standees at Terminal-2, structured media engagement, and active dissemination of information through the official X handle (@MumCustomsZone3). Regular

coordination with CISF, MIAL, BCAS and airlines ensures seamless airport operations and enhanced compliance, supported by random checks in transit zones and other sensitive areas.

The combined initiatives underscore Mumbai Customs' commitment to digital facilitation, strong grievance redressal, enhanced transparency, and efficient passenger processing at one of India's busiest international gateways.

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PIB Mumbai | Edgar Coelho/Darshana Rane

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