

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 1756  
(To be answered on the 1<sup>st</sup> August 2024)**

**SCRUTINY OF CISF PERSONNEL AT AIRPORTS**

**1756. MS KANGNA RANAUT**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government has any monitoring system for scrutiny of CISF personnel at airports to know about their involvement/influence by some negative elements or activities which results in bad behaviour with passengers; and**  
**(b) if so, the details thereof and if not, the reasons therefor?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Shri Murlidhar Mohol)**

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**(a) & (b): To ensure professional conduct of CISF personnel deployed at airports, the measures, in place in CISF, include the following:**

- i) CISF has developed a Personal Information System, a web-based project, where the personal and professional profile of deployed personnel are updated by Supervisory Officers.**
- ii) Personal Profile Sheet and dossier of all CISF personnel are maintained at unit level and the same is transferred to next place of posting. The specific remarks/comments in the personal profile sheet of individual are taken into account while deploying them at public interface.**
- iii) Social media monitoring of CISF personnel is done at unit/zone/sector level to know about involvement/influence of some negative elements.**
- iv) The mentor and buddy pair system have also been implemented at every unit/airport to evaluate the psychological state of CISF personnel.**
- v) Regular behaviour detection/soft skill training training is imparted to CISF personnel.**

**vi) Motivational and awareness sessions are organized at unit level regularly for enhancing moral and motivation of CISF personnel to perform their duties diligently and professionally.**

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