

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:4011
ANSWERED ON:22.08.2003
COMPLAINTS AGAINST CUSTOMS OFFICIALS
RAMDAS ATHAWALE

Will the Minister of FINANCE be pleased to state:

- (a) the details of the complaints received particularly from the foreign diplomats against the custom officers posted at domestic and international airports in New Delhi during the last three years ;
- (b) the action taken by the Government on the complaints ; and
- (c) the steps taken to check recurrence of such incident in future ?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANANDRAO V. ADSUL)

(a) & (b): (i) Complaint received from the spouse of First Counsellor of European Commission delegation in June, 2003, regarding examination of baggage and a personal search. Enquiry in the matter revealed that the baggage of the passenger was kept aside by the Airline for further check by the Customs. However, on the passenger's declaration of her status as spouse of a diplomat, no personal search was conducted nor her baggage subjected to examination.

(ii) Complaint received by e-mail in April, 2003 from the Ambassador of Luxembourg to India regarding long queue at Customs counter and improper behaviour of a lady supervisor. The enquiry revealed that no lady Customs supervisor was posted at the Customs counter on the date of the incident.

(c) Diplomats and members of their family enjoying diplomatic status are not subjected to preventive checks by the Customs. The officers are briefed regarding the manner to deal with diplomats. Suitable training is also imparted to them. Strict action is taken against officers and staff whose conduct is found unacceptable.