

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:4512
ANSWERED ON:23.12.2005
COMPLAINTS AGAINST CUSTOMS OFFICERS
Athawale Shri Ramdas

Will the Minister of FINANCE be pleased to state:

- (a) the details of complaints received so far especially from foreign diplomats against customs duty officers deployed at various International Airports in the country ! during each of the last three years;
- (b) action taken on each such complaints; and
- (c) the steps taken by the Union Government to ensure free passage for law abiding travellers through such airports?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM)

- (a) The number of complaints received at International Airports during each of the last three years are as follows:

Year	From foreign diplomats	From others	Total
2003	01	59	60
2004	01	73	74
2005	01	44	45
Total	03	176	179

(b) In so far as complaints from foreign diplomats are concerned, the three complaints made by the foreign diplomats were relating to delay in clearances and misbehaviour. In the first case, the foreign diplomat was explained the reasons for delay to his satisfaction and the complaint was closed. In the second case of complaint, the concerned officer complained against was transferred from Airport duty to a non-sensitive place, while in the third case, the concerned officer was cautioned suitably.

In so far as complaints from others are concerned, action on each of such complaints is taken keeping in view the gravity of the allegations, nature of the complaints, and the evidences available, in accordance with law and instructions on the subject.

- (c) The steps taken by the Union Government to ensure free passage for law-abiding travellers through such airports are as follows:

(I) For the purpose of Customs clearance of arriving passengers, a two channel system has been adopted by the Government at such International Airports:

(i) Green Channel for passengers not having any dutiable goods;

(ii) Red Channel for passengers having dutiable goods.

(II) All law-abiding travellers, not having any dutiable goods with them are given free passage under Green Channel.