

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3250
ANSWERED ON:16.03.2011
MISBEHAVIOR BY SECURITY PERSONNEL
Swamy Shri Janardhana

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has received several complaints from MPs/VIPs and other air passengers regarding misbehaviour by security personnel/airlines staff etc. during the last one year;
- (b) if so, the details thereof, airlines-wise; and
- (c) the steps taken/proposed to be taken by the Government to instruct the airlines to have cordial relations with the air-passengers especially VIPs?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

- (a): Yes, Madam. Two cases of alleged misbehaviour with MPs/VIPs/air passengers have been received during the last one year.
- (b):
- (i) On 19.01.2011, in Air India Flight No. AI-111 a passenger namely Saikat Barman insisted on providing of bag tags by the security personnel on which the security personnel told that it is the job of the airlines and he cannot leave his duty post to fetch the bag tags. The complainant said that the security personnel should have responded properly and that he should have assisted him. The matter is being inquired into.
- (ii) On 20.02.2011 a case of alleged misbehavior by CISF personnel with Sh. Datta Meghe, MP in course of security checks at Nagpur Airport has been reported. A report has been called for from the Chief Aviation Security Officer, CISF, Nagpur Airport in the matter.
- In both the cases, inquiries are being conducted and after receipt of the inquiry reports, stern action will be initiated against the erroneous officials.
- (c): AVSEC Order No. 06/2009, exempting certain category of VVIPs from pre-embarkation security checks has been issued. In addition, a Circular No. 18/2009 has been issued for ensuring proper courtesy to MPs at airports.