

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2544
ANSWERED ON:09.12.2011
COMPLAINTS AGAINST CUSTOM OFFICERS
Rawat Shri Ashok Kumar

Will the Minister of FINANCE be pleased to state:

- (a) the details of complaints received particularly from foreign diplomats against the officers of the Department of Customs deployed at various national / international airports in the country during the last three years till date;
- (b) the action taken by the Government thereon; and
- (c) the measures taken or proposed to be taken to avoid instances of undue harassment by custom officials / officers in future?

Answer

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

(a) &(b): No complaint has been received from Foreign Diplomats during the last three years and during the current year [till 30.11.2011] against officers of Customs. However, 8 complaints have been received from other foreign nationals during the last three years and during the current year [till 30.11.2011], complaints and action taken is as under:

Year	Name of the passenger (S/Sh./Ms.) and citizen of (Country)	Complaint at (Airport)	Action taken by the Department
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2008

	Abdul Sattar [Afghanistan]	IGI, Airport, New Delhi	Necessary investigation was conducted and complainant was also contacted. However, the complaint not being specific could not be pursued.
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2009

	Gian S. Thind [Canada]	IGI, Airport, New Delhi	Complaint was about the misbehaviour, however, complainant was not able to give the name and designation of the officers involved.
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	Samual Leong	IGI, Airport,	Complainant had not provided complete information
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	[Singapore]	New Delhi	such as his e-mail address, flight No., exact timer arrival etc. Thus, the matter could not be pursued.
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2010

	Nuanchan Pientan [Thailand]	Gaya Airport	The passenger had alleged demand of money by immigration and Customs officers. An inquiry was conducted and the complaint was found to be non-specific and vague without any evidence against Customs officers. The complaint was therefore closed.
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L.H.Visanji IGI, Airport, Complaint appeared to be incorrect and not
[U.K.(London)] New Delhi pertaining to Customs. Necessary reply
sent to the High Commission.

Jonny Krause IGI, Airport, Concerned officer, Shri Joginder Singh Mor,
[U.K.(London)] New Delhi Air Customs, Superintendent was repatriated
to his parent Commissionerate, Visakhapatnam
Customs where he was placed under suspension.

2011 during the current year [till 30.11.2011]

Richard Gary Rodger Mumbai The passenger alleged that a
[United Kingdom] Customs officer demanded money for clearing
commercial goods and facilitated him
in withdrawing money from an ATM. An
inquiry has been initiated and the
concerned officer has been transferred
to non-sensitive place.

Mira Husan Ara Mumbai The passenger alleged that a Customs
Ahmed [U.S.A.] officer demanded money for clearing
commercial goods and on her behalf
another officer accepted bribe. An
inquiry has been initiated and the concerned
officers have been transferred to
non-sensitive place.

(c) Following steps are taken by the Ministry to prevent such incidents:

(i) Any complaint received against the Customs Officer regarding harassment to passengers including foreign diplomats / nationals is dealt with sternly and action is taken after investigation.

(ii) Necessary instructions are issued to the officers of Customs posted at Airport from time to time to work in a transparent manner and to provide effective and efficient service without causing any dis-satisfaction and harassment to the public.

(iii) The officers have been time and again warned against harassment to public or indulging in corrupt practices. Strict and prompt action is being taken against the erring officials.

(iv) The public is also being made aware through issuance of public notices and display of contact details of higher / supervisory officers of customs like name, phone no., e-mail address, etc. at every relevant point of airport for quick disposal of any inconvenience faced by them while dealing with Customs officials.