

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:4325  
ANSWERED ON:02.05.2012  
TOUTS AT DELHI AIRPORT  
Choudhary Shri Bhudeo;Singh Shri Radha Mohan

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the touts have again resurfaced at Delhi Airport and are cheating domestic and foreign passengers;
- (b) if so, whether his Ministry has conducted any inquiry in this regard and if so, the outcome thereof; and
- (c) the details of the steps taken by the Government in this regard and also to provide hassle free facilities to the passengers at airports in future?

**Answer**

MINISTER OF CIVIL AVIATION ( SHRI AJIT SINGH )

(a)& (b): The problem of touts is encountered most at metros and large airports. They basically operate outside the Terminal building or in the visitor's area.

(c) Usually, touts are acting in connivance with the taxi operators, trolley retrieving staff, loading agents and other staff employed by the airlines for ground handling operations. Such touts are handed over by CISF to the local Police. The local police takes action against the touts such as imposing monetary fine. Regular efforts are made by the local police to enquire into such incidents whenever reported and necessary action is taken to improve surveillance at the airport to curb all kinds of undesirable activities including the tout menace.