

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:4026
ANSWERED ON:05.09.2012
COMPLAINTS AGAINST CUSTOMS OFFICERS
Gorakhnath Shri

Will the Minister of FINANCE be pleased to state:

- (a) whether any written complaint has been received against custom officers at Mumbai and Chennai Ports;
- (b) if so, the reasons therefor alongwith the action taken by the Government in this regard;
- (c) whether any team has been constituted to supervise such custom officers; and
- (d) if so, the details thereof?

Answer

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

(a) Written complaints have been received against Customs officers at Mumbai and Chennai Ports. The number of complaints received during the last two years is as below:

S.No. year Mumbai Port Chennai Port

1. 2011 17 1

2. 2012 25 1

(b) The above complaints at (a) have been lodged for the following reasons:

- (i) Harassment;
- (ii) Undue delay in clearance of consignments; and
- (iii) Wilful connivance.

The complaints have been taken up for investigation and remedial action. Four complaints have been closed.

(c) No team has been constituted to supervise such Customs officers. However, the internal administrative set-up consisting of vigilance unit, investigation units and general administration supervise such Customs officers and take appropriate action against them.

(d) Does not arise in view of reply to 4(c) above.