

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1800
ANSWERED ON:04.12.2012
BEHAVIOUR OF CISF PERSONNEL
Siddeswara Shri Gowdar Mallikarjunappa

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether there are reports that Central Industrial Security Force (CISF) personnel posted at the airports and in Delhi Metro are very impolite with the Members of Parliament and the general public;
- (b) if so, the details thereof;
- (c) whether such personnel were given any training in courtesy and public dealings;
- (d) if so, the details thereof; and
- (e) the steps being taken to strike a balance between security and respect for human dignity among the CISF at lower level?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS(SHRI R.P.N. SINGH)

(a) & (b): Apart from a few minor complaints from passengers relating mainly to security check procedures & behavioural aspects, not serious complaint with regard to inappropriate working of CISF at Airports has been received.

During the year 2012 only 05 complaints from Hon'ble MPs have been received by CISF. All these cases were thoroughly inquired into and it was found that almost all the incidents which were termed as misbehavior were related to cases where ID proof had been requested from the Hon'ble MPs during entry to the terminal building as per norms. The details of complaints of 05 Hon'ble MPs are enclosed as 'Annexure-I'.

No case of misbehavior with the Hon'ble MPs has been reported so far at Delhi Metro. The overall interface of CISF with general public in Delhi Metro has been satisfactory. Delhi Metro is patronized by over 21 lacs rider-ship per day whereas on an average 20-30 complaints of misbehavior by CISF personnel have been received per month. All complains are examined.

(c) & (d): In addition to the basic police training and measures recommended by the Appropriate Authority, Bureau of Civil Aviation Security (BCAS), CISF is conducting specially designed training programme on soft skills at all airports under CISF cover. CISF personnel are also regularly briefed on all aspects of polite behavior during Sainik Sammelans and Sabhas. Considering the greater impact of audio visual mode in training on these aspects, a training film on soft skills has been produced by CISF which has been made an integral part of the Airport training programme.

(e): The CISF staff deployed at Airports are directed to extend due courtesy to the Hon'ble Members of Parliaments and other passengers without compromising with the security procedures. They are trained to be polite in behavior, but firm in security procedures. The CISF personnel posted at DMRC are being briefed regularly by the Station in-charges, Coy. Commanders and all Supervisory Officers from time to time regarding courteous behavior.