

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:6067
ANSWERED ON:03.05.2013
COMPLAINTS AGAINST CUSTOM OFFICIALS
Rawat Shri Ashok Kumar

Will the Minister of FINANCE be pleased to state:

- (a) the details of the complaints received by the Government particularly from foreign national/diplomats against custom officials posted in the domestic/international airports in the country during each of the last three years and the current year till date,
- (b) the action taken by the Government thereon, and
- (c) the corrective measures taken/proposed to be taken by the Government in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (NAMO NARAIN MEENA)

(a)&(b): The details of complaints received from foreign nationals against officers of Customs posted at International Airports during the last three years and in the current year till 2/5/2013, indicating action taken in each case, are given in the Annexure.

(c): Any complaint received against the Customs Officer regarding harassment to passengers including foreign national/diplomats is dealt with sternly and action is taken after investigation. Necessary instructions are issued to the officers of the Customs posted at Airport from time to time to work in transparent manner and to provide effective and efficient service without causing any dissatisfaction and harassment to the public. Strict and prompt action is taken against erring officials. The public is also being made aware through issuance of public notices and display of contact details of higher/supervisory officers of customs at every relevant point of airport, who can be approached for quick disposal of any inconvenience faced by them.