

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:4313  
ANSWERED ON:22.03.2013  
COMPLAINTS AGAINST CUSTOMS OFFICERS  
Rana Shri Jagdish Singh

**Will the Minister of FINANCE be pleased to state:**

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

**Answer**

MINISTER OF FINANCE {SHRI P.CHIDAMBARAM}

(a) Complaints received from foreign nationals and diplomats against officers of Customs include:-

1. Rude/inappropriate behavior,
2. Inconvenience in baggage clearance,
3. Incorrect collection of duty on jewellery, and
4. Demand of money/bribe.

(b) Complaints have been inquired into. Some complaints were found to be not correct.

(c) Measures taken to prevent such incidents include enquiry into complaints, and action against erring officials/officers and issue of instructions to Customs officers to work in transparent and effective manner without causing harassment. The public is also sensitized to approach higher/supervisory officers to redress their grievances.