

**GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3717
ANSWERED ON:19.04.2005
MISBEHAVIOUR WITH FOREIGNER AT IGI AIRPORT
Yaskhi Shri Madhu Goud

Will the Minister of HOME AFFAIRS be pleased to state:

- (a) whether the Government is aware that misbehaviour by security staff/CISF officials with foreign passengers and NRIs are increasing day by day at IGI Airport;
- (b) if so, the details of such cases come to the notice of the Government during each of the last three years and thereafter till date;
- (c) the action taken in each case; and
- (d) the corrective steps taken by Government to stop such incidents in future?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI SRIPRAKASH JAISWAL)

- (a): Only one incident occurred at IGI Airport since the induction of CISF from April 2, 2003.
- (b): On April 4, 2005, an incident of altercation between a Canada bound passenger and security staff on duty took place.
- (c): Based on the statement of the passenger, an FIR has been registered immediately. After Preliminary Enquiry, four sub-officers of CISF have been suspended and Sr. Commandant in-charge of the airport security has been transferred.
- (d): The supervisory structure has been revamped with a view to better handling of such a situation in future, besides a system of regular briefing and debriefing, and on the job training for passenger friendliness is also in operation.