

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 822**  
(TO BE ANSWERED ON THE 28<sup>th</sup> July 2015)

**DEATH OF CISF PERSONNEL IN CALICUT AIRPORT**

822. SHRI PALVAI GOVARDHAN REDDY  
SHRI K.N. BALAGOPAL

Will the Minister of CIVIL AVIATION be pleased to state:-

(a) whether Government have noticed about the anarchic situation and infighting between staff, causing death of a CISF personnel in Calicut International Airport, if so, the details thereof;

(b) what steps were taken to avoid such situation in the future; and

(c) whether Government is initiating any serious steps to make the Security Forces and other officials in the airports more passenger friendly?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Dr Mahesh Sharma)

(a) Yes, Sir. There was an incident of scuffle between some employees of Airports Authority of India (AAI) and Central Industrial Security Force (CISF) at Calicut airport on 10.06.2015 night in which one Head Constable of CISF died of a bullet injury, following which a Section of the CISF personnel went on a rampage, damaging the runway lights and other aerodrome ground aids besides assaulting some of the officials of AAI. Kerala police has registered four cases and has arrested 14 officials of AAI and 13 personnel of CISF.

(b) The important steps taken to avoid such situations in future are:-

(i) Provisions of Standard Operating Procedure (SOP) issued by Bureau of Civil Aviation Security (BCAS) for induction of CISF at airports were reiterated to bring about clarity of roles.

- (ii) Installation of adequate number of CCTV cameras and identification and rectification of blind spots in its coverage.
  - (iii) Initiation of confidence building measures.
  - (iv) Reiteration of directions to hold regular need based meetings besides the mandatory monthly meetings of Airport Security Committee to create harmony amongst the various agencies in airports for smooth operations of Air services
  - (v) Fine tuning of mechanism for redressal of grievances and complaints.
  - (vi) Monitoring of security functioning by senior level officers from BCAS, CISF and AAI.
- (c) Instructions on passenger-friendly approach already exist. The main steps taken are as under:-
- (i) Suitable directions have been issued by the Directorate General of Civil Aviation (DGCA) to strengthen customer service skills at airports, such as provision of automated buggies free of charge to senior citizens, expectant mothers and disabled passengers to facilitate their access to boarding gates, provision of small trolleys for carriage of hand baggage up to the boarding gate after security check, proper and effective mechanism for redressal of passenger complaints by all stakeholders, polite and courteous behaviour towards passengers by all ground staff of airlines/airport operators & periodical soft skill training to sensitise ground staff and provision for penal action on non-compliance of these directions of DGCA by airlines/airport operators.
  - (ii) A revised SOP for screening of passengers with special needs and medical conditions was circulated on 31.03.2014.
  - (iii) Circulars are issued from time to time to ensure courtesy to passengers.
  - (iv) A specially designed training programme on soft skills is imparted by CISF to improve operational efficiency of its personnel at airports as well as their behaviour towards passengers.
  - (v) CISF personnel are also sensitised towards courteous and polite behaviour with passengers.
  - (vi) CISF help desks have been established to help needy passengers.

\*\*\*\*\*