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Last Updated: Sun, 05.02.12 11:43

Delhi airport authority orders improvements after Nepalnews column reveals mistreatment to Nepali passengers

The Indira Gandhi International Airport in the Indian capital New Delhi has initiated improvements after an opinion article posted on Nepalnews complained of bad treatment to Nepali passengers at the airport.



The Indira Gandhi International Airport, New Delhi.

The Quality and Service Delivery Department of the airport also expressed "deep regret" to the unpleasant experiences of the passengers as mentioned in the Nepalnews Guest Columnist Dr Sanjaya Gajurel, a Nepali computational scientist based in the US, in his article "Plight of a Nepali at Indian Transit" published last month.

"We have gone through the issues raised by Dr. Sanjaya Gajurel and the unpleasant experience at IGI Airport, New Delhi is deeply regretted," said a letter from the IGI's Public Grievances Office, which was addressed to the heads of the concerned departments of the airport.

Previously, Asst. General Manager O.P Chamoli, had written to the Under Secretary of the Ministry of Civil Aviation, Oma Nanda, and other concerned officials, "It is requested to examine/investigate the matter in detail on priority and send your reply to the complainant directly under the intimation of this office to enable us to reply MCA and the dispose of the case."

Gujurel in his article had complained of bad treatment and loss of baggage during his transit at Indira Gandhi International Airport.



The state-of-the-art Terminal 3 of the international airport was inaugurated in July 2010.

(Read Gajurel's article: <http://www.nepalnews.com/home/index.php/guest-column/15687-plight-of-a-nepali-at-indian-transit.html>)

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(Feb 6, 2012) STARinformatics said:

please answer my question any politician

(Feb 6, 2012) STARinformatics said:

Nepal is powerful country in the world.... how its people is mistreated, Answer from the Leaders of the Nation.....

(Feb 6, 2012) Anonymous said:

Current News: Tomorrow Kathmandu Valley Bandha
Tomorrow Kathmandu Bandha by "People affected by the ongoing road expansion drive in different parts of Kathmandu Group"

(Feb 6, 2012) Dhiraj said:

 i know it very well how dhosis treat nepalis.

(Feb 6, 2012) Bharatt said:

the Best way to go to Nepal is via Singapore,
take flight to Singapore n take direc flight to Kathmandu...)
it doesnt matter who you are and where you are from, in singapore they wont mistreat you,

(Feb 6, 2012) Bharatt (Singapore) said:

 I had worse experience than this and I was travelling with my two young kids...
Those bloody Indian jus need way to cheat people doesn't matter where they are from..
IGI Said they will investigate, by the time they do something another 5 years will pass and nothing will be done about it...
They do lots of talking to confuse and to CHEAT to people...

(Feb 6, 2012) Australia said:

Thotis will never change. British should not have given them freedom. They are good as slaves.

(Feb 6, 2012) deepak said:

 nice2 hear tht IGI's is trying to investigate on what's going on with nepalese passengers and now hope2make it applicable.....being a relover passenger of IGI i would enjoy ur improvement.....

(Feb 6, 2012) Suku Rawat said:

 i never go to india - because i heard it smells like shiittt.

(Feb 6, 2012) Suku Rawat said:



I never go to india - because i heard it smells like love.

(Feb 6, 2012) Dhotis said:



You think that indians treat nepalis badly? You have no idea. You should see how they treat each other.

It's unfortunate for Nepal; Nature has joined us together. I'm sure all of you would agree that if we could, we would transplant ourselves right at the bottom of Australia; Eating their crumbs is better than suffering the humiliation from India.

Why God, Why ? Why have you forsaken the Nepali People?

(Feb 6, 2012) Jln said:



I haven't had any bad experience in IGI coz I never travel through that transit but I will grab this opportunity to say something about DHOTIS.

U madarchood DHOTIS will always remain a dhoti no matter what u have improved in last decade. See folks Dhotis are celebrated dick heads in the whole world and this is proven. Look at the senerio of UK and Canada, they are happy to hang "DOGS AND INDIAN NOT ALLOWED". Most of u should be aware that the dhotis are bashed badly everyw here in Australia some of them even killed. do u think this is coz of race??? NOOOO.....coz they were dhotis..their screwed attitude..What else can I say about dhotis ...watch out for dhotis ...

(Feb 6, 2012) A son of Gurkha Army said:



In late 80s and early 90s, Almost 150 Nepalese Gurkha families who were working for British Gurkha Army and returning home from Hong kong to Nepal. Mostly these Army chattered flight for transport for travel Army and their families, but somehow Aircraft needed fuel and clean-up so flight stop for transit for few hours. All Gurkha families came out from Aircraft and go to New Delhi Airport transit for the break. In the mean time, Airport officers re-check their baggages and ripped off all their extra cash, goods, and goods what they earn with hard work in foreign land. This is how India ripped off Nepalese.

(Feb 5, 2012) said:

Always try to avoid the IGI airport.

(Feb 5, 2012) Anonymous said:

Never ever go to nepal via india...its worst airport in the world..staff and securities personal are so discusting...lots of alt way to fly to and from ktm now a das...thai, dargon..singapore...chinese..korean..etc....

(Feb 5, 2012) K Adhikary said:



Same experience here. I used to travel India frequently in 90's decade.

The time and the attitude then were not much changed so the treatment from Indians was taken for granted. But now after a decade, we, here in US, frequently hear that India has changed a lot, it has taken a long stride onto developments. Basically it is attributed for its sustained 8 plus percent growth rate. There was no reason not to believe this.

Considering this all, I had planned to route my family's journey via New Delhi. Last July my family boarded Jet Air to Delhi onward Bahrain. The treatment at IGI was exactly similar to Mr Gajurel. Even my family arrived at IGI 5 hours earlier, they narrowly could avoid missing Gulf Air flight. After much loud shouting, hue & cry from my family some one brought boarding pass at last moment. Obviously no lounge facility and hyper stress.

I lodged complaints to both Jet and Gulf in September. Their respective PR wing responded with apologies assuring me of a thorough investigation. I had to submit itinerary with each boarding passes. Time of investigation stipulated is within 6 months. This is almost 5 months and still waiting. However, I don not expect any

short of response from Jet, still have something from Gulf

short of response from Jet, still hope something from Gull.
 [b]Bottom line:[/b] Indian attitude has not changed yet, at least not upto the int'l expectation. Their physical development has nothing to do with their old mentality.
 [b]So keep avoiding Indian route as far as possible.[/b]

(Feb 5, 2012) Susmita said:

Yes, they treat us unpleasantly, I live in USA, and every time I go to Nepal through India I had to face those ugly people's attitude, now I decided to pay more and make a connection through Doha, I love it, no hassle, clean and friendly people. Dear Nepali traveller please take a alternative route.

(Feb 5, 2012) Kamal, Australia said:

 I have always faced a lot of harrashments whenever I travel through the New Delhi Airport by security police checking our carry on baggage and body search and always made up some stories to extract money from me. In 1990, I was a transit passenger going to Sweden via Delhi Airport and policeman harrashed me while goign through the secutiry check-up and took a bribe of 100 Rs. by making up stories and threatenning me. From then on, I have always avoided New Delhi and vowed never to travel to New Delhi airport in future.

(Feb 5, 2012) jack dai said:

here in melbourne australia aussie kids bashed indians , not for their colour of skin but for their bad manner. there was over 500 cases of indian student bashing some of them got killed too. first i wonder why they get bashed?? but after i rode taxi with indian drivers i realised that they have NO MANNERS, VERY ARROGANT , CHEATERS . whenever i got in taxi with indian drivers(95%) they asked me usual same question where i come from , and as soon as i say nepal then they star to be very rude at me ..anyway most of time i avoided violence for just walking away but sometimes they just can't let u go so in that circumstances i just gave them couple of solid right hand BLOWS IN THEIR FACE and hopping to see improve their manner in future.

(Feb 5, 2012) Sam said:

 I believe this happens to every Nepali passengers flying thru Delhi. In my case we were around 25 of us and we got down from the plane. An Indian Airport Official calls " All the Nepalese Passengers go to that side and the rest can go ahead." This guy took every Nepalese passport and did not return until we had to run to board the plane.

(Feb 5, 2012) Anonymous said:

It's not only at the airport, it's everywhere Indian people, customs and police harass and ill treat nepalese.

(Feb 5, 2012) vijay said:

 Kudos to Dr. Gajurel for raising his voice. This ill treatment of a Nepali passenger is not the first instance and it's been an ongoing process. It happened to me, and I am pretty sure it happens to all the Nepalese passengers flying through Delhi. The travel agency located in Nepal just for the sake of making some money lie that they haven't heard anyone complaining about their transit in Delhi when it is totally wrong.

(Feb 5, 2012) Pmbhandari said:

 there are other options for air travelling. For example, use Dubai, or use Korean air to go to USA. Incheon Int'l airport was voted to be the best airport for many years... you'll get better treatment...

(Feb 5, 2012) Anonymous said:

To win a prestigious response from India we need tight with our own leaders, who parade to Delhi to smelt the stinking mouth of a third grade leader and come

who parade to claim to smear the smiling mouth of a third grade leader and come back to Nepal as a Hero and start kicking their country-fellows. No wonder Dr. Gajurel's case seems to have been taken somewhat seriously but it is not to show the respect to a Nepali person but to a person who stays in the US and works in a prestigious position!

(Feb 5, 2012) To All Indians said:

To all Indians who thinks, India is helping Nepal..
 #1 Ofcourse you are building roads in Nepal..but don't forget all those New vehicles which will run on that road will be made in India and gasoline used will come from India. "so basically it is an investment" otherwise why don't you make your own roads in rural india?
 #2 If you want to close border "GREAT do it. we will be happy to kick all the indian businessmen from Nepal who runs more than 80% of big \$\$ businesses.
 #3 We would like to renegotiate/destroy the Mechi-dam and lets see how many indian homes will be out of electricity.
 #4 We would also like to kick out all the beggars/mistri/etc coming from india
 #5 lets declare the figures "SBI" is sending to India.

so don't think we are brainwashed actually we are opposite. its just dirty politics between your and our politicians and this "problem of IGT" is different topic it has nothing to do with how Nepal looks like, what Nepali ppl do in Nepal.

(Feb 5, 2012) kiran said:



yes it is true the way they behave is not acceptable . very bad, once i was on the way back to my country Nepal one of them asked me how much money do you earned. i was surprised what to say in turn cuz i was not in that mood. very surprise.

(Feb 5, 2012) hari ram said:

w aah w aah w aah.. the nepali crying continues.. nothing positive you can write about your own country, so you bring in russia and china.. hahaha.. very dangerous yes, to yourselves, not to anyone else - just look at the pathetic state of your country . stop your baby whining india bashing and do something positive for a change.. your leaders blame india in public, and you sheep followers do the same, and these very same leaders are quietly begging india for more... have some shame

(Feb 5, 2012) Anonymous said:

oh indian bro oil doesnot come from india . why we giving some money is you people sell all your worst product in Nepal and make a billion of dollar. what do you think of yourself. look after china and russia where they are . thank god you indians survive by selling your products in SAARC. just work hard and look after your own problem. dont mess with small countries. but be careful we are small country but very dangerous .

(Feb 5, 2012) ram hari sharma said:



To the anonymous bastard who said nepalese ungrateful bastards...
 First, many vehicles that run in Nepal are Indian coz u ppl dont allow to build our own vehicle manufacturing factories by ur dirty politics over nepal.
 Second we dont depend upon u for fuel but u hav compelled us to depend coz u never let us open our port with bangladesh or route to china to import fuel. Here too ur politician hav been playing dirty game since long time.
 Third yes our roads are built by foreign aid coz we were not ruled by british for hundreds of years like u otherwise british would hav also built road and other development structures for us like they did for u. Again we dont ask India to build road for us .
 Again it is true that many Nepalese like Indian Bollywood stars but it will be solved soon if Nepalese govt ban Indian movies in Nepal or dub Indian movies in Nepali if they want to run it in Nepal.
 Now Sanskrit is not ur property, sanskrit is mother of Nepali and Indian languages and its children so u cant consider ur self superior.
 Open borders with India has never done good to Nepal , if u want go ahead close the border that's what we want.
 Even many Indians come Nepal to work, many barbers, rickshaw alphas etc are indians in Nepal. So its two way.
 Now our ancestors had Chinese and Indian subcontinent root not indian root. What about ur root? even u hav middle eastern root.
 All these things doesnot give u license to discriminate Nepalese in airport and other places. How do u feel when Australians hit Indians and discriminated against

places. How do u feel with Australians the Indians and discriminated against Indians few years back? This is not 19th century, we understand ur each motive. So be good then we will b good too if u underestimate and discriminate us we wont b ur ally anymore. And again to tht anyonomous guy I am crying it is the truth tht Indians dont let nepal develop. And don't thk India is lot better than Nepal coz u still hav millions of poor ppl w ho live on less than a dollar. Onely few ppl r rich but still u hav lot more to do so dont w hine.

(Feb 5, 2012) Anonymous said:

At it good to know IGI authority realized the need for investigation and w rite back to Dr Gajurel. What India needs is to treat all Nepalese w ithout prejudice and fairly either in the international airports or in railw ays or at boardering areas. This w ill help to enhance the good faith betw een people of tw o closest neighbours. Bad behaviours has been eroding factor of faith and tw o countries can not afford to get it going.

(Showing 1 to 30) →

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