

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:948
ANSWERED ON:28.07.2003
PROFESSIONALISM IN INDIAN AIRLINES
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Indian Airlines (IA) sales offices have not adopted proper and gainful commercial practices;
- (b) if so, whether the sales offices routinely turn away passengers by giving excuses that tickets have lapsed, or that they cannot be re-routed;
- (c) the action proposed to be initiated against the sales offices that adopted such unprofessional attitude; and
- (d) the steps being taken to inculcate professionalism in the employees of IA?

Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI RAJIV PRATAP RUDY)

(a), (b), (c) and (d): Indian Airlines is proactive towards its customers. Cases of unprofessional attitude towards the passengers are viewed seriously. Sales Officers of Indian Airlines have been vested with the discretionary powers to extend validity of expired tickets/reroute the tickets as per the laid down rules and procedure. Stringent and prompt action is taken against those responsible for refusing to entertain genuine and valid requests from passengers. Extensive sales training programmes are being conducted with external and internal faculty, at regular intervals, with a view to inculcate a high level of professionalism in the sales staff.