

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3271
ANSWERED ON:24.08.2006
BEHAVIOUR OF AIRLINES STAFF .
Manjhi Shri Rajesh Kumar

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) Whether the Government is aware that the behaviour of the staff of the airlines is not courteous and they are not prompt in dealing with the passengers;
- (b) If so, the number of complaints received during the current year; and
- (c) The action taken/proposed to be taken by the Government in this regard?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

- (a):- Complaints are sometimes recieved from airline passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellations, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc.
- (b):- A total of 37 such complaints have been received during the current year, till date, by Directorate General of Civil Aviation (DGCA).
- (c):- All the airlines have been advised by DGCA that they should display on their respective websites various facilities offered to the passengers, both in terms of free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets.