

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1755  
ANSWERED ON:16.07.2009  
HANDLING OF HAJJ PILGRIMS BY AIR INDIA  
Ajmal Shri Badruddin

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

- (a) whether the Government has received many complaints regarding mismanagement of Hajj flights, inordinate delays, loss of luggage and overall misbehaviour of Air India staff towards Hajj Pilgrims during the last Hajj season;
- (b) if so, the action taken in this regard; and
- (c) the steps likely to be taken to avoid repetition of such mismanagement this year during Hajj Season 2009?

**Answer**

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

- (a): Yes, Sir. Few complaints were received regarding inordinate delays and delays in delivery of baggage and discourteous behaviour of Air India staff posted at Jeddah. However, the overall arrangements made by Air India for Haj 2008 operations were appreciated by the Haj Committee of India and the various State Haj Committees.
- (b): Though the inconvenience caused to Haj pilgrims was primarily because of operational constraints, Air India had taken due care of all passengers and had kept them informed about the delay from time to time. The pilgrims at airports were served refreshments and later on shifted to hotels after getting the re-scheduling notice.
- (c): Air India staff to be positioned at Jeddah & Madina would be selected in advance and would be trained to meet the special requirements for Haj flights & pilgrims.