

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3236
ANSWERED ON:15.04.2010
HANDLING OF PASSENGERS BY AIRLINES
Verma Shri Sajjan Singh

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the number of complaints received by the Government from passengers regarding rude and insensitive behaviour of many airline companies is increasing;
- (b) if so, the details thereof;
- (c) whether on 2nd January, 2010 the Go Air Airlines displayed extremely rude behaviour while dealing with passengers including MPs, patients and women at the Indira Gandhi International Airport informing the passengers of postponement of the Delhi-Indore flight only very late at night, did not make arrangement for lodging the passengers or for dropping them home and also refused to refund the money when passengers opted for cancellation of tickets;
- (d) if so, the details thereof;
- (e) whether the Government proposes to repeal the contracts awarded to such companies in future; and
- (f) if so, the time by which the said step is likely to be taken?

Answer

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

(a) and (b):- Complaints of scheduled domestic airlines have been received from passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellation, misbehaviour by airlines staff, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc. As per the available records, number of complaints received during the last two years i.e. 2008, 2009 and 2010 (till 16.2.2010) are as follows:

Airlines No. of Complaints Received
2008 2009 2010 (till 16.2.2010)

NACIL(I)	01	05	Nil
Alliance Air	Nil	Nil	Nil
Jet Airways	09	29	05
JetLite	13	13	01
Air Deccan	20	09	Nil
Kingfisher Airlines	05	24	04
Spicejet	12	21	07
Go Air	07	12	03
Paramount	Nil	05	02

IndiGo

09 19 08

MDLR

Nil 12 01

(c) and (d):- The matter has been investigated by the Directorate General of Civil Aviation (DGCA). The flight from Delhi to Indore was cancelled on 2nd January, 2010 due to bad weather at Delhi. As informed by Go Air, after having found that it would be impossible to fly to Indore, they immediately informed all the passengers and offered the options of full refund of fare or rescheduling on next day's flight to Indore. Initially, four passengers opted for rescheduling to next day while the rest of the passengers reserve their choice of option to next day. The next day all the passengers opted for full refund. The full refund was made to all the passengers.

(e):- No, Madam.

(f):- Does not arise.