

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3343  
ANSWERED ON:15.04.2010  
INCONVENIENCE TO PASSENGERS DURING AIR INDIA FLIGHT  
Gowda Shri D.B. Chandre;Jeyadural Shri S. R.

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

- (a) whether passengers of Air India Flight No.311 from Hong Kong to Mumbai via Delhi had to travel under unhygienic conditions with two of the six toilets in the economy class blocked and unfit for use;
- (b) if so, the reasons therefor;
- (c) whether any inquiry has been conducted in this regard;
- (d) if so, the action taken against the persons responsible for the same; and
- (e) the steps taken to avoid such incidents in future?

**Answer**

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

- (a) and (b): Yes, Sir. Two of the toilets in the Economy class were rendered unserviceable after take off. The drainage problem was rectified by the Engineer travelling on board and toilets were made serviceable.
- (c), (d) and (e): As per the normal procedure, an enquiry has been instituted and necessary corrective action will be taken on receipt of the report from Customer Services Department.