

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:6607

ANSWERED ON:06.05.2010

HARASSMENT OF AIR PASSENGERS

Balram Shri P.;Ponnam Shri Prabhakar;Shetkar Shri Suresh Kumar;Siricilla Shri Rajaiah

Will the Minister of CIVIL AVIATION be pleased to state:

(a): whether the Government is aware that the private airlines are harassing the passengers particularly at the international flights boardings especially in Delhi in the name of visa, emigration and other certificates despite having all the relevant documents;

(b): if so, the details thereof and the reasons therefor;

(c): the steps being taken to avoid such harassment; and

(d): the compensations paid/to be paid in such cases to the victims who may miss their flights and their valuable time?

Answer

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

(a) to (d): Complaints against Private Airlines regarding harassment of passengers at international flight boarding in the name of visa, emigration, and other services are usually filed by the passengers with a private airline itself, since the carriage by air is a private contractual matter between the passenger and the airline. However, if any instance of harassment to air passengers are brought to the notice of the Government, the matter is taken up by the Regulator with the concerned airline for appropriate action.