

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:6663
ANSWERED ON:06.05.2010
INCONVENIENCE TO AIR PASSENGERS
Bhagat Shri Sudarshan;Chitthan Shri N.S.V.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has formulated guidelines to make airlines more accountable and penalise them for harassment of passengers due to delays;
- (b) if so, the details in this regard;
- (c) whether the incidents of indecent behaviour with foreign and Indian travellers at every airport have come to light in the country;
- (d) if so, the details in this regard; and
- (e) the steps taken by the Government to deal with such cases?

Answer

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

(a) to (e):- Complaints of scheduled domestic airlines have been received from passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellation, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc.

Being regulatory body for airline operations, Directorate General of Civil Aviation (DGCA) has taken up these complaints with the airlines for suitable redressal.

All the scheduled domestic airlines have been advised to display their citizen charter 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. Airlines also refund the tickets as per regulations issued by Directorate General of Civil Aviation, in case of cancellation of flight.