

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2553  
ANSWERED ON:25.11.2010  
CONDUCT OF OFFICERS OF AIRLINE COMPANIES  
Kishor Shri Kamal

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

- (a) whether the Government has received any complaint regarding the misconduct of officers of airlines companies on arrival/departure terminals meted out to VIPs during flight of private airlines;
- (b) if so, whether the Government will issue directions to the private sector airlines to behave respectfully with the VIPs during their arrival/departure; and
- (c) if so, the time by which steps are likely to be taken in this regard?

**Answer**

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

(a):- Complaints of scheduled domestic airlines have been received from passengers including VIP`s 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. Being regulatory body for airline operations, Directorate General of Civil Aviation (DGCA) is taking up these complaints with the airlines for suitable redressal.

(b) and (c):- 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.