

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3827  
ANSWERED ON:02.12.2010  
HARASSEMENT OF PASSENGERS  
Jakhar Shri Badri Ram

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

- (a) whether passengers have been harassed by private airlines which issuing boarding pass despite having all the relevant documents in the name of visa and other certificates during flights;
- (b) if so, the details thereof; and
- (c) the steps taken by the Government to check such incidents?

**Answer**

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

(a) to (c) :- 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 the 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 is brought to the notice of the Government, the matter is taken up by the Regulator with the concerned airline for appropriate action.