

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1719

ANSWERED ON:10.08.2011

III TREATMENT WITH PASSENGERS BY AIRLINES

Bhagat Shri Sudarshan;Patil Shri A.T. Nana;Saroj Smt. Sushila;Upadhyay Seema;Verma Smt. Usha

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

- (a) whether the Government has received any complaint from the passengers regarding rude and insensitive behaviour of many airlines;
- (b) if so, the details thereof during each of the last three years and the current year airline-wise;
- (c) the action taken by the Government on these complaints and against the officials/persons found guilty;
- (d) whether such complaints from passengers are increasing every year; and
- (e) if so, the details thereof alongwith the steps taken by the Government to enforce strict norms to prevent such kind of incidents?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a) to (e):- The carriage by air is a contractual matter between the passenger and the carrier. The complaints are filed with the airlines by the passenger. However, some passengers choose to take up the matter with DGCA also for redressal. The complaints of scheduled domestic airlines have been received from passengers regarding missing/lost baggag, refund of tickets in case of delays/cancellatons, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc.

To redress the issue of flight delays and cancellation DGCA and passenger inconvenience thereto, DGCA has issued a Civil Aviation Requirements (CAR) Section 3, Series M, Part IV in August, 2010, which provides for compensation and facilities to the passengers in case of denied boarding, cancellations and delays. The CAR is available on DGCA website [www.dgca.nic.in](http://www.dgca.nic.in). All the airlines are required to provide compensation and facilities to the affected passengers in accordance applicable provisions of the CAR.