

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2711  
ANSWERED ON:23.07.2009  
CALLOUS BEHAVIOUR OF AIRLINES  
Jindal Shri Naveen

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

- (a) whether complaints from passengers about the callous behaviour of several carriers are on the increase;
- (b) if so, the main causes of complaints; and
- (c) the steps taken for the satisfactory redressal of the complaints?

**Answer**

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

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

These complaints have been taken up with the airlines for redressal.

All the airlines have been advised to display 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.