

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2449

ANSWERED ON:28.03.2012

COMPLAINTS AGAINST AIRLINES

Dubey Shri Nishikant ;Jawale Shri Haribhau Madhav;Singh Shri Pradeep Kumar

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received several complaints from MPs/ VIPs and other air passengers regarding misbehaviour by security personnel/airlines staff etc. during the last one year;

(b) if so, the details thereof, airline-wise; and

(c) the steps taken/proposed to be taken by the Government to instruct the airlines to have cordial relations with the airpassengers especially VIPs?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

(a)&(b): Yes, Madam. As per the information provided by the Bureau of Civil Aviation Security (BCAS), complaints received from MP/VIPs/passengers regarding misbehaviour by security personnel/airline staff during the last one year are as follows:-

Air India - 1

Oman Air - 1

Tiger Airways - 4

Jet Airways - 1

Jet Lite - 1

Security Personnel - 5

(c): Bureau of Civil Aviation Security (BCAS) has issued instructions to provide courtesy to honourable Members of Parliament through Aviation Security Circular. The airlines security staff are imparted training from time to time to extend due courtesy towards the travelling MPs/VIPs/passengers.