

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:620

ANSWERED ON:27.02.2013

PROTOCOL FOR PUBLIC REPRESENTIVES IN PRIVATE AIRLINES

Guddu Shri Premchandra;Mala Rajya Laxmi Smt. Shah;Rawat Shri Ashok 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;
- (c) whether instances of private airlines not following the protocols particularly with regard to VIPs including Members of Parliament have come to light;
- (d) if so, the details thereof and the number of complaints received during each of the last three years and the current year, airport-wise;
- (e) the details of protocol arrangements made for VIPs/MPs at various airports by private airlines and AAI;
- (f) the mechanism in place to ensure that protocol is strictly followed by private airlines particularly with regard to VIPs/MPs and;
- (g) the steps taken/proposed to be taken by the Government to instruct the airlines to have cordial relations with the air passengers especially VIPs?;

**Answer**

Minister of State in the Ministry of CIVIL AVIATION ( SHRI K. C. VENUGOPAL )

(a) and (b): -Directorate General of Civil Aviation (DGCA) has received approximately 684 complaints from the passengers against the misbehavior of staff. Airlines wise details are not maintained.

(c) and (d): The Ministry of Civil Aviation has received complaints from two Members of Parliament against Jet Airways for not following protocol at Mumbai and Delhi Airports.

(e) to (g) : The details of protocol arrangement for VIPs/MPs are given below:

# Reserved Lounge facilities at international and domestic terminals of the airports.

# Tea/Coffee/Water served free of charge.

# Member of Parliament acts as Chairman of Airport Advisory Committee in respect of the airport which falls under his/her constituency.

# Free Access in the Terminal Building and Visitors Gallery on the basis of MPs Identity Card.

# Parking of vehicles of MPs in the VIP Car parking area on the basis of pass issued to MPs for Parliament House Car Park.

# Airport Entry Pass to One personal staff of MP as and when required.

# One Officer of airport is designated as Protocol Officer at each airport and is responsible for extension of all facilities/courtesies to MPs.

Any violation if brought to the notice of the Ministry is dealt with promptly.