

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1106
(To be answered on the 21st December 2017)**

Psychological Test for Ground Staff of Airlines

1106. PROF PREM SINGH CHANDUMAJRA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the ground staff of all airlines are subjected to mental faculty/psychological tests etc. on a regular basis and if so, the details thereof;
- (b) whether staff deployed at the departure lounges are given any special behavioural training so as to make them passenger friendly and if so, the details thereof;
- (c) whether the Ministry has issued any directions to all airlines in view of the mishandling of the passenger by the Indigo ground staff; and
- (d) if so, the details thereof and the compliance report submitted by the airlines in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b): No specific guidelines has been issued in this regard by this Ministry or DGCA.

However, DGCA has issued regulations, which provide for adequate training of persons who are engaged in passenger handling. In case of any violation, appropriate action is taken as per the provisions of the relevant CAR.

In addition, DGCA has issued passenger centric regulations on the following aspects:

- i) Timely refund of tickets.
- ii) Provision of compensation in case of denied boarding and flight cancellations.
- iii) Provision of facilities in case of flight delays.
- iv) Provision of facilities and assistance to passengers with reduced mobility.
- v) Provision of passenger grievance redressal mechanism.

(c) & (d): Through social media, it came to the notice of DGCA that one of the passengers who travelled by M/s Indigo flight 6E- 487 was manhandled after deplaning in the operational area at IGI Airport, New Delhi on 15/10/2017. DGCA has constituted a two member committee to investigate the occurrence.
