

Complaints against Air India Employees

*891. DR. CHANDRA SHEKHAR
TRIPATHI:
DR. PRABHAT KUMAR
MISHRA:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) the number of complaints received during last six months against Air India staff working at Indira Gandhi International Airport alleging misbehaviour with passengers, malpractices in handling baggage and con-

ducting themselves not expected of the employees serving the national carrier; and

(b) if so, the details thereof and action taken thereon?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION AND TOURISM (SHRI SHIVRAJ V. PATIL): (a) and (b). During the last six months, there were 17 complaints against Air India staff working at Indira Gandhi International Airport, Delhi alleging misbehaviour, malpractices in handling baggage etc. A statement indicating the list of the complaints received and action taken thereon is given below.

STATEMENT

Name of Passengers	Nature of Complaint	Action Taken
1	2	3
1. Mr Vishwanathan	Retrieval of Boarding Card	Explanation called for.
2) Mr. A. Jogi	Was not allowed to use telephone though AI Staff were present.	Staff present were suitably warned.
3) Mr. Gulati	Rude Behaviour of Staff	Concerned staff suitably warned
4) Ms. Sichter & Ms. Grines	Alleged misbehaviour	Concerned staff suitably warned.
5. Dr. Chandra Shekhar Tripathi, MP & Dr. Prabat Kumar Misra, MP	Alleged misbehaviour regarding carriage of baggage	This complaint is under investigation.
6) Mr & Mrs. Richard Correll	Required assistance not rendered for onward bookings.	Concerned staff suitably warned
7) Ms. Suraiya	Not assigned seat requested by her.	Concerned staff suitably warned.
8) Dr. Radhakrishna	No staff available in arrival area to issue a Pax Service Order.	Letter issued to all Duty Managers to bring complaint to notice of staff and avoid recurrence

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9) Mrs. Gupta	Missed onward connections since no message was sent by Delhi Traffic staff.	Concerned staff suitably warned and reprimanded.
10) Mr. Jacob & Family	Were executive Class Pax and not offered Special Handling.	Concerned staff suitably reprimanded.
11) Mr. Hazelden	Not provided proper & timely assistance to connect, another carrier's flight.	Concerned staff suitably reprimanded.
12) Mrs. Alexander	At the time of arrival transit visa was not arranged by AI.	Concerned staff suitably reprimanded.
13) Mr. Maheshwari	By mistaken given wrong flight information resulting in his missing the flight.	Concerned staff suitably reprimanded.
14) Mr R.P. Rastogi	Missed his flight due incorrect reading of visa.	Concerned staff suitably reprimanded.
15) Mr B.L. Rastogi	Flight was cancelled but the pax was not suitably advised.	Concerned staff suitably reprimanded.
16) Mr. Agarwal	He & Ohter co-pax were kept on board for a length	All employees suitably

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17) Dr. Bansal (Father of UNM Mast. Bansal)	of time rather than allow them to disembark and relax in transit lounge.	briefed to avoid recurrence of such complaints.
	His son was not provided the assistance normally extended to such passengers.	Concerned staff suitably reprimanded.