

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 900
(To be answered on the 6th February 2020)**

INCIDENTS OF MISBEHAVIOUR WITH PASSENGERS

**900. SHRI KANAKMAL KATARA
SHRIMATI MEENAKASHI LEKHI
SHRIMATI KESHARI DEVI PATEL**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the incidents of misbehaviour with the passengers by the staff and pilots of the private airline companies are increasing continuously and if so, the details of incidents reported/received by the Government during 2015-2019 and the current year along with the action taken by the Government on each such complaints; and**
- (b) whether any guidelines have been issued by the Government to airlines for developing a grievance redressal mechanism and if so, the details thereof?**

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) The incidents of misbehaviour with the passengers by the staff and pilots of the private airline companies are decreasing continuously as evident from the details of the staff misbehaviour reported in the year 2015, 2016, 2017, 2018 & 2019, submitted by the scheduled domestic airlines which is a part of monthly submission of traffic data to DGCA, as follows:

**Year No. of complaints against
Staff misbehaviour**

2015	903
2016	834
2017	617
2018	453
2019	349

Travel by air is a contractual agreement between airline and their passenger. Therefore, an aggrieved passenger has to lodge his/her complaint with the respective airlines.

(b) As per Civil Aviation Requirements (CAR), Section 3 - Air Transport,

Series - M, Part I & IV, airline operators are required to appoint a Nodal officer and Appellate Authority to settle the passenger grievances in a stipulated time frame. Airline Operators are also required to conspicuously display the details of Nodal Officer and Appellate Authority on their respective website in a conspicuous manner and at key areas of the airport. The Air passengers also have an option to lodge a grievance on the "Air Sewa" App or portal. Besides, the passenger has the liberty to take up the matter with any statutory body/court set up under relevant applicable laws.
