

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3840
(To be answered on the 8th December 2016)**

IRREGULARITIES/VIOLATION BY AIRLINES

**3840. SHRIMATI RAMA DEVI
 SHRI PRATAPRAO JADHAV
 DR. MANOJ RAJORIA**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the number of cases registered under the violation of Air Operator Certification Manual during the last three years and the current year, year-wise;**
- (b) the names of the airlines which have violated the said manual during the period and the action taken against such airlines;**
- (c) whether the Government has taken cognizance of different types of unethical trade practices and other irregularities including bogus bookings being made by airlines and travel portals, if so, the details thereof;**
- (d) the details of rules/regulations/ guidelines for operating the airlines/travel portals in order to protect the interests of customers including checking bogus bookings; and**
- (e) the corrective steps taken by the Government to protect the interests of customers and outcome thereof?**

ANSWER

Minister of CIVIL AVIATION

नागर विमानन मंत्री

(Shri Ashok Gajapathi Raju Pusapati)

(a) & (b): Year wise number of cases registered against the airlines under the violation of Air Operator Certification Manual are given below:

| Year | No. of cases |
|-------------------------------|---------------------|
| 2013 | Nil |
| 2014 | Nil |
| 2015 | 01 |
| 2016 (up to November) | 07 |

The enforcement actions taken against the airlines are given in Annexure-A.

(c): No complaints substantiating the violation of tariff rule by airlines have been received by Directorate General of Civil Aviation (DGCA).

Implementation of the provisions of trade practices is not under the domain of DGCA. Travel Agents/Portals are not regulated by DGCA.

(d): In order to prevent excessive charging and sudden surges in airfares and to promote transparency by scheduled domestic airlines, DGCA has issued Air Transport Circular 02 of 2010 wherein airlines are required to display on their respective websites the tariff sheet route-wise across their network in various fare categories and the manner it is offered in the market. The intention behind the above directions is to keep the passengers informed of pricing pattern of airlines.

(e): DGCA has developed user friendly portal "Know Your Rights" for information of passenger travelling/ intending to travel by air. The portal was developed with aim to increase awareness among air passengers regarding their rights in case of flight cancellation, delays, denied boarding, cancellation of tickets, passenger grievance redressal system, facilitation for passengers with disability, facilitation at airport etc.

Although the Civil Aviation Requirements (CAR) / Air Transport Circulars (ATC) on passengers facilitation is available on DGCA website, the relevant CAR/ATC is also included at relevant places at "Know Your Rights" portal in order to bring awareness among the public.

As a result, e-mail, queries/RTI request seeking passenger facilitation related information has reduced.

Annexure A**Violation and Action taken by DGCA from 2013 to 2016 (Till November 2016)**

| S No | Year | Organization/Airlines | Irregularities | Action Taken |
|------|------|---|--|---|
| 1. | 2015 | M/s Jindal Steel & Power Ltd. | Withdrawal of security clearance by MHA | Air Operator permit was cancelled. |
| 2. | 2016 | M/s Thumbby Aviation | Concealment of factual information during endorsement of helicopter VT-ASL in AOP | Warning issued to accountable manager to be care full in future |
| 3. | 2016 | M/s EON Aviation Pvt. Ltd. | Security clearance for grant of Air operator Permit(AOP) has been denied by MHA. | Air Operator permit was cancelled |
| 4. | 2016 | M/s Supreme Transport | Concealment of factual information about the lease agreement of VT- PRS for endorsement of AOP | Air Operator permit suspended for two months w.e.f. 14.06.2016 |
| 5. | 2016 | M/s E-factor Ballon | Unauthorized Test flying of Hot Air Balloon without permission from ATC | Air Operator permit suspended for one month w.e.f. 26.09.2016 |
| 6. | 2016 | M/s GVK Projects and Technical services | Appointment of Board of Directors without Security clearance from MHA | Warning issued to Organization |
| 7. | 2016 | M/s Turbo-Megha | Operation of aircraft VT-TMU without endorsement in AOP | Suspension of Certificate of Registration of VT-TMU for 15 days w.e.f. 24.06.2016 to 08.07.2016 |
| 8. | 2016 | M/s Air Pegasus Pvt. Ltd. | No aircraft is available for continuation of AOP | Air Operator permit was suspended w.e.f. 08.11.2016 |

