

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1097
(To be answered on the 8th February 2018)**

COMPLAINTS AGAINST INDIGO AIRLINES

**1097. DR. RAVINDRA KUMAR RAY
SHRI SHER SINGH GHUBAYA**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether out of the total number of complaints received against airlines, the ratio of complaints against Indigo is higher than other airlines, if so, the details thereof;
- (b) whether Indigo airlines is violating the rules despite the repeated advisory issued to the airlines to treat the customer in a dignified manner;
- (c) if so, whether the Government proposes to cancel license of Indigo airlines;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): No such analysis has been carried out by this Ministry.

(b) to (e) : In the recent past, an incident of manhandling of a passenger in the operational area of IGI airport after deplaning from M/s Indigo flight, came to the notice of Directorate General of Civil Aviation (DGCA). DGCA constituted a two member committee to investigate the occurrence. The investigation report has revealed that conduct of M/s Indigo staff was discourteous, who indulged in fighting with the passenger. However, there is no proposal to cancel the licence of M/s Indigo airlines.
