

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2253
(To be answered on the 8th March 2018)**

Pre-flight Safety Instructions

**2253. SHRI D.K. SURESH
SHRI NALIN KUMAR KATEEL**

Will the Minister of CIVIL AVIATION

जागर विमानन मंत्री

be pleased to state:-

- (a) whether on-board announcements of pre-flight safety instructions informing passengers about seat belts, emergency exits, oxygen masks and life vests are made only in Hindi and English in all the flights;
- (b) if so, the details thereof;
- (c) whether the Government is aware that thousands of flyers are facing difficulty in understanding the announcements as they do not understand either Hindi or English;
- (d) if so, the details thereof;
- (e) whether the Government is taking any measures to meet demands of the thousands of domestic travellers to ensure that all the announcements of pre-flight safety instructions are made in regional languages; and
- (f) if so, the response of the Government in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

जागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

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- (a) & (b) On-board announcements of pre-flight safety instructions for passengers about seat belts, emergency exits, oxygen masks and life vests are normally made in Hindi and English on all flights. These are consistent with printed language on all documents for passengers' safety information.
 - (c) & (d) No such information is available with this Ministry. However, the Directorate General of Civil Aviation (DGCA) had received two generic grievances in 2015 and 2016 whereby the complainant had stressed the usage of regional language during the use of cabin safety announcements.
 - (e) & (f) No such measures are being proposed by this Ministry at present.