

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 3354  
(To be answered on the 15<sup>th</sup> March 2018)**

**Incidents of Misbehaviour at Airports**

**3354. SHRI PRAHLAD SINGH PATEL  
SHRI SANJAY HARIBHAU JADHAV  
SHRIMATI SANTOSH AHLAWAT  
SHRI CHANDU LAL SAHU  
DR. RAVINDRA KUMAR RAY  
SHRI DEVJI M. PATEL  
SHRI SUNIL KUMAR SINGH  
SHRI SHER SINGH GHUBAYA**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether Air India official misbehaved with a Member of Parliament for no valid reason recently, if so, the details thereof and action taken thereon;**
- (b) whether it is true that manhandling of air passengers by airlines staff are on increase now a days if so, the number of such cases during the current year, airline wise;**
- (c) the details of complaint received by the passengers regarding misbehaviour by airlines staff and the quality of food served to them in the flight during last three years and the current years especially IndiGo and Jet Airways airline; and**
- (d) the total number of complaints received from the consumers against airlines companies during the last three years and the current year, airline company-wise and the details of action taken thereon?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Shri Jayant Sinha)**

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**(a) : Hon'ble MP, Shri Prahlad Singh Patel was booked to travel by AI 9617 of 22nd February, 2018 from Delhi to Jabalpur, STD was 1535 hrs. ETD was revised to 1800 hours. There was a delay of 187 minutes due to aircraft change due technical reasons. There was no remark in the PNR regarding his VIP status. Hon'ble MP had gone to AI Lounge along with another passenger**

where after a conversation with Manager of AI Lounge, he was politely refused as he was holding Economy Class boarding card. After knowing the status of Hon'ble MP, he was apprised that while he can sit in the lounge, the other accompanying passenger would be required to pay.

(b) & (c) : No such analysis has been carried out by Directorate General of Civil Aviation (DGCA). However, one incident with regard to manhandling of air passengers by airlines staff came to the notice of DGCA in the recent past. Through social media, it has come to the notice of DGCA that one of the passenger who travelled by Indigo flight 6E-487 was manhandled after deplaning in the operational area at IGI Airport, New Delhi on 15.10.2017. DGCA has 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. No complaints in respect of Jet Airways substantiating misbehaviour by their staff has been received by DGCA.

Serving of food on board is the commercial practice of the airlines and Government does not interfere with the commercial aspect of the airlines.

(d) : Airline wise details of passenger complaints, as submitted by the scheduled airlines, during the period 2015, 2016, 2017 and 2018(up to January) as a part of monthly submission of traffic data is placed at Annexure. All these complaints have been redressed by the airlines.

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# ANNEXURE

No. of complaints addressed by airlines												
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Air Costa	5	5	3	7	4	4	4	5	5	5	6	6
Air Asia	15	14	12	10	13	14	15	13	11	12	13	13
Vistara	2	1	2	1	2	1	2	2	1	3	2	1
Go Air	169	134	325	148	68	67	74	69	51	60	167	93
IndiGo	195	213	198	212	191	180	186	156	149	147	125	148
Spicejet	330	248	207	198	187	160	133	116	98	89	78	60
Jet Airways + JetLite	229	221	225	210	211	194	210	209	199	203	211	215
Air India (Dom)	252	256	222	149	173	173	174	189	191	203	252	552
Air Pegasus					9	26	4	2	3	2	2	2
Trujet								9	2	3	1	1

	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Air Costa	6	5	7	6	7	5	5	5	5	5	5	5
Air Asia	16	12	11	12	11	9	14	15	15	20	18	17
Vistara	4	2	2	2	5	5	3	4	4	4	3	2
Go Air	61	72	58	65	56	100	85	68	51	82	57	67
IndiGo	126	130	120	105	109	104	103	97	104	109	101	126
Spicejet	50	48	41	38	49	82	86	87	85	97	71	79
Jet Airways + JetLite	216	208	211	211	218	203	216	212	203	197	400	225
Air India (Dom)	341	276	280	228	303	273	296	288	259	270	292	382
Air Pegasus	2	5	6	6	21	2	136	105				
Trujet	1	1	1	1	3	5	4	3	2	5	3	4
Air Carnival								1	0	1	1	0

	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Air Costa	5	6										
Air Asia	22	23	16	18	11	9	9	10	11	11	12	14
Vistara	2	2	3	4	3	5	9	2	1	4	5	3
Go Air	96	88	55	54	58	62	64	41	64	69	70	45
IndiGo	117	110	90	75	109	80	86	82	74	78	95	105
Spicejet	72	63	58	53	57	59	71	29	33	37	36	25
Jet Airways + JetLite	224	207	213	211	231	217	218	222	213	227	230	222
Air India (Dom)	334	306	242	226	245	196	218	211	208	228	266	265
Trujet	4	3	3	2	2	3	3	2	2	2	2	2
Air Carnival	1	0	0	0								
Zoom Air		2	0	0	0	0	0	0	0	0	0	0
Air Deccan												0

	Jan-18
Air Asia	14
Vistara	6
Go Air	48
Indigo	100
Spicejet	31
Jet Airways + JetLite	222
Air India (Dom)	268
Trujet	2
Air Deccan	3
Zoom Air	0

