

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha**

**UNSTARRED QUESTION NO. : 2577
(TO BE ANSWERED ON THE 16th March 2023)**

SAFETY OF PASSENGERS

**2577. SHRIMATI RANJEETA KOLI
SHRI BALAK NATH
SHRI SUMEDHANAND SARASWATI
DR. MANOJ RAJORIA**

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) whether the Government has taken any steps for the safety and convenience of the passengers in view of the huge increase in the number of passengers at major airports of the country;**
- (b) if so, the details thereof;**
- (c) whether any action has also been taken against airlines for violation of safety norms; and**
- (d) if so, the details thereof?**

ANSWER

Minister of CIVIL AVIATION (Shri Jyotiraditya M. Scindia)

- (a) & (b) DGCA has taken the following steps to enhance safety of operations and ensure safe travel of passengers:**
 - (i) Airlines have been directed to increase their engineering capabilities at all airports where they operate to ensure availability of spares and qualified manpower.**
 - (ii) Audits of engineering facilities of airlines carried out by DGCA.**
 - (iii) DGCA has increased its spot checks on aircraft of airlines.**
 - (iv) Accountable Manager and Flight Safety In-charge of each Airline have been sensitized about their responsibilities and necessary action taken as per norms.**
 - (v) DGCA has directed airlines to ensure adequate availability of spares.**

DGCA has issued Air Transport Circular 2 of 2019 titled "Facilities/Courtesies to esteemed travelling public at airports" which lays down the general requirements for airlines and airports to ensure adequate facilitation of the passengers, particularly senior citizens, expectant mothers, passengers with disability, first time travellers, etc.

Besides DGCA has issued following Civil Aviation Requirements in order to ensure the convenience of the passengers:

(i) Civil Aviation Requirements (CAR) Section 3 - Air Transport Series M Part I titled "Carriage by Air - Persons with Disability (Divyangjan) and/or Persons with Reduced Mobility".

(ii) Civil Aviation Requirements (CAR), Section - 3, Series M, Part II titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings".

(iii) Civil Aviation Requirement (CAR) Section-3, Series M, Part IV Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.

(c) & (d) The details of action taken on Airline operators for violations of safety norms for the year 2022 and till 28 Feb 2023 are at Annexure.

ANNEXURE

S. No.	Air-Carriers	Violation	Enforcement Action
1	M/s Air India 07.04.2022	During the audit on 08.02.2022 significant non-compliances were found.	Suspended approval of M/s Air India Ltd for Carriage of Dangerous Goods to/from Delhi for 15 days.
2	Tata Sia Airlines Ltd. (Vistara) 23.05.2022	Violation of provisions of rule 133A of the Aircraft Rules, 1937	Imposed financial penalty of Rs. 10 Lakh (Ten lakh only)
3	SpiceJet Ltd. 27.05.2022	Violation of provisions of rule 133A of the Aircraft Rules, 1937	Imposed financial penalty Rs. 10 Lakh (Ten lakh only)
4	Star Air 24.06.2022	Violation of provisions of rule 133A of the Aircraft Rules, 1937	Imposed financial penalty Rs. 2.5 Lakh (Two Lakh and fifty thousand)
5	M/s Spicejet Ltd 27.07.2022	Violation of various safety norms	On 27.07.2022, the operation was restricted to 50% of number of departures approved under summer schedule 2022 for 08 weeks and further on 21.09.2022 extended restriction till the end of summer schedule i.e 29.10.2022.
6	M/s Go Air 03.11.2022	Violation of provisions of rule 133A of the Aircraft Rules, 1937	Imposed financial penalty Rs. 1 Lakh (One lakh only)
7.	M/s Big Charters Pvt. Ltd. (Fly Big) 22.02.2023	Violation of provisions of rule 133A of the Aircraft Rules, 1937	Imposed financial penalty Rs. 1 Lakh (One lakh only)
