

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 1044  
(To be answered on the 27<sup>th</sup> July 2015)**

**COMPLAINTS AGAINST AIRLINES**

**1044. SHRI RAMESH BIDHURI**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Directorate General of Civil Aviation (DGCA) has received complaints regarding misbehaviour by the employees of various airlines during the last three years and the current year;**  
**(b) if so, the details thereof, airline-wise; and**  
**(c) the action taken by DGCA thereon?**

**ANSWER**

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

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Dr Mahesh Sharma)**

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**(a) and (b):-Yes Madam. The details of the complaints received by DGCA on staff misbehavior for the year 2012, 2013, 2014 and current year up to (June) are at Annexure 1 to Annexure-4 respectively.**

**(c):- As per prevailing regulation, each airline is required to appoint a Nodal Officer and Appellate Authority to redress passenger grievances in a stipulated time frame. Airlines are required to conspicuously display the details of Nodal Officer and Appellate Authority on their respective website. If any passenger related complaint is received by DGCA, this is forwarded to the respective airline, for redressal, directly with the complainant.**

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Jan-12	Staff Misbehaviour
Air India (dom)	14
Kingfisher Airlines	8
IndiGo	11
Go Air	0
Spicejet	8
JetLite	8
Jet Airways	27
	74

Feb-12	Staff Misbehaviour
Air India (dom)	8
Kingfisher Airlines	10
IndiGo	2
Go Air	0
Spicejet	7
JetLite	9
Jet Airways	27
	63

Mar-12	Staff Misbehaviour
Air India (dom)	11
Kingfisher Airlines	8
IndiGo	1
Go Air	0
Spicejet	6
JetLite	9
Jet Airways	33
	68

Apr-12	Staff Misbehaviour
Air India (dom)	9
Kingfisher Airlines	6
IndiGo	0
Go Air	0
Spice	10
JetLite	4
Jet Airways	27
	53

May-12	Staff Misbehaviour
Air India (dom)	11
Kingfisher Airlines	8
IndiGo	1
Go Air	0
Spicejet	6
JetLite	9
Jet Airways	33
	68

Jun-12	Staff Misbehaviour
Air India (dom)	17
Kingfisher Airlines	3
IndiGo	7
Go Air	0
Spice	9
JetLite	6
Jet Airways	24
	66

Jun-12	Staff Misbehaviour
Air India (dom)	17
Kingfisher Airlines	3
IndiGo	7
Go Air	0
Spice	9
JetLite	6
Jet Airways	24
	66

Aug-12	Staff Misbehaviour
Air India (dom)	12
Kingfisher Airlines	1
IndiGo	1
Go Air	0
Spice	7
JetLite	4
Jet Airways	19
	44

Sep-12	Staff Misbehaviour
Air India (dom)	4
Kingfisher Airlines	1
IndiGo	1
Go Air	0
Spice	6
JetLite	3
Jet Airways	17
	35

Oct-12	Staff Misbehaviour
Air India (dom)	2
Kingfisher Airlines	
IndiGo	1
Go Air	0
Spice	10
JetLite	3
Jet Airways	19
	40

Nov-12	Staff Misbehaviour
Air India (dom)	10
Kingfisher Airlines	
IndiGo	2
Go Air	0
Spice	12
JetLite	4
Jet Airways	20
	48

Dec-12	Staff Misbehaviour
Air India (dom)	17
Kingfisher Airlines	
IndiGo	2
Go Air	0
Spice	13
JetLite	4
Jet Airways	18
	54

Jan-12	Staff Misbehaviour
Air India (dom)	14
Kingfisher Airlines	5
IndiGo	11
Go Air	0
Spicejet	8
JetLite	8
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Aug-12	Staff Misbehaviour
Air India (dom)	12
Kingfisher Airlines	1
IndiGo	1
Go Air	0
Spice	7
JetLite	4
Jet Airways	19
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Sep-12	Staff Misbehaviour
Air India (dom)	4
Kingfisher Airlines	1
IndiGo	4
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JetLite	5
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