

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2994
(To be answered on the 17th December 2015)**

BEHAVIOUR OF EMPLOYEES OF AIRLINES

2994. SHRI DILIPKUMAR MANSUKHLAL GANDHI

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Directorate General of Civil Aviation (DGCA) has taken note of indiscriminate/indecent behaviour of the employees of Spice Jet and Air India towards passengers;
- (b) if so, the details thereof along with the advisory issued by the Government for the airlines in this regard;
- (c) whether the Government proposes to take strict action against the employees of such airlines showing disrespectful behaviour towards passengers; and
- (d) if so, the number of such cases reported and action taken by the Government during the last three years and the current year, airline-wise?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

(a) to (c): As submitted by Air India & SpiceJet, total number of complaints in respect of staff behaviour received from them during Jan 2012 - October 2015 is at Annexure-1. As per the prevailing regulation, passengers are required to lodge their complaints with the airlines for redressal. All the scheduled domestic airlines have nominated and displayed the name and contact details of their Nodal Officer & Appellate Authority to settle the passenger complaints within stipulated time period. If the airline fails to full fill their obligation, the passenger may complain to the statutory body set under applicable laws.

(d): As per monthly data submitted by the scheduled domestic airlines, total number of complaints in respect of staff behavior received from them during January 2012 - October 2015 is at Annexure-2.

Airlines wise details of the complaints of the redressal status is at Annexure-3. Data prior to July 2014 is not available.

Directorate General of Civil Aviation (DGCA) has issued Air Transport Circular 01 of 2014 on facilitation/courtesy to esteemed travelling public at airport. The circular specifies that all ground staff engaged in passenger handling, to undergo periodic soft skill training for sensitization, courtesy, behavior and procedure for assisting the passengers.

ANNEXURE-1

Jan-12	Staff Misbehaviour
Air India (dom)	14
Spicejet	8

Feb-12	Staff Misbehaviour
Air India (dom)	8
Spicejet	7

Mar-12	Staff Misbehaviour
Air India (dom)	11
Spicejet	6

Apr-12	Staff Misbehaviour
Air India (dom)	9
Spice	10

May-12	Staff Misbehaviour
Air India (dom)	11
Spicejet	6

Jun-12	Staff Misbehaviour
Air India (dom)	17
Spice	9

Jul-12	Staff Misbehaviour
Air India (dom)	18
Spice	7

Aug-12	Staff Misbehaviour
Air India (dom)	12
Spice	7

Sep-12	Staff Misbehaviour
Air India (dom)	4
Spice	6

Oct-12	Staff Misbehaviour
Air India (dom)	7
Spice	10

Nov-12	Staff Misbehaviour
Air India (dom)	10
Spice	12

Dec-12	Staff Misbehaviour
Air India (dom)	17
Spice	13

Jan-13	Staff Misbehaviour
Air India (dom)	12
Spice	8

Feb-13	Staff Misbehaviour
Air India (dom)	9
Spice	12

Mar-13	Staff Misbehaviour
Air India (dom)	16
Spice	13

Apr-13	Staff Misbehaviour
Air India (dom)	11
Spice	11

May-13	Staff Misbehaviour
Air India (dom)	18
Spice	16

Jun-13	Staff Misbehaviour
Air India (dom)	26
Spice	16

Jul-13	Staff Misbehaviour
Air India (dom)	21
Spice	13

Aug-13	Staff Misbehaviour
Air India (dom)	22
Spice	15

Sep-13	Staff Misbehaviour
Air India (dom)	34
Spice	12

Oct-13	Staff Misbehaviour
Air India (dom)	31
Spice	16

Nov-13	Staff Misbehaviour
Air India (dom)	16
Spice	18

Dec-13	Staff Misbehaviour
Air India (dom)	14
Spice	20

Jan-14	Staff Misbehaviour
Air India (dom)	23
Spice	17

Feb-14	Staff Misbehaviour
Air India (dom)	21
Spice	17

Mar-14	Staff Misbehaviour
Air India (dom)	13
Spice	15

Apr-14	Staff Misbehaviour
Air India (dom)	20
Spice	18

May-14	Staff Misbehaviour
Air India (dom)	18
Spice	19

Jun-14	Staff Misbehaviour
Air India (dom)	27
Spice	20

Jan-15	Staff Behaviour
Air India	21
Spicejet	9

Feb-15	Staff Behaviour
Air India (Dom)	15
Spicejet	11

Mar-15	Staff Behaviour
Air India (Dom)	20
Spicejet	25

Apr-15	Staff Behaviour
Air India (Dom)	15
Spicejet	23

May-15	Staff Behaviour
Air India (Dom)	19
Spicejet	27

Jun-15	Staff Behaviour
Air India (Dom)	13
Spicejet	11

Jul-14	Staff Misbehaviour
Air India	45
Spicejet	17

Aug-14	Staff Misbehaviour
Air India	29
Spicejet	21

Sep-14	Staff Misbehaviour
Air India	22
Spicejet	21

Oct-14	Staff Misbehaviour
Air India	18
Spicejet	-

Nov-14	Staff Misbehaviour
Air India	16
Spicejet	-

Dec-14	Staff Misbehaviour
Air India	18
Spicejet	16

Jul-15	Staff Behaviour
Air India (Dom)	24
Spicejet	25

Aug-15	Staff Behaviour
Air India (Dom)	15
Spicejet	42

Sep-15	Staff Behaviour
Air India (Dom)	18
Spicejet	29

Oct-15	Staff Behaviour
Air India (Dom)	10
Spicejet	20

Jan-12	Staff Misbehaviour
Air India (dom)	14
Kingfisher Airlines	6
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	1
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

Jul-12	Staff Misbehaviour
Air India (dom)	18
Kingfisher Airlines	2
IndiGo	2
Go Air	0
Spice	7
JetLite	5
Jet Airways	20
	54

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	4
Go Air	0
Spice	6
JetLite	3
Jet Airways	17
	35

Oct-12	Staff Misbehaviour
Air India (dom)	7
IndiGo	1
Go Air	0
Spice	10
JetLite	3
Jet Airways	19
	40

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

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

Jan-13	Staff Misbehaviour
Air India (dom)	12
Kingfisher Airlines	
IndiGo	2
Go Air	0
Spice	8
JetLite	3
Jet Airways	16
	41

Feb-13	Staff Misbehaviour
Air India (dom)	9
Kingfisher Airlines	
IndiGo	6
Go Air	0
Spice	12
JetLite	5
Jet Airways	16
	48

Mar-13	Staff Misbehaviour
Air India (dom)	16
IndiGo	2
Go Air	0
Spice	13
JetLite	6
Jet Airways	17
	54

Apr-13	Staff Misbehaviour
Air India (dom)	11
IndiGo	2
Go Air	0
Spice	11
JetLite	5
Jet Airways	18
	47

May-13	Staff Misbehaviour
Air India (dom)	18
IndiGo	0
Go Air	0
Spice	16
JetLite	7
Jet Airways	22
	63

Jun-13	Staff Misbehaviour
Air India (dom)	26
IndiGo	0
Go Air	0
Spice	16
JetLite	5
Jet Airways	21
	68

Jul-13	Staff Misbehaviour
Air India (dom)	21
IndiGo	2
Go Air	0
Spice	13
JetLite	5
Jet Airways	23
	64

Aug-13	Staff Misbehaviour
Air India (dom)	22
IndiGo	2
Go Air	0
Spice	15
JetLite	5
Jet Airways	22
	66

Sep-13	Staff Misbehaviour
Air India (dom)	34
IndiGo	0
Go Air	0
Spice	12
JetLite	4
Jet Airways	19
	69

Oct-13	Staff Misbehaviour
Air India (dom)	31
IndiGo	4
Go Air	0
Spice	16
JetLite	4
Jet Airways	21
Air Costa	1
	77

Nov-13	Staff Misbehaviour
Air India (dom)	16
IndiGo	6
Go Air	0
Spice	18
JetLite	5
Jet Airways	20
Air Costa	0
	65

Dec-13	Staff Misbehaviour
Air India (dom)	14
IndiGo	9
Go Air	0
Spice	20
JetLite	4
Jet Airways	21
Air Costa	0
	68

Jan-14	Staff Misbehaviour
Air India (dom)	23
IndiGo	4
Go Air	0
Spice	17
JetLite	4
Jet Airways	19
Air Costa	0
	67

Feb-14	Staff Misbehaviour
Air India (dom)	21
IndiGo	2
Go Air	0
Spice	17
JetLite	4
Jet Airways	18
Air Costa	1
	63

Mar-14	Staff Misbehaviour
Air India (dom)	13
IndiGo	1
Go Air	0
Spice	15
JetLite	4
Jet Airways	16
Air Costa	0
	49

Apr-14	Staff Misbehaviour
Air India (dom)	20
IndiGo	0
Go Air	0
Spice	18
JetLite	5
Jet Airways	17
Air Costa	1
	61

May-14	Staff Misbehaviour
Air India (dom)	18
IndiGo	4
Go Air	0
Spice	19
JetLite	4
Jet Airways	19
Air Costa	0
	64

Jun-14	Staff Misbehaviour
Air India (dom)	27
IndiGo	0
Go Air	0
Air Asia	3
Spice	20
JetLite	5
Jet Airways	16
Air Costa	0
	71

Jul-14	Staff Behaviour
Air Costa	-
Air Asia	1
Go Air	2
IndiGo	-
Spicejet	17
Jet	2
Air India	45

Aug-14	Staff Behaviour
Air Costa	2
Air Asia	1
Go Air	-
IndiGo	-
Spicejet	21
Jet	13
Air India	29

Sep-14	Staff Behaviour
Air Costa	-
Air Asia	-
Go Air	-
IndiGo	-
Spicejet	21
Jet	20
Air India	22

Oct-14	Staff Behaviour
Air Costa	-
Air Asia	-
Go Air	-
IndiGo	-
Spicejet	-
Jet	39
Air India	18

Nov-14	Staff Behaviour
Air Costa	-
Air Asia	-
Go Air	-
IndiGo	-
Spicejet	-
Jet	25
Air India	16

Dec-14	Staff Behaviour
Air Costa	-
Air Asia	-
Go Air	3
IndiGo	4
Spicejet	16
Jet	32
Air India	18

Jan-15	Staff Behaviour
Air Costa	1
Air Asia	-
Vistara	-
Go Air	5
IndiGo	2
Spicejet	9
Jet	32
Air India	21
Grand Total	69

Feb-15	Staff Behaviour
Air Asia	
Air Costa	
Air India (Dom)	15
Go Air	3
IndiGo	5
Jet Airways + JetLite	27
Spicejet	11
Vistara	
Grand Total	61

Mar-15	Staff Behaviour
Air Asia	
Air Costa	
Air India (Dom)	20
Go Air	
IndiGo	4
Jet Airways + JetLite	39
Spicejet	25
Vistara	
Grand Total	88

Apr-15	Staff Behaviour
Air Asia	
Air Costa	2
Air India (Dom)	15
Go Air	
IndiGo	5
Jet Airways + JetLite	27
Spicejet	23
Vistara	
Grand Total	72

May-15	Staff Behaviour
Air Asia	
Air Costa	
Air India (Dom)	19
Air Pegasus	
Go Air	
IndiGo	
Jet Airways + JetLite	35
Spicejet	27
Vistara	
Grand Total	81

Jun-15	Staff Behaviour
Air Asia	
Air Costa	1
Air India (Dom)	13
Air Pegasus	
Go Air	
IndiGo	
Jet Airways + JetLite	29
Spicejet	11
Vistara	
Grand Total	54
Air India (Dom)	13

Jul-15	Staff Behaviour
Air Costa	-
Air Asia	-
Vistara	-
Go Air	-
IndiGo	1
Spicejet	25
Jet Airways + JetLite	41
Air India (Dom)	24
Air Pegasus	-
Total	91

Aug-15	Staff Behaviour
Air Costa	1
Air Asia	1
Vistara	-
Go Air	-
IndiGo	1
Spicejet	42
Jet Airways + JetLite	26
Air India (Dom)	15
Air Pegasus	-
Trujet	-
Total	86

Sep-15	Staff Behaviour
Air Costa	-
Air Asia	-
Vistara	-
Go Air	-
IndiGo	3
Spicejet	29
Jet Airways + JetLite	31
Air India (Dom)	18
Air Pegasus	-
Trujet	-
Total	81

Oct-15	Staff Behaviour
Air Costa	-
Air Asia	-
Vistara	-
Go Air	-
IndiGo	2
Spicejet	20
Jet Airways + JetLite	32
Air India (Dom)	10
Air Pegasus	-
Trujet	-
Total	64

ANNEXURE-3

Jul-14			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	21	1	1
Air Asia	3	3	-
Go Air	81	81	-
IndiGo	92	92	-
Spicejet	129	129	-
Jet Airways + JetLite	61	52	9
Air India (Dom)	213	162	51
Total	581	520	61

Aug-14			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	3	3	-
Air Asia	2	1	1
Go Air	81	81	-
IndiGo	106	106	-
Spicejet	146	135	11
Jet Airways + JetLite	185	181	4
Air India (Dom)	189	160	29
Total	712	667	45

Sep-14			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	4	4	-
Air Asia	3	3	-
Go Air	113	113	-
IndiGo	82	82	-
Spicejet	123	111	12
Jet Airways + JetLite	197	194	3
Air India (Dom)	228	192	36
Total	750	699	51

Oct-14			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	4	4	-
Air Asia	5	5	-
Go Air	223	223	-
IndiGo	106	106	-
Spicejet	121	121	-
Jet Airways + JetLite	280	279	1
Air India (Dom)	341	184	157
Total	1080	922	158

Nov-14			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	11	11	-
Go Air	220	220	-
IndiGo	110	109	1
Spicejet	142	142	-
Jet Airways + JetLite	219	219	-
Air India (Dom)	226	126	100
Total	933	832	101

Dec-14			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	3	3	-
Air Asia	12	12	-
Go Air	371	371	-
IndiGo	241	241	-
Spicejet	210	210	-
Jet Airways + JetLite	230	230	-
Air India (Dom)	255	150	105
Total	1322	1217	105

Jan-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	15	15	-
Vistara	2	2	-
Go Air	169	169	-
IndiGo	195	195	-
Spicejet	330	330	-
Jet Airways + JetLite	229	229	-
Air India (Dom)	252	171	81
Total	1197	1116	81

Feb-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	14	14	-
Vistara	1	1	-
Go Air	134	134	-
IndiGo	213	213	-
Spicejet	248	248	-
Jet Airways + JetLite	221	221	-
Air India (Dom)	256	173	83
Total	1092	1009	83

Mar-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	3	3	-
Air Asia	12	12	-
Vistara	2	2	-
Go Air	325	325	-
IndiGo	198	197	1
Spicejet	207	207	-
Jet Airways + JetLite	225	225	-
Air India (Dom)	222	136	86
Total	1194	1107	87

Apr-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	7	7	-
Air Asia	10	10	-
Vistara	1	1	-
Go Air	148	148	-
IndiGo	212	212	-
Spicejet	198	197	1
Jet Airways + JetLite	210	208	2
Air India (Dom)	149	98	51
Total	935	881	54

May-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	14	14	-
Vistara	1	1	-
Go Air	68	68	-
IndiGo	191	191	-
Spicejet	187	187	-
Jet Airways + JetLite	211	211	-
Air India (Dom)	173	108	65
Air Pegasus	9	9	-
Total	858	793	65

Jun-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	4	4	-
Air Asia	14	14	-
Vistara	1	1	-
Go Air	67	67	-
IndiGo	180	180	-
Spicejet	160	160	-
Jet Airways + JetLite	194	194	-
Air India (Dom)	173	110	63
Air Pegasus	26	26	-
Total	819	756	83

Jul-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	4	4	-
Air Asia	15	15	-
Vistara	2	2	-
Go Air	74	74	-
IndiGo	186	186	-
Spicejet	133	160	-
Jet Airways + JetLite	210	210	-
Air India (Dom)	174	108	65
Air Pegasus	4	4	
Total	802	742	60

Aug-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	13	13	-
Vistara	2	2	-
Go Air	69	69	-
IndiGo	156	156	-
Spicejet	116	116	-
Jet Airways + JetLite	209	209	-
Air India (Dom)	189	135	54
Air Pegasus	2	2	
Turejet	9	9	
Total	770	716	54

Sep-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	11	11	-
Vistara	1	1	-
Go Air	51	51	-
IndiGo	149	149	-
Spicejet	98	98	-
Jet Airways + JetLite	199	199	-
Air India (Dom)	191	101	90
Air Pegasus	3	3	
Turejet	2	2	
Total	710	620	90

Oct-15			
Airline	Total Complaints	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	12	12	-
Vistara	3	3	-
Go Air	60	60	-
IndiGo	147	147	-
Spicejet	89	89	-
Jet Airways + JetLite	203	203	-
Air India (Dom)	203	106	97
Air Pegasus	2	2	
Truejet	3	3	
Total	727	630	97