

Employment to dependents of deceased SC/ST employees

341. SHRI PARIMAL NATHWANI: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the total number of dependents of the deceased SC/ST employees, who were given employment by the Ministry during the last three years till date, year-wise;
- (b) the deceased employees whose dependants have not been given employment till this date;
- (c) the reasons therefor; and
- (d) the policy adopted by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) Five (05) dependants of the deceased SC/ST employees were employed during the last three years. Year wise details are as under:

2014-15: SC = 1, ST = 1

2015 -16: NIL (No compassionate appointment has been made in this year)

2016-17: SC = 2, ST=1

(b) Total eight (08) dependants of the deceased SC/ST employees could not be employed during the said period.

(c) As per the policy guidelines of the Government, compassionate appointments are made against upto a maximum of 5% of vacancies falling under direct recruitment quota in group 'C' posts only and as such the dependants of all deceased employees could not be offered appointment due to non-availability of vacancies.

(d) The compassionate appointments are made as per the policy framed on the subject by the Department of Personnel & Training, Ministry of Personnel, Public Grievances and Pension.

Quarrel between passengers and airline staffs

342. SHRIMATI SASIKALA PUSHPA: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it is a fact that instances of quarrel/fight between passengers and airline staffs have increased recently;

- (b) if so, the details thereof;
- (c) whether Government has formulated any comprehensive plan to arrest this trend; and
- (d) if so, the details thereof, and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (d) No analysis in this regard has so far been carried out. DGCA has issued regulations in this regard, which provides for adequate training of persons waiting at airport who are engaged in passenger handling. In case of any violation, appropriate action is taken as per the provisions of the relevant CAR. In addition, DGCA has issued passenger centric regulations on the following aspects:

- (i) Timely refund of tickets.
- (ii) Provision of compensation in case of denied boarding and flight cancellations.
- (iii) Provision of facilities in case of flight delays.
- (iv) Provision of facilities and assistance to passengers with reduced mobility.
- (v) Provision of passenger grievance redressal mechanism.

These regulations provide a platform for aggrieved passengers to complain to the statutory bodies set up under relevant applicable laws, if the airlines fail to fulfill their obligations.

Moderation in growth of domestic air travel in India

343. SHRI T. RATHINAVEL: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether it is a fact that after a temporary blip, India is back as the world's fastest growing domestic air travel market in May, 2017, if so, the details thereof;
- (b) whether it is also a fact that the growth rates in India are moderating from the heady 20 per cent plus seen in past two years due to increasing oil prices; and
- (c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (c) The growth of domestic passengers carried by