

**Abusive treatment of passengers by airlines staff**

348. SHRI RITABRATA BANERJEE:

SHRI AJAY SANCHETI:

SHRIMATI RENUKA CHOWDHURY:

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether instances of abusive treatment of passengers by airways staff of certain private as well as public airlines have come to the notice of Government;
- (b) if so, the details thereof; and
- (c) the details of specific steps taken to avoid such instances in future?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) and (b) In the recent past, through social media, it has come to the notice of DGCJA that one of the passengers who travelled by M/s Indigo flight 6E- 487 was manhandled after deplaning in the operational area at IGI Airport, New Delhi. Though the incident occurred on 15.10.2017, it only came to the knowledge of DGCA after almost a month's time. The incident has been investigated by DGCA.

(c) 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 also 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.