

(b) whether it is also a fact that Air Deccan could not successfully operate flights on the sector apparently due to many technical and other issues;

(c) whether Government is taking adequate steps to address these issues in order to ensure regional connectivity under UDAN scheme remains successful; and

(d) whether there is any proposal under consideration to restore flights under the UDAN scheme between Mumbai-Kolhapur-Mumbai involving some other airline considering fairly good traffic on the route?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI HARDEEP SINGH PURI): (a) to (d) The Regional Connectivity Scheme (RCS) - UDAN (Ude Desh ka Aam Nagrik) is a demand-driven scheme, where airline operators undertake assessment of demand on particular routes and interested eligible Airline Operators participate in the e-bidding to be held time to time for award of routes/networks. The Mumbai-Kolhapur Sector was awarded to M/s Deccan Charters Private Limited (Air Deccan) by the Airports Authority of India- the Implementing Agency, but the Selected Airline Operator could not operate successfully on the said Sector and therefore, Mumbai - Kolhapur - Mumbai sector was awarded to M/s Ghodawat Enterprises Private Limited (Star Air) and M/s Turbo Megha Airways Private Limited (TruJet) in the 3rd round of bidding under RCS-UDAN.

Naming of Kolhapur airport

470. SHRI SAMBHAJI CHHATRAPATI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government of Maharashtra has recommended naming Kolhapur Airport as Chhatrapati Rajaram Maharaj Airport, honouring the illustrious son of Chhatrapati Shivaji Maharaj and whose lineage continues in Kolhapur;

(b) if so, the details thereof; and

(c) whether any decision has been arrived at in this regard, if so, when would the official announcement and christening of the airport would happen?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI HARDEEP SINGH PURI): (a) and (b) Yes, Sir. The State Government of Maharashtra has recommended for naming Kolhapur Airport as ‘Chhatrapati Rajaram Maharaj Airport, Kolhapur’ and has forwarded copies of resolution passed in the Legislative Assembly as well as Legislative Council of the State.

(c) No, Sir. The proposals for naming/renaming of airports/terminal buildings are generally considered and taken up for approval of the Union Cabinet based on the recommendations of the concerned State Government(s) expressed by way of a resolution passed in the respective State Legislative Assemblies and subsequently published in the official gazette depending on the Cabinet decision on the proposal.

Passengers grievances and redressal

471. SHRIDHIRAJ PRASAD SAHU: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government has taken any measures to improve customer services of various airlines at various airports in the country and if so, the details thereof;

(b) whether Government is aware of the increasing incidents of misbehaviour with the passengers by the staff and crew members of various airlines in the country, if so, the details thereof;

(c) the steps taken by Government to sensitise the airline staff/employees while dealing with the air passengers; and

(d) whether Government has evolved any systematic process for registering grievances and redressing them, if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI HARDEEP SINGH PURI): (a) A charter of passengers' rights was released on 27.02.2019. The charter of the passengers' rights has the provisions which give certain rights to passengers in case of flight delays, flight cancellations, boarding denied due to overbooking, flight diversions, cancellation charges, lost /delayed / damaged baggage etc. To make the Passenger Charter enforceable, Directorate General of Civil Aviation(DGCA) has issued Civil Aviation Requirement(CAR) Section-3, Series M, Part IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" .

(b) Details of month-wise complaints regarding staff behavior registered by the passengers as submitted by the various airlines from January, 2019 to May, 2019 is given in the Statement (*See below*).

(c) DGCA has issued Air Transport Circular (ATC) 04 of 2017 titled as "Facilities/ Courtesies) to esteemed travelling public at airports" in this regard.

(d) As per the prevailing regulation, aggrieved passengers are required to lodge his/ her complaint to the concerned airline. For timely redressal of passenger grievance,