(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. SHRI DHIRAJ 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,

every airline appoints a Nodal officer and an Appellate Authority and displays the contact details of them on their respective websites. The passenger may also file their grievance on Air Sewa App or Portal. If the passenger is not satisfied with.the resolution of grievance by airline and/ or Air Sewa; the passenger has liberty to complain to any statutory body/ court set up under relevant applicable laws.

Statement

Details Of month-wise complaints regarding staff behaviour

Month	No. of Complaints in respect of Staff Behaviour
Jan-19	55
Feb-19	27
Mar-19	27
Apr-19	21
May-19	19

Operation of airlines under the UDAN scheme

472. SHRI G.C. CHANDRASHEKHAR: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether many airlines have failed to start operation under the UDAN scheme;

(b) if so, the details thereof and the action taken thereon;

(c) whether Government is planning to launch UDAN international to enhance air connectivity from India to select overseas destinations;

(d) if so, the details thereof; and

(e) the steps taken by Government to improve air connectivity in the country?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI HARDEEP SINGH PURI): (a) and (b) Regional Connectivity Scheme (RCS) - UDAN (Ude Desh ka Aam Nagrik) is monitored on regular basis to review the progress and to make the course corrections. Selected Airline Operators (SAOs) are not able to mount operations, within specified timeline as per contract, are issued with Show Cause notices. In case of willful default by a SAO, cancellation of routes are done by forfeiting the Performance Guarantee/Proposal Security. Airline-wise/ Round-wise /details of commencement/cancellation of routes