

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2420
ANSWERED ON:07.08.2000
COMPLAINTS AGAINST PRIVATE AIRLINES
DILEEP SANGHANI

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details of complaints received against the functioning of private airlines during the last three years; company-wise; and
(b) the steps taken to set them right?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a) and (b): Complaints are received from the passengers on various issues viz. denial of seats on confirmed ticket, ill-treatment to the passengers, refund of money on cancellation of tickets, loss of baggage, sudden cancellation of flights etc. While it would not be possible to indicate the exact number of complaints, details of 8 of the complaints received against private airlines during the period 1998-2000 are annexed. On receipt of the complaints, comments of the concerned private airlines/DGCA are obtained to settle the grievances.

DETAILS OF THE COMPLAINTS AGAINST PRIVATE AIRLINES RECEIVED DURING 1998-2000 (TILL DATE)

Name of Airlines Details Action taken
Complainant

1. Shri K.M.R. M/s. Sahara Inconvenience The matter was
Janarthanan Airlines caused due to taken up with
Minister of non-cooperation the Chief
State for of the staff of Executive of
Finance Sahara Airlines Sahara
at Madras on Airlines who
4.10.1998. expressed their regrets
and apologies directly to
the Hon'ble Minister of
State of Finance.

2. Ms. Poonam M/s. Jet Food poisoning Matter has
Nath D/o Airways due to stale been resolved
Sh Surendra and unhygienic to the
Nath, Addl. food served on satisfaction
Secretary, the flight from of Ms Poonam
MHA Calcutta to Nath.
Delhi on
29.4.2000.

3. Sh. Daljeet M/s. Sahara Irresponsible Matter taken
Singh, Gulabi Airlines behaviour by the up with Sahara
Bagh, Delhi Capt. of Sahara Airlines on

(Received Airlines flight 7.6.2000.
through PM's 502 Of 15.5.2000.
Office).

4. Sh P.C. Thomas M/s. Jet Abrupt cancell- The airlines/
MP(Lok Airways ation of flights DGCA has been
Sabha) on commercial requested to
grounds. furnish

(4.3.2000) details which are awaited.

5.Sh Maheshwar Sahara Off-loading of The airlines/
Pd.Singh Airlines luggage before DGCA has been
destination requested to
(13.5.2000) furnish details which are awaited.

6.Sh. Khan U.P. Remittance of Ministry of
Ghufran Airways money abroad Finance has
Zahidi, MP (24.5.2000) been requested

(Lok Sabha) to furnish the details, which
are awaited.

7.Sh V.P.Goyal Jet Denial of The officials
M.P.(Lok Airways executive class of the
Sabha) set on 28.4.2000. Airlines has personally met
the Hon`ble MP and apologised.

8.Sh D.P.Yadav Jet Irregularities The airlines/

(Rajya Sabha) Airways and misbehavior DGCA has been
by airline staff requested to
(17.6.2000) furnish details, which are awaited.