



सत्यमेव जयते

GOVERNMENT OF INDIA

**OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION**

TECHNICAL CENTRE, OPP. SAFDARJUNG AIRPORT, NEW DELHI

## **AIR TRANSPORT CIRCULAR 02 OF 2019**

F. No. 23-25/2017-AED

Dated: 2<sup>nd</sup> August 2019

**Subject: Facilities/Courtesies to esteemed travelling public at airports**

### **1. INTRODUCTION**

- 1.1. Air transportation is steadily becoming a major activity either for business or leisure. Although the primary objective of all the stakeholders is to provide safe, efficient and reliable air transportation, the improvement in facilities and service standards is much required. There is also a need to synergise the capabilities and services offered by multiple stakeholders so as to create much more passenger friendly environment in aviation. With the expansion of airports, distances to check-in counters security hold area and boarding gate has increased manifolds requiring passengers lugging their carry-on baggage to cover long distances.
- 1.2. Most of the stakeholders involved in providing facilities to the passengers at the airport have resorted to outsourcing of services to vendors having high attrition rate, resulting in inability in to provide quality services to the passengers. Further, the passengers remain most unattended after the check-in is completed till they arrive at the boarding point, which has caused increase in number of passenger complaints in the recent past.
- 1.3. Air transport is a service sector which entails extensive interaction of multiple stakeholder representatives with the travelling public who hold the utmost prominence and so possess the right of being given the best care for hassle free and comfortable travel. It is imperative to strengthen customer service skills at airport level especially in areas of courtesy and behaviour by all stakeholders to mitigate passenger inconvenience and make air travel a pleasant experience.
- 1.4. In view of the above and also keeping the increasing growth in air passenger traffic, the facilities for the travellers also need to be upgraded which have been necessitated with the increasing size and upgradation of the airports.

## **2. APPLICABILITY**

The provisions contained in this Circular shall be applicable to the following:

- 2.1 All Indian operators engaged in scheduled and non-scheduled air transport services (both domestic and international) for carriage of passengers.
- 2.2 All foreign carriers engaged in scheduled air transport operating to and from Indian Territory.
- 2.3 All airport operators within Indian Territory.

## **3. REQUIREMENTS**

In order to facilitate the passengers, particularly senior citizens, expectant mothers, passengers with disability, first time travellers, etc. all the stakeholder should ensure that the following requirements are complied with:

- 3.1 Airline/airport operator shall ensure provision of automated buggies free of charge for all senior citizens, expectant mothers and disabled passengers in the terminal building to facilitate their access to boarding gates located beyond reasonable walking distance at all airports having annual aircraft movements of 50,000 or more. This facility may be extended to other needy passengers on demand basis free of charge.
- 3.2 Airport operators shall provide small trolleys after security check for carriage of hand baggage (permitted as per regulation) up to the boarding gate.
- 3.3 Airport operator shall adequately display information regarding availability of automated buggies and small trolleys in the terminal building a prominent locations including dos and don'ts regarding the same. This shall also be published on the website of the airport operator.

## **4. COMPLAINT REDRESSAL**

All stakeholders shall devise a proper and effective mechanism to redress passenger complaints within a stipulated timeframe.

- 4.1 Airlines shall display the details of their Nodal Officer and Appellate Authority in a conspicuous manner at key areas of the airport indicating their names, contact number and email addresses.
- 4.2 Airport operator shall also display the details of their Nodal Officer and Appellate Authority in a conspicuous manner at key areas of the airport indicating their names, contact number and email addresses with regard to passenger complaints pertaining to deficiency in airport service/facility.
- 4.3 Airlines/airport operators shall ensure that the contact details of their Nodal Officer and Appellate Authority and passenger grievance redressal procedure

are published on their website and update such information periodically.

- 4.4 Airlines/airport operators shall ensure that all the complaints are acknowledged immediately to the complainant and redressed at the earliest but not exceeding one month.
- 4.5 In case of non-redressal of the matter within the stipulated time frame as indicated in Para 4.4 of this Circular, the complainant has the option to lodge his complaint at "AirSewa" web-portal/mobile application or take up the matter with any other statutory body set up under relevant applicable laws for resolution.
- 4.6 Data pertaining to passenger complaints shall be submitted to DGCA before every 10<sup>th</sup> of the month for the preceding month in a prescribed format given at Annexure I to this Circular.

## **5. COURTESY/BEHAVIOUR**

- 5.1 Airlines/airport operators shall ensure that all their ground staff engaged in passenger handling extend an extremely polite and courteous behaviour towards the travelling public. They shall render all assistance to facilitate their travel.
  - 5.2 Airlines/airport operators shall ensure that all the ground handling staff engaged in passenger handling undergo periodic soft skill training for sensitization, courtesy, behaviour and procedures for assisting the passengers. The schedule of such training shall be available on their respective website.
  - 5.3 As all passengers are very important, valued and esteemed customers, any incident of misdemeanour, discourteous behaviour and harassment shall be dealt by the airline/airport operator on top priority basis and shall be reported to DGCA in a prescribed format given at Annexure II to this Circular.
  - 5.4 Compliance of this Circular shall be ensured by DGCA through Surveillance Programme.
  - 5.5 Airlines/airport operators non-complying with above directions shall be liable of penal action as per the provisions of the Aircraft Act, 1934 read in conjunction of Aircraft Rules, 1937 and other relevant provisions of Indian Penal Code.
6. This supersedes the Air Transport Circular 04 of 2017.



**(Arun Kumar)**

Director General of Civil Aviation

**FORMAT FOR PASSENGER COMPLAINT DATA**

Name of Airline/Airport Operator :  
Month :

No.	Nature of Complaint							Date of Receipt of Complaint	Redressal Status		
	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour		Closed	Open	Remarks

**FORMAT FOR REPORTING INCIDENCE OF MISDEMEANOUR/DISOURTESY**

<b>No.</b>	<b>Airline/Airport Operator</b>	<b>Date of Incident</b>	<b>Brief</b>	<b>Resolution</b>	<b>Action Taken against Erring Employee</b>	<b>Remarks</b>