



GOVERNMENT OF INDIA
CIVIL AVIATION DEPARTMENT



सत्यमेव जयते

OFFICE OF THE
DIRECTOR GENERAL OF CIVIL AVIATION
OPP. SAFDARJUNG AIRPORT, NEW DELHI - 110 003

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Reference: No.:
Dated:

संख्या : DGCA/Grievance/2008
दिनांक : 10th Jan., 2007

The Chief Executive Officer
Jet Airways (India) Pvt. Ltd.,
41/42, Maker Chambers III
Nariman Point
Mumbai - 400021.

(Kind Attn: Sh. Vashishth)

Through Shri Sareen, Jet Airways, New Delhi.

Sub: Complaint against Jet Airways for indignified treatment meted out to Ms. Sminu Jindal a person with disability.

Dear Sir,

Ms. Sminu Jindal, a passenger on wheel chair, has complained of indignified treatment by Jet Airways staff on 25.12.2007 when she took Jet Airways flight 9W064 from Delhi to Bangkok (Business Class). Ms. Jindal called up on the Director General and has expressed her sentiments, seeking strong action against your airlines. A copy of the letter from Ms. Jindal was given to you on 8th January.

Ms. Jindal has complained that the airline staff insisted on an indemnity bond before boarding the flight. She has also stated that she was denied an aisle chair on the ground that there was no provision for the same. The same was also denied to her on the return flight on 1st January. She has stated that ground staff is not trained and sensitized in dealing with a person with disability.

The Director General has viewed this complaint seriously. It is requested that an In-depth inquiry may be conducted of the incident immediately, fixing the responsibility of the concerned persons of the staff. Necessary action against the erring personnel should be initiated and intimated to this office. In addition Jet Airways should immediately undertake a process of training of your commercial staff in dealing with persons with disability or with reduced mobility to sensitize them to specific needs for such persons and regulations there on. The airline must also make a comprehensive policy on the special treatment to be meted out to such persons and include in the Company's manual.

Action taken may be intimated to this office within a week.

Yours sincerely,


(R.P. Sahi)

Jt. Director General
Grievance Officer
For Director General of Civil Aviation.