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SENATE OF PAKISTAN
HOUSE OF THE FEDERATION

REPORT NO. 5 / 2018-2021



REPORT OF THE COMMITTEE ON PRIVILEGE MOTION NO. 5(279)/2018-M, MOVED BY SENATOR PROFESSOR SAJID MIR ON 14TH NOVEMBER, 2018, REGARDING IRRESPONSIBLE ATTITUDE AND MISBEHAVIOR OF AN AIRHOSTESS WITH THE MOVER WHEN HE WAS TRAVELLING FROM LAHORE TO ISLAMABAD ON 4TH JULY, 2018 AT 9.00 A.M. BY PIA FLIGHT NO. 0652.

PRESTENDED BY

SENATOR AYESHA RAZA FARROQ
CHAIRPERSON

SENATE SECRETARIAT

REPORT OF THE COMMITTEE ON RULES OF PROCEDURE AND PRIVILEGES ON PRIVILEGE MOTION NO.5(279)/2018-M.

(Report No. 5/2018-21)

I, Chairperson of the Committee on Rules of Procedure and Privileges, have the honour to present report of the Committee on Privilege Motion No. 5(279)/2018-M, moved by Senator Professor Sajid Mir on 14th November, 2018, regarding irresponsible attitude and misbehavior of an airhostess with the mover when he was travelling from Lahore to Islamabad on 4th July, 2018 at 9.00 a.m. by PIA flight No. 0652.

2. The composition of the Committee is as under:-

1.	Senator Ayesha Raza Farroq	Chairperson
2.	Senator Raja Muhammad Zafar-ul-Haq	Member
3.	Senator Mian Raza Rabbani	Member
4.	Senator Dr. Asif Kirmani	Member
5.	Senator Dilawar Khan	Member
6.	Senator Brig. (R) John Kenneth Williams	Member
7.	Senator Khanzada Khan	Member
8.	Senator Dr. Muhammad Farogh Naseem	Member
9.	Senator Syed Muzafar Hussain Shah	Member
10.	Senator Nighat Mirza	Member
11.	Senator Pervaiz Rasheed	Member
12.	Senator Walid Iqbal	Member
13.	Senator Manzoor Ahmad	Member
14.	Minister for Parliamentary Affairs.	Ex-Officio Member

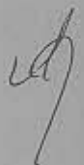
3. The details of the matter before the Committee were that Senator Professor Sajid Mir moved Privilege Motion No. 5(279)/2018-M, on 14th November, 2018, regarding irresponsible attitude and misbehavior of the airhostess with the mover when he was travelling from Lahore to Islamabad on 4th July, 2018 at 9.00 a.m. by PIA flight No. 0652. After hearing the mover, the Honourable Chairman Senate held the motion in order and referred the same to the Committee for investigation



and report. The Committee discussed the motion in its meeting held on 17th January, 2019. The Minister Incharge Aviation and senior officers of the Aviation Division, PIA and concerned airhostess were called in the meeting to give their explanation in the matter.

4. Senator Professor Sajid Mir, mover of the motion, stated that the rude behavior and provocative words of the airhostess had forced him to move the motion. While explaining the incident mentioned in the privilege motion, he stated that he was travelling from Lahore to Islamabad on 4th July, 2018 at 9.00 a.m. by PIA flight No. 0652. When the airplane was about to land, his sugar level became low due to which he asked the airhostess to provide him something to eat or drink. The airhostess refused saying that since the plane had started its descent close to landing, it was risky and dangerous for her to leave her seat and she could not put her life at risk, which was more precious than that of the Senator. He said that the attitude of the airhostess was very arrogant and insulting. On informing her that he was a Senator, she said "give the threats of the Senate to someone else" and that "your time has passed". The mover informed that the Senate Secretariat had also written a letter to the PIA authorities seeking clarification on the matter and the reply received in response thereto was not based on facts and contained the point of view of the airhostess only. The reply showed that instead of reprimanding or taking appropriate action against her, PIA authorities had recommended the air hostess for a counseling session only. The Senator informed that the concerned air hostess had been seen shouting at and misbehaving with two other passengers on the same flight, which reflected her rude and arrogant nature.

5. Senator Brig. (R) John Kenneth Williams stated that the airhostess was merely following the SOPs to be followed at the time of landing of an aeroplane which explains why she did not leave her seat. However, he inquired about the provisions of SOPs for cabin crew relating to emergency situations like in the instant case.

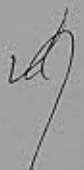


6. The Chief Pilot North (Islamabad) apologized on behalf of the airhostess and PIA. He regretted the untoward incident and informed the Committee that they have zero tolerance in case of misbehavior of any airhostess or other member of cabin crew. He also informed that after taking charge of his present position two days earlier, he had ordered an inquiry into the incident in question and the concerned airhostess, namely Syeda Marium Mastoor, had already been transferred to Rehabilitation Centre. He assured that he would not leave this issue unattended and would take appropriate action, and also assured that the airhostess will be penalized as per the rules if found guilty of misconduct or misbehavior in the inquiry. He requested for the mover to show grace and accept the apology.

7. The Chairperson Committee stressed that the behavior of the cabin crew should be polite and courteous with all passengers on board. She directed that the inquiry into the incident in question should be unbiased and completed at the earliest and report and findings thereof should be brought to the notice of the Committee. She further directed for details of the SOPs framed for cabin crew to be shared with the Committee.

8. Senators Brig. (R) John Kenneth Williams, Senator Dr. Asif Kirmani and Senator Dilawar Khan proposed that the apology tendered by the concerned authorities of PIA may be accepted by the mover as well as by the Committee. The Chairperson also requested the mover to accept the apology. She said that if the inquiry being conducted in the matter is found to be unsatisfactory, the Committee would take up the matter again.

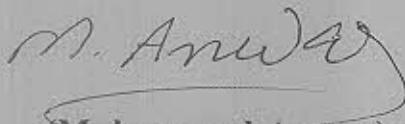
9. Senator Professor Sajid Mir proposed that the privilege motion may be deferred till the completion of inquiry and submission of report thereof to the Committee. He was of the view that there should be something in black and white on the basis of which the privilege motion may be disposed off.



10. Senator Dr. Asif Kirmani shared a practice followed in some other airlines that required passengers to fill a form at the outset of their journey, to inform authorities of any disease that they suffered from, which may require some special treatment. He proposed that the PIA should also adopt this practice.

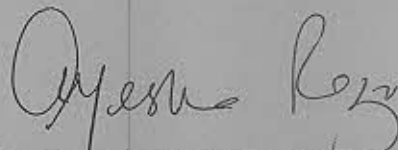
11. The Minister Incharge of the Aviation Division ensured that an impartial inquiry will be held into the matter and appropriate action will be taken if the airhostess is found guilty. He was of the view that there could be some medical emergency during the flight and during descent/landing for which appropriate arrangements should be made and in such situations, the cabin crew may take appropriate measures to accommodate passengers with special medical needs. He promised to look into the proposal made by Senator Dr. Asif Kirmani regarding obtaining a history of passenger's illnesses requiring special requirements and/or emergency measures while on board a plane.

12. Senator Professor Sajid Mir accepted the apology conditionally saying that the Committee may take up the matter again if the inquiry is found to be doubtful and unsatisfactory. The Committee accepted the apology tendered by PIA authorities and by the concerned airhostess, and the privilege motion was thus disposed off. The Committee recommended that the House may also dispose off the motion accordingly.



(Muhammad Anwar)

Special Secretary/Secretary Committee



(Senator Ayesha Raza Farooq)

Chairperson