

KLM fined ₹8 lakh by DCRC

- A Monitor Desk Report

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The district consumer redressal commission in Pauri Garhwal has ordered KLM Royal Dutch Airlines to pay a compensation of Rs 8.10 lakh to an Uttarakhand-based yoga instructor for not allowing him to board a flight as he was suspected by the flight staff to be of “doubtful character”, reports Pankul Sharma.

Sushil Kumar (35) had booked a KLM ticket for himself from Delhi to Cartagena in Colombia via Amsterdam for October 20, 2021, but claimed that the airline staff denied him a boarding pass and he had to miss the flight. When he asked for a reason for the denial, he said it was suggested by airline staff that he fly to Cartagena via a Gulf nation instead of Amsterdam since he had “no travel history to Europe”.

Later, the airline said “immigration authorities in consultation with a ‘Europe area liaison officer’ found the passenger may seek or has sought to illegally enter a country through which he may be in transit. . . ”

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