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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

+ **W.P.(C) 6450/2026**

MRS. SHALINI TIWARI

.....Petitioner

Through: Mr. Ajay Verma, Ms. Katyayini, Ms.
Smriti S Nair, Ms. Sneha Sejwal, Mr.
Viren pratap Singh, Advocates

versus

UNION OF INDIA AND ORS

.....Respondents

Through: Ms. Anjana Gosain, Ms. Akhansha
Choudhary, Advocates for R-1 and 2.

CORAM:

HON'BLE MR. JUSTICE PURUSHAINDRA KUMAR KAURAV

ORDER

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12.05.2026

1. The instant petition is for the following reliefs:-

“a) Directing Respondent Nos. 1 and 2, namely the Ministry of Civil Aviation and the Directorate General of Civil Aviation, to formulate and incorporate appropriate provisions within the Civil Aviation Requirements (CAR) so as to establish a fair, transparent, and effective mechanism to address those cases not resolved or cases wherein misconduct by airline own staff, including clear procedures, accountability measures, and deterrent consequences;

b) Directing Respondent No. 2, namely the Directorate General of Civil Aviation, to conduct an independent, impartial, and time-bound inquiry into the incident in question and to take appropriate regulatory and disciplinary action against the default of Respondent No. 3.

c) Pass such orders, as this Hon'ble Court may deem proper and fit in the interest of justice.”

2. The grievance raised by the petitioner is with respect to use of vulgar



and abusive language when the petitioner contacted the customer care of respondent no.3 on 11.09.2025 regarding a modification for her flight. It is the case of the petitioner that despite multiple complaints having been made to all concern, the grievance of the petitioner has not been appropriately considered. The petitioner has also approached the Directorate General of Civil and to the Ministry of Civil Aviation. She submits that the authorities have failed to initiate an inquiry.

3. Having considered the overall facts and circumstances, the Court finds that the nature of grievance raised by the petitioner deserves to be appropriately looked into and accordingly, it is directed that the Directorate General of Civil Aviation shall treat the instant petition as a representation filed by the petitioner and to deal with the same within a period of thirty (30) days from today.

4. Needless to state that, if the grievance of the petitioner is not fully mitigated, she shall be at liberty to take appropriate recourse in accordance with law.

5. With these observations, the instant petition stands disposed of.

6. All rights and contentions of the parties are left open.

PURUSHAINDRA KUMAR KAURAV, J

MAY 12, 2026

Nc