

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:7015
ANSWERED ON:13.05.2002
COMPLAINTS FORMS AT AIRPORTS
UMMAREDDY VENKATESWARLU

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Airports Authority of India (AAI) make complaint forms available to passengers at Airports;
- (b) the number of complaints received by the AAI in 2001-2002 alongwith the action taken thereon;
- (c) whether such complaints are registered by the AAI and replies given; and
- (d) if not, there reasons therefor and the steps proposed to examine the utility of receiving complaints at various airports?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

- (a):- Yes, Sir. Complaint/ Suggestion forms/book are available at complaint/ suggestion boxes, placed at various locations in the terminals and in the office of the Duty Airport Manager respectively.
- (b):- During the year 2001-2002, 434 complaints have been received and action has been taken wherever Airports authority of India is concerned. In other cases, the complaints are forwarded to the concerned agencies/ departments for necessary action.
- (c) and (d):- Yes, Sir. These complaints are normally registered and replied to by the Airports Authority of India, which has also received 56 appreciation letters during this period.