

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1476

ANSWERED ON:08.03.2007

COMPLAINTS AGAINST PRIVATE AIRLINES

Khairi Shri Chandrakant Bhaurao;Rana Shri Kashi Ram;Vasava Shri Mansukhbhai D.

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the Government has received any complaints from the passengers with regard to the functioning of private airlines;
- (b) if so, the details thereof;
- (c) whether the Government has taken effective action against the private airlines;
- (d) if so, the details thereof;
- (e) if not, the reasons therefor; and
- (f) the measures taken/proposed to be taken by the Government in this regard?

**Answer**

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

- (a) to (b):- Passenger complaints are received regarding missing/lost baggage, refund of tickets in case of delays/cancellations, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc.
- (c) to (e):- All the airlines have been advised that they should display on their respective websites various facilities offered to the passengers, both free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets.
- (f):- Government reviews the action taken by the airlines on such advice from time to time so that the passengers are well informed of the level of facilities made available by a particular airline.