

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3061
ANSWERED ON:20.03.2008
PRODUCTS OFFERED IN PUBLIC AIRLINES
Mondal Shri Abu Ayes;Rao Shri Sambasiva Rayapati

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether there have been increasing complaints about the poor quality of the products being offered by Indian Airlines and Air India;
- (b) if so, the details thereof; and
- (c) the action taken by the Government thereon?

Answer

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

(a)and (b): Passenger complaint is a normal phenomenon in the airline industry.However,so far as the National Aviation Company of India Limited is concerned,there is a downward trend in the number of complaint.

(c): The aircraft with erstwhile Air India and Indian Airlines are being progressively replaced and an order has been placed for 111 new aircraft out of which 31 aircraft have been delivered.Action has meanwhile been taken to refurbish the existing aircraft with new seats,Inflight Entertainment System,etc.Several other product improvement measures like city check-in, advance airport check-in,e-ticketing,establishment of call centres,SMS alerts in case of cancellations/delays,introduction of non-stop flights from Mumbai and Delhi to New York, etc., have also been taken.