

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1078

ANSWERED ON:23.10.2008

COMPLAINTS AGAINST PRIVATE AIRLINES

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has received complaints of substandard services being provided by the private airlines in the country;
- (b) if so, the number of such complaints received during the last three years and the current year, airlines-wise;
- (c) the action taken against such complaints;
- (d) whether the Government has any mechanism to check the services being provided by various airlines to the passengers;
- (e) if so, the details thereof; and
- (f) if not, the steps taken by the Government in this direction?

Answer

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

(a)to(c):- Passenger complaints are received on various issues like missing/lost baggage, refund of tickets in case of delays/cancellation, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc.

Number of complaints received during the year 2005- 2008 (up to September, 2008) are as follows:

Airlines Number of Complaints Received
2005 2006 2007 2008 (up to September)

NACIL	02	03	17	05
Jet Airways	04	12	11	14
JetLite	-	19	27	18
Air Deccan	06	68	105	36
Kingfisher Airlines	01	02	07	03
Spicejet	01	14	18	16
Go Air	-	05	15	08
Paramount	-	01	03	01
IndiGo	-	05	13	12
MDLR	-	-	02	-
Total	14	129	218	113

The complaints as and when received are taken up with the airlines for redressal.

All the Scheduled Domestic airlines have been advised to display on their websites facilities offered to the passengers, both in terms of free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets.

(d)to(f):- All the scheduled domestic airlines have displayed on their respective websites Citizen Charter which elaborates various facilities offered to the public and also conditions pertaining to refund of air fares in the event of cancellation of air tickets by passengers and/or cancellation of flights by the airlines with stipulated time frame of refund.