

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2321
ANSWERED ON:11.03.2010
PASSENGER FACILITIES AT AIRPORTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether there is sharp decline in the standard of passenger facilities at the airports;
- (b) if so, the details thereof and the reasons therefor;
- (c) the total number of complaints received by the Government in this regard particularly for quality of food served in the flights of State-owned airlines during the last six months; and
- (d) the action taken by the Government thereon and also to improve the quality of food being served during flights?

Answer

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

- (a) No, Madam.
- (b) Does not arise.
- (c)& (d) General complaints from passengers regarding passenger services like quality of food served, missing/ lost baggage, refund of tickets etc. in airlines including State owned airlines are received from time to time which are examined and acted upon by the Government/ airlines on case to case basis. 149 complaints in the year 2009 and 31 in 2010 (upto 16.02.2010) regarding various passenger facilities have been received. The minimum standard of quality of food is ensured through local municipality / health authority's regulations. The minimum standard is ensured through local municipalities/health authorities' regulations.