

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4520

ANSWERED ON:22.04.2010

SUBSTANDARD SERVICES OF PRIVATE AIRLINES

Dashmuni Deepa ;Mishra Shri Mahabal

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received complaints regarding substandard services of private airlines;

(b) if so, the details thereof and the action taken by the Government against the said private airlines on the basis of such complaints during the last three years; and

(c) the number of public representatives who have made such complaints and the details of airlines against whom action has been taken during the said period?

Answer

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

(a) to (c):- Yes, Madam. Complaints of scheduled domestic airlines have been received from passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellation, misbehaviour by airlines staff, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc. As per the available records, number of complaints received during the last three years are as follows:

Airlines No. of Complaints Received
2007 2008 2009

NACIL(I)	17	01	05
Jet Airways	11	09	29
JetLite	27	13	13
Air Deccan	105	20	09
Kingfisher Airlines	07	05	24
Spicejet	18	12	21
Go Air	15	07	12
Paramount	03	Nil	05
IndiGo	13	09	19
MDLR	02	Nil	12

Amongst these complaints, 36 complaints were from the public representatives.

Being regulatory body for airline operations, Directorate General of Civil Aviation (DGCA) has taken up these complaints with the airlines for suitable redressal.

All the scheduled domestic airlines have been advised to display their citizen charter on their respective websites various 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. Airlines also refund the tickets as per regulations issued by Directorate General of Civil Aviation, in case of cancellation of flight.