

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:5037
ANSWERED ON:26.08.2010
NATIONAL PASSENGER ADVISORY BOARD
Rao Shri Nama Nageswara

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India has decided to set up a National Passenger Advisory board to address the passengers grievances;
- (b) if so, the details thereof;
- (c) whether the Government has any proposal to improve the facilities/amenities to passengers at the airports; and
- (d) if so, the details thereof?

Answer

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

(a) and (b): Yes, Madam. A 3 level Customer Advisory Forum is proposed to be established for feedback mechanism. This Forum will create a platform where NACIL involves the customer and will generate ideas for improvement of its product and services.

(c) and (d) Upgradation and modernisation of airports and improvement of facilities at airports are a continuous process. Various airports have recently undergone extensive modernisation and upgradation.