

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

STARRED QUESTION NO:237
ANSWERED ON:25.11.2010
GRIEVANCE REDRESSAL OF AIR PASSENGERS
Choudhary Shri Harish

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether any arrangements exist at the airports to redress the grievances of passengers especially by those travelling by the private airlines;
- (b) if so, the details thereof;
- (c) the details of the airlines against whom action was taken on the basis of such complaints during the last three years; and
- (d) the outcome of the action taken thereon?

Answer

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

(a) to (d):- The Statement is laid on the table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN REPLY TO STARRED QUESTION NO. 237 DATED 25.11.2010 REGARDING GRIEVANCE REDRESSAL OF AIR PASSENGERS.

(a) to (d):- Yes, Madam. Airports operators have a comprehensive complaint management system to address the complaints received from passengers. They maintain a complaint register at the Duty Terminal Manager's office in each passenger terminal. Feedback forms are readily available in hard copy and in electronic form (feedback kiosks and website) throughout all the terminals. All complaints are promptly forwarded to Station Managers of respective Airlines for review and action.

Redressal of grievances are done by airlines on case to case basis according their prevailing policies. The Ministry has only a facilitative role in this regard.