

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:293

ANSWERED ON:23.02.2011

REDRESSAL MECHANISM FOR FLYERS

Adhalrao Patil Shri Shivaji;Adsul Shri Anandrao Vithoba;Singh Shri Dushyant

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether there is no redressal mechanism for flyers;
- (b) if so, the details thereof;
- (c) whether there is any proposal to set up the office of ombudsman to aid harassed flyers;
- (d) if so, the details thereof;
- (e) whether the proposed ombudsman will have the authority to resolve passenger complaints against airlines or airports; and
- (f) if so, the details in the matter alongwith the time by which the ombudsman is likely to be appointed?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a)and (b):- All airlines have their well placed mechanism to address passenger complaints. Whenever complaints are received in the Ministry, being regulatory body for airline operations, Directorate General of Civil Aviation (DGCA) takes 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.

(c) to (f):- Setting up of ombudsman for passenger grievance is at a very preliminary stage.