

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2594

ANSWERED ON:17.08.2011

PASSENGER COMPLAINTS ON FUNCTIONING OF PRIVATE AIRLINES

Ganpatrao Shri Jadhav Prataprao;Mithlesh Shri ;Naranbhai Shri Kachhadia;Rama Devi Smt.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has received any complaint from passengers regarding functioning of private airlines and lack of passenger facilities in flights;
- (b) if so, the details thereof alongwith the nature of complaints during each of the last three years and the current year, airline wise;
- (c) whether the number of such cases are increasing day by day and no effective action has been taken by the Government in this regard;
- (d) if so, the number of such cases alongwith the names of airlines not adhering to the prescribed guidelines including not keeping complaint box with them; and
- (e) the reaction of the Government thereto and the steps taken by the Government to bring services provided in the country's airlines upto the international standards?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a):- The carriage by air is a contractual matter between the passenger and the carrier. The complaints are filed with the airlines by the passenger. However, some passenger choose to take up the matter with Directorate General of Civil Aviation (DGCA) also for redressal, which are taken up with the airlines for redressal.

The complaints of scheduled domestic airlines have been received from passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellation, denial of facilities like wheel chair, meals /snacks in case of delayed flights, etc.

(b) to (e):- As per the records available in the office, number of complaints received during the last three years from 2008-10 (2011 till June) are as follows:

Airlines No. of Complaints Received

		2008	2009	2010	2011 (till June)
		-	-	-	
NACIL (I)	1	5	18	72	
Jet Airways		9	29	65	86
JetLite	13	13	11	13	

Air Deccan	20	9	Nil	Nil
Kingfisher Airline	5	24	36	55
Spicejet	12	21	39	51
Go Air	7	12	29	53
Paramount	Nil	5	1	1
IndiGo	9	19	45	45
MDLR	Nil	12	7	2

DGCA has issued a CAR wherein airlines are required to refund the tickets in case of cancellation of flights.

DGCA has also issued a CAR on facilities to be provided to passengers in case of denied boarding, cancellation and delays. which provides for payment of compensation and facilities to passengers. Both the CARs are available on DGCA website www.dgca.nic.in