

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:357
ANSWERED ON:23.11.2011
OMBUDSMAN FOR AVIATION SECTOR
Thamaraiselvan Shri R.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government is considering to have an ombudsman for the aviation sector;
- (b) if so, the details thereof;
- (c) the existing avenues for the passengers to get their grievances redressed as of now; and
- (d) the extent to which the ombudsman is likely to help the passengers in redressing their grievances?

Answer

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

(a) to (d) Under Civil Aviation Requirements Section 3 Series 'M' Part IV dated 6.8.2010, all the airlines are mandated to have Nodal Officer and Appellate Authority to settle passenger grievances in a stipulated time frame. One of the means of settlement of disputes between consumers and providers in service sector is the institution of ombudsman when, redressal of grievances of consumers are not redressed. However, a Working Group has been constituted to examine feasibility of setting up Ombudsperson for Civil Aviation Sector.