

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:410  
ANSWERED ON:23.11.2011  
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Ramkishun Shri

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the poor customer services of Air India have caused it to run into heavy losses in comparison to other private airlines;
- (b) if so, the reasons for the lack of quality services in Air India;
- (c) whether the Government proposes to run any special campaign to attract passengers for its domestic and international flights; and
- (d) if so, the details thereof?

**Answer**

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

(a)and (b): No, Sir.

(c): Air India being a commercial company and to support its sales and travel brings out various schemes and promotional offers etc. from time to time. At present valid offers like `Get up Front` Offer, `Super Saver Offers`, `Web Discount`, `Holidays Packages`, `Silver and Platinum Pass`and `Companion Free Scheme` are being offered. Air India releases advertisements in major print, radio and electronic media highlighting their promotional offers.