

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1527
ANSWERED ON:30.11.2011
COMPLAINT AND SUGGESTION BOXES
Banerjee Shri Ambica

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Airports Authority of India has placed complaint/suggestion boxes at all airports;
- (b) if so, the total number of complaints or suggestions received at various airports including Delhi and Mumbai airports during each of the last three years and the current year;
- (c) the level of management at which these suggestions and complaints are processed and action initiated; and
- (d) the details of the action taken on the complaints?

Answer

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

- (a) Yes, Madam.
- (b) Number of complaints received during each of the last three years including current year are 1569 (2008); 2503 (2009); 2220 (2010) and 2751 (2011).
- (c)
 - (i) The complaints are addressed at the Airports by the concerned Public Grievance Officers/Airport Directors /Airport In-charges (ii) The Public Grievance Officer (GM Level) at Corporate Headquarter monitors the process.
- (d) Following actions are taken:-
 - (i) Minor complaints are addressed on the spot, (ii) Other service related complaints are forwarded to concerned process owner for necessary action, (iii) Public Grievance Officer (PGO) is informed by the concerned process owner about the action taken on the complaint, (iv) Public Grievance Officer (PGO) evaluates the action taken by the concerned department and if he feels satisfied then the complaint is disposed of after sending a reply to the complaint (v) Complaints/ Suggestions related to infrastructure are evaluated and considered for suitable improvements. (vi) Complaints related to other agencies like Airlines, Immigration, Customs etc. are referred to the concerned Heads of the agencies at the Airports for necessary action and reply to the complainants.