

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:271
ANSWERED ON:14.03.2012
COMPLAINTS AT AIRPORTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the number of complaints registered by public representatives and citizens at various airports in the country during each of the last three years, airport-wise;
- (b) the details of action taken on these complaints, airport-wise; and
- (c) the steps taken by the Government to redress these complaints at the earliest and to bring aviation services provided in the country upto the global standards?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

- a): Number of complaints received during each of the last three years are given as under: 2009-2503, 2010-2220, 2011-2888 Airport-wise number of complaints received for the year 2011 is given in the attachment.
- b): The complaints received are acknowledged and after taking appropriate action, complainants are informed accordingly.
- c): For improvement in the complaint redressal system, administrative set up has been created by appointing a Public Grievance Officer at each airport whose activities are coordinated at Regional HQs and at Corporate HQs. To make the system more effective, a number of steps have been taken like making the grievance system available at all the airports, to facilitate lodging and redressal of grievances through website, e-mail, through complaint/feedback forms at airports and complaint books.

Trends of the complaints are analysed along with the feedback received from the various surveys being conducted to assess the perception of passengers/users of the airports, about airport services for developments of strategies to match the global standards in services delivery.