

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:129  
ANSWERED ON:02.07.2009  
SETTING UP OF NATIONAL PASSENGERS ADVISORY BOARD  
Rao Shri Sambasiva Rayapati

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

(a) whether Air India has recently decided to set up a National Passengers Advisory Board to address the passengers grievances; and

(b) if so, the details thereof?

**Answer**

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION ( SHRI PRAFUL PATEL )

(a) and (b): Yes, Sir. Air India has set up a National Passenger Advisory Board to address issues relating to passenger needs and comfort. This is to strengthen the Customer Care and undertake various customer outreach programmes.