

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1228
ANSWERED ON:17.08.2012
COMPLAINTS AGAINST AIRLINES
Guddu Shri Premchandra

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of complaints received by DGCA (Directorate General of Civil Aviation) against various airlines during each of the last three years and the current year, airline-wise; and

(b) the steps taken by the Government to redress these complaints at the earliest along with the timeframe within which these are likely to be redressed?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

(a):- Carriage by air is a contractual matter between the passenger and carrier. The complaints are filed with the airlines by the passenger. However, some passengers choose to take up the matter with Directorate General of Civil Aviation (DGCA) also for redressal. Such complaints are taken up with the concerned airlines for redressal.

As informed by scheduled domestic airlines, the details of number of complaints received by them during the year 2009, 2010, 2011 and 2012 (till June) are as under:

Sl.	no.	Airlines	2009	2010	2011	2012 (Jan to June, 2012)
1	Air India	2441	3323	1244	744	
2	Jet Airways	3589	3842	3351	1048	
3	JetLite	607	917	782	323	
4	Kingfisher	N/A	2102	1846	310	
5	Spicejet	N/A	1288	1860	794	
6	Go Air	N/A	671	(From 1207	847	
			Oct. to			
			Dec. 10)			
7	IndiGo	1445	2261	2595	1453	

(b): To redress the complaint of passengers, DGCA has issued detailed CARs. These CARs are available on the DGCA website www.dgca.nic.in. All the airlines are complying with the provisions of the CAR.