

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1963

ANSWERED ON:05.12.2012

COMPLAINTS ON FUNCTIONING OF PRIVATE AIRLINES

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has taken note of the deteriorating standard of services provided by private airlines;
- (b) if so, the reaction of the Government thereon;
- (c) whether there is any mechanism in place at the airports to redress such complaints instantaneously;
- (d) if not, the reasons therefor and the existing procedure being followed to take action on the complaints against private airlines;
- (e) the number of complaints resolved and relief provided to the aggrieved by each of the private airlines during each of the last three years and the current year;
- (f) the number of public/private airlines against which action has been taken during the last three years consequent upon conducting enquiry into complaints; and (g) the outcome thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION (SHRI K.C.VENUGOPAL)

- (a) & (b) : Passenger facilitation is a priority area for the Government. The Ministry takes cognizance if any inconvenience/difficulties are faced by passengers and policy directives are issued to address the same. This is an ongoing process,
- (c) & (d): 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.
- (e) to (g): No such details are available in the Ministry.