

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2601  
ANSWERED ON:13.03.2013  
DIFFICULTIES FACED BY NRIS IN AI FLIGHTS  
Biju Shri P. K.;Sampath Shri Anirudhan

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

- (a) whether the Government is aware of the difficulties faced by the Non-Resident Indians (NRIs) during their journey by Air India flights;
- (b) if so, the details of the complaints received by the Government in this regard during each of the last three years and the current year, case-wise;
- (c) the number of complaints resolved and relief provided to the aggrieved persons and the action taken/ proposed to be taken by the Government against the erring airlines during the above period; and;
- (d) the other corrective steps taken by the Government in this regard?;

**Answer**

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

(a) to (d): Yes, Madam. However, no separate data is maintained of the complaints received by Air India from the Non-Resident Indians.

Complaints in the nature of delay/cancellation of flights, missing baggage, increase in fares etc are at times received by the airlines. In order to handle such complaints, there is a well defined Complaint Handling Procedure in place in airlines and every effort is made to take the complaint to its logical conclusion at the earliest. In case of cancellation of flights, the passengers of cancelled flights are given option viz. to travel on other Air India flights or on other airlines, subject to seat availability/ full refund of fare/ free rescheduling on Air India flights.

Air India Express (AIE) services are being used by NRIs, especially those who are working in the Middle East. To address the complaints of AIE passengers, a new initiative has been started on 15.12.2012, whereby passengers can file their complaints by e-mail to the address [ixmailstominister@nic.in](mailto:ixmailstominister@nic.in). This mail service is being monitored at a very high level. As on date, 45 complaints have been received and 43 of these have been redressed. Besides, various measures have been introduced for improvement and as a result thereof, the on-time performance of AIE has gone above 85 percent and schedule integrity is close to 100 percent during the last four months.