

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3100  
ANSWERED ON:29.08.2013  
OMBUDSMAN FOR AIRLINES  
Bajirao Shri Patil Padamsinha

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

- (a) whether the Government proposes to put into place an Ombudsman to arbitrate on disputes regarding airlines and airport operators;
- (b) if so, the details thereof;and
- (c) the time by which the Ombudsman is likely to be in position?

**Answer**

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

(a) and (b): Working Group constituted on 18.04.2011 to examine feasibility of setting up Ombudsperson for Civil Aviation Sector had examined the feasibility of ombudsman for Civil Aviation Sector and submitted its report to the Ministry. However, as of now, no decision has been taken for setting up of Ombudsman for Civil Aviation Sector.

(c): Does not arise in view of reply above.