

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:47
ANSWERED ON:05.12.2013
COMPLAINTS AGAINST PRIVATE AIRLINES
Naranbhai Shri Kachhadia

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has received any complaints against private airlines for non-adherence to the stipulated time schedules;
- (b) if so, the details thereof;
- (c) whether the Government has made any provision for imposing penalty on the defaulter airlines; and
- (d) if so, the details thereof?

Answer

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

(a) and (b): The complaints are filed with the airlines by aggrieved passenger in normal course of action. The concerned airlines take the corrective action for the redressal of the grievance. However, some passengers chose to take up the matter with Directorate General of Civil Aviation (DGCA). Such complaints are forwarded to the concerned airlines to redress grievance directly with the complainant.

(c) and (d): DGCA has issued Civil Aviation Requirement (CAR), Section 3, Series 'M', Part-IV on 'Facilities to be provided to the passengers by airlines due to denied boarding, cancellation of flights and delays of flights.' The said CAR is available on DGCA website www.dgca.nic.in.

When affected by denied boarding /cancellation or a long delay, the passenger may complain directly to the airlines in the event the airlines has not provided the compensation, reasonable facilities listed in the CAR. If the airlines fail to fulfil their obligations, the passenger may complain to statutory bodies set up under relevant applicable laws.