

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1325

ANSWERED ON:01.12.2014

SETTING UP OF AN AVIATION OMBUDSMAN

Adsul Shri Anandrao ;Patil Shri Shivaji Adhalrao;Yadav Shri Dharmendra

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether a large number of public grievances/ disputes relating to aviation sector are pending with the Government for redressal/disposal;
- (b) If SQ, the details thereof including the number of such grievances/disputes reported during each of the iast three years and the current year and the action taken thereon;
- (c) Whether the Government proposes to set up an aviation ombudsman for redressal/rcsolution of public grievances/disputes;
- (d) If so, the details thereof; and
- (e) The steps taken/being taken by the Government in this regard and the time by which the said aviation ombudsman is likely to be set up?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Dr. Mahesh Sharma)

a) & b) : Details of the public grievances/disputes relating to aviation sector received by the Government are as follows:

Year	B/F	Grievances	Disposed	Pending
Received of				
2011-12	426	574	666	334
2012-13	334	1448	391	1391
2013-14	1391	1139	1993	537
As on	537	882	870	549
27.11.2014				

Further, it is informed that most of the grievances pertain to Airports Authority of India(AAI), Directorate General of Civil Aviation(DGCA) & Air India. The grievances are disposed of by the concerned organisation and status report is furnished to this Ministry. Based on the status reported by these organisation after obtaining inputs from their Regional Offices, status is updated, which results in delay in reporting.

c) to e) : A Working Group was constituted to examine feasibility of setting up Ombudsman for Civil Aviation Sector. They have submitted the report to the Ministry. However, as of now , no decision has been taken for setting up of an Ombudsman for the Civil Aviation Sector.