

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4673
ANSWERED ON:22.12.2014
COMPLAINTS REGARDING AIRLINE SERVICES
Nagar Shri Rodmal

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has received any complaints regarding services offered by the public and private airlines;
- (b) if so, the details of such complaints received by the Government during the last three years and the current year along with the action taken thereon;
- (c) whether the Government has conducted a comparative study on the facilities/ services provided by Air India and other airlines operating in the country; and
- (d) if so, the details and the outcome thereof?

Answer

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

(a) and (b) Details of passenger complaints as received from schedule domestic airlines for the year 2012, 2013 & 2014 (up to October) are placed at Annexure-1, Annexure-2 & Annexure-3 respectively. The complaints received by the Government are taken up with the respective airlines for redressal.

(c) and (d) Directorate General of Civil Aviation (DGCA) has not made any study in respect of the facilities/services provided by Air India and other airlines operating in the country. As a part of continued effort for improvement, DGCA has issued Air Transport Circular 01 of 2014 on 'Facilities/courtesies to esteemed travelling public at airports'. This circular augments the passenger facilitation related issues as specified in Civil Aviation Requirements (CAR), Section 3, Series M, Part I issued on 'Carriage by Air of Persons with Disability' and/or Persons with Reduced Mobility' and (CAR), Section 3, Series M, Part IV on 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights'.