

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1922
ANSWERED ON:09.03.2015
SETTING UP OF AN AVIATION OMBUDSMAN
Galla Shri Jayadev

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government proposes to set up an Ombudsman for the Civil Aviation sector;
- (b) if so, the details and the present status thereof;
- (c) whether only Air India, Directorate General of Civil Aviation, Airports Authority of India and Pawan Hans Helicopters Limited will be under the scanner of aviation ombudsman leaving aside the private airlines; and
- (d) if so, the reasons therefor along with 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) to (d): 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.