

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:5329
ANSWERED ON:27.04.2015
COMPLAINTS AGAINST PRIVATE AIRLINES
Patel Shri Dilip

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has received complaints against private airlines regarding non-compliance of the prescribed time-table;
- (b) if so, the details of complaints received by the Government in this regard during the last three years along with the action taken thereon, airline-wise; and
- (c) whether the Government has made any provision to impose penalty on such airlines and if so, the details thereof?

Answer

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

(a) to (c): Complaints specific to non-compliance of prescribed time-table leading to flight delays are not maintained by Directorate General of Civil Aviation (DGCA).

DGCA has issued Civil Aviation Requirements, Section 3- Air Transport, Series M, Part IV on 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights' wherein provisions of compensation due to delay in flight have been specified.

With regard to redressal of complaints lodged by the passengers, all scheduled airlines are required to appoint a Nodal officer and Appellate Authority as per Civil Aviation Requirements, Section -3, Series M, and Part IV to settle their grievance within stipulated time frame.