

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3179

ANSWERED ON:17.12.2015

Complaints against Air India Services

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the number and details of complaints received against Air India about the quality of services to customers on board as well as ground services during the last three years and the current year, year-wise and the action taken by Air India on each such complaint;
- (b) whether Air India proposes to put in place a speedy grievance redressal mechanism including immediate response to any adverse feedback about the quality of its both on board and on ground services;
- (c) if so, the details thereof;
- (d) the time by which this redressal mechanism is likely to be made operational; and
- (e) the other steps taken/being taken by the Government in this regard?

Answer

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

(a) : The total number of passenger complaints received by Air India during the last three years and the current year are as follows:

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Period No. of Complaints
Jan - Dec 2012 3440
Jan - Dec 2013 3396
Jan - Dec 2014 5234
Jan - Nov 2015 6988
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The Complaints are broadly categorized under the following heads/areas:

- i) Airport Handling
- ii) Delay/cancellation/rescheduling/disruption
- iii) Reservations/refunds
- iv) In flight Services/Catering
- v) Baggage
- vi) Staff Behaviour
- vii) Miscellaneous

(b) to (e) : Air India has a well defined complaint Handling procedure. On receipt of a complaint, the same is acknowledged within three working days. Endeavour is made to give a final reply within 21 days based on the investigation report. Besides the above, passengers can also log on Air India website i.e. www.airindia.in and forward their feedback/suggestions/observations online.