

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:297
ANSWERED ON:25.02.2016
Services of Private Airlines
Sahu Shri Lakhan Lal

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details of the norms laid down and actual facilities/services provided to passengers by the public and private airlines;
- (b) whether instances of deficient services and lack of facilities by various airlines have been reported during the last three years and the current year;
- (c) if so the nature and details of such complaints received during the said period, airline-wise;
- (d) the action taken by the Government against such erring airline companies;
- (e) the mechanism put in place by the Government to redress the grievances of the air passengers; and
- (f) whether a global passenger survey has been held recently, if so, the details and the findings thereof with respect to Mumbai International airport and Air India respectively

Answer

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

(a): DGCA has issued regulations specific to passenger facilitation which are as follows:
Civil Aviation Requirement, Section 3- Air Transport, Series M,

- 1.Part -I: Carriage by Air of Persons with Disability and/ or Persons with Reduced Mobility.
- 2.Part -II: Refund of Airline tickets to passengers of public transport undertakings.
- 3.Part - IV: Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.
- 4.Part - V: Facilitation in case of diversion. Air Transport Circulars
- 5.ATC 3 of 2015 - Unbundle of services and fees by scheduled airlines.
- 6.ATC 01 of 2014 - Facilities/Courtesies to esteemed traveling public at airports.

The above mentioned regulations, that specifies the facilitation/services to be provided to passengers, are applicable for public as well as private airlines which are being complied by all scheduled domestic airlines. (b) and (c): As per the prevailing regulations issued by DGCA, scheduled domestic airlines are required to submit the details of passenger complaint on monthly basis.

As per monthly data submitted by the scheduled domestic airlines, airlines wise details of total number of passenger complaints for the year 2013, 2014 & 2015 is placed at Annexure -1.

(d) & (e): As per the prevailing regulation, passengers are required to lodge their complaints with the airlines for redressal. All the scheduled domestic airlines have nominated and displayed the name and contact details of their Nodal Officer & Appellate Authority to settle the passenger complaints within stipulated time period. If the airline fails to full fill their obligation, the passenger may complain to the statutory body set under applicable laws. (f) : No global survey has been conducted by DGCA at Mumbai International Airport or specific to Air India.