

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:4697

ANSWERED ON:15.12.2016

Services of Airlines

Dhotre Shri Sanjay Shamrao;Mahtab Shri Bhartruhari;Shewale Shri Rahul Ramesh;Singh Shri Satya Pal

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the cases of deficient services/lack of facilities in Air India and other airlines have increased in the country during the last three years and the current year;
- (b) if so, the details thereof, airline-wise and the reasons therefor along with action taken/being taken by the Government in such cases so far;
- (c) the mechanism developed by the Government to address the grievances of their customers pertaining to deficient services/lack of facilities of Air India and other airlines along with the achievements thereof during the said period;
- (d) whether the Government has ever conducted any comparative study of the services/facilities being provided by Air India and other private airlines to their customers in the country, if so, the details and outcome thereof; and
- (e) the other steps taken by the Government to improve the functioning of Air India and its grievance redressal mechanism across the country?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): No Madam.;

(b): Does not arise.;

(c): The Minister launched the AirSewa portal and mobile app in New Delhi today. AirSewa is an initiative of the Ministry to offer people a convenient and hassle-free air travel experience. It will be operated through an interactive web portal as well as through a mobile app for both android and iOS platforms. The portal will include a mechanism for grievance redressal, back-office operations for grievance handling, flight status/schedule information, airport Information and FAQs. Nodal officers have been selected for all stakeholder agencies who will address the grievance in a time bound manner. Each grievance shared will be directed to the responsible nodal agency for resolution based on the grievance category chosen by the complainant. The dashboard shall be divided into three categories consisting of grievances pending within time line, grievances pending beyond time line and closed grievances. Each grievance shall have a resolution time line defined for initial response as well as final resolution. Each communication made by the nodal officer will be send through an alert through email and SMS.;

(d): No such study has been carried out by Government.;

(e): The Cabinet Committee of Economic Affairs (CCEA) in its meeting held on 12.04.2012, approved a Turnaround Plan (TAP)/ Financial Restructuring Plan (FRP) for operational and financial turnaround of Air India (AI) subject to achievement of certain laid down milestones by AI. As part of the TAP/FRP, AI has initiated, inter-alia, the following steps in order to cut costs:-

(i) Rationalization of certain loss making routes

(ii) Induction of brand new aircraft on several domestic & international routes to increase passenger appeal.

(iii) Phasing out & grounding of old fleet

(iv) Establishment of Integrated Operations Control Center and Hub Control Center in Delhi.

(v) Freezing of employment in non-operational areas.

(vi) Operationalization of Subsidiary Companies such as Air India Air Transport Services Limited and Air India Engineering Services Limited and transfer of manpower and equipment and treating them as Independent Profit Centers and

(vii) Induction of the B787 aircraft on Medium Capacity Long Haul Routes.

