

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1475  
ANSWERED ON:21.07.2014  
AIR INDIA S CUSTOMER SERVICES  
Panda Shri Baijayant "Jay"

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

- (a) whether the Government has received any complaints against Air India regarding customer services during the last three years and the current year;
- (b) if so, the details thereof along with the action taken thereon;
- (c) whether Air India has taken any steps to attract the passengers and improve its customer services; and
- (d) if so, the details thereof?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (Shri G. M. Siddeshwara)

(a) and (b): Yes Madam. Complaints regarding customer services of Air India are periodically received by the Government. The complaints are sent by the Government to Air India for necessary remedial action and Air India is advised to attend to customer grievances promptly.

(c) and (d): Air India constantly endeavours to upgrade and enhance facilities/ services being provided to its passengers. Induction of brand new fleet on several domestic and international routes thereby increasing passenger appeal, introduction of several marketing initiatives including Companion Free Schemes, Apex fare, Flying return programmes are some of the steps taken by Air India. Further, on the basis of feedback, these facilities/services are constantly monitored, reviewed and upgraded in order to provide the best product to its customers. Air India has recently joined the `Star Alliance` which will offer more itinerary choices to its passengers covering 1,269 destinations in 193 countries around the world. Besides, Air India`s passenger will have seamless travel experience between Air India`s vast member airlines network, more Frequent Flyer Program (FFP) mileage points and ability to utilize the points on member airlines, and Lounge access for Air India premium customers of the member airlines lounge.