

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2338
ANSWERED ON:08.12.2014
ONLINE RESERVATION SYSTEM OF AIR INDIA
Venugopal Dr. Ponnusamy

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India has received a large number of complaints regarding its online reservation system during the last three years and the current year;
- (b) if so, the details thereof indicating the nature of these complaints along with the action taken thereon; and
- (c) the steps taken or being taken by Air India to upgrade its online reservation system?

Answer

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

(a) and (b): Air India online reservation system has been functioning well since the past 3 years with minimal complaints and has shown a steady increase in sales and revenue. The annual growth in Air India website from FY 2012-13 to FY 2013-14 is 36%. The complaints received from passengers pertain to Refunds and other reasons like payments not being effected etc. These complaints are attended and resolved by the commerce help desk.

(c): Regular upgradation of the website is done with a view to maximize passenger satisfaction and so as to meet industry standards. The following action has been taken by Air India:

1. Website was totally upgraded on 4th September 2013.
2. After becoming a Star Alliance Member the Air India Website has been updated as per Star Alliance requirements.
3. As per passenger email feedback, the Air India Website has been given a rating of 3 out of 4 which is considered as 'Very Good'.
4. Air India Website has social media integration through Facebook and Twitter.