

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4685
ANSWERED ON:22.12.2014
GRIEVANCE REDRESSAL CELL IN AIR INDIA EXPRESS
Vichare Shri Rajan Baburao

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether any grievance redressal cell has been set up in Air India Express and Air India Charters Limited for scheduled castes and scheduled tribes employees;
- (b) if so, the details thereof along with the constitution of this cell; and
- (c) if not, the reasons therefor?

Answer

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

- (a) and (b): Yes, Madam. The grievance redressal cell consists of three officers headed by Deputy General Manager level officer.
- (c): Does not arise.