

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 582  
(To be answered on the 13<sup>th</sup> December 2018)**

**GROWTH OF THE AIR PASSENGER TRAFFIC**

**582.       SHRI ADHALRAO PATIL SHIVAJIRAO  
          SHRI PARVESH SAHIB SINGH  
          SHRIMATI RAMA DEVI  
          SHRI ANANDRAO ADSUL  
          DR. SHRIKANT EKNATH SHINDE  
          SHRI DHARAMENDRA YADAV  
          SHRI VINAYAK BHAURAO RAUT**

**Will the Minister of CIVIL AVIATION**

नागर विमानन मंत्री

**be pleased to state:-**

- (a) whether about five crore air passengers are travelling every year and will grow exponentially in the near future;
- (b) if so, the details thereof;
- (c) whether air passengers are facing issues like flight delays, problem in refunds, long queues, inadequate facilities at airports and complaints of lost baggage;
- (d) if so, the details thereof in this regard;
- (e) whether there is an urgent need of upgradation of Air Sewa and systemic intervention in improving customer services;
- (f) if so, the steps taken by the Union Government in this regard; and
- (g) the other steps taken by the Union Government for the redressal of grievance of air passengers?

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

नागर विमानन मंत्रालय में राज्य मंत्री

**(Shri Jayant Sinha)**

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**(a) & (b) More than 10 crore passenger trips are undertaking every year. The details of the same is placed at Annexure-I.**

**(c) & (d) Passenger complaints data with respect to fares, refunds, flight problems, baggage, customer service, disability, staff behaviour, catering and others received against scheduled domestic airlines for the period April 2018**

to October 2018 is placed at Annexure-II.

(e) to (f) AirSewa was initially launched in Nov. 2016. The upgraded version of AirSewa was launched on 19.11.2018 to provide a superior user experience with enhanced functionalities with major improvements such as secure sign-up and log-in with social media, chatbot for travellers support, improved grievance management including social media grievances, real-time flight status and details flight schedule among others.

(g) To safeguard the interest of air passengers, Directorate General of Civil Aviation (DGCA), has taken following passenger centric initiatives and has issued the following Civil Aviation Requirements (CARs):

(i) CAR Section 3, Series M Part I - Carriage by air of Persons with Disability and/or Persons with Reduced Mobility

(ii) CAR Section 3, Series M Part II - Refund of Airline tickets to passengers.

(iii) CAR Section 3, Series M Part IV - Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delay in flights.

(iv) CAR Section 3, Series M Part V - Facilitation in case of diversion of aircraft.

Also, the stakeholders of aviation sector and other related Government organizations have nominated nodal officers for redressal of passenger complaints.

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**Annexure-I****TOTAL PASSENGERS CARRIED BY SCHEDULED DOMESTIC AND SCHEDULED FOREIGN CARRIERS**

YEAR	Domestic Passengers carried by Scheduled Domestic Airlines (In Crore)	International Passengers Carried by scheduled Indian & Foreign carriers To & From India (In Crore)	Total Passenger (Domestic + International) (In Crore)	% Growth over previous year	Number of Passengers in Crore (+/-)	Compound Annual Growth rate during 2013- 14 to 2017-18
2013-14	6.07	4.31	10.38			15.37
2014-15	7.01	4.57	11.58	11.56	1.20	
2015-16	8.52	4.98	13.50	16.58	1.92	
2016-17	10.38	5.47	15.85	17.41	2.35	
2017-18	12.33	6.06	18.39	16.03	2.54	

**Annexure-II****Passenger Complaints Data**

S.No.	Category of Complaints	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
1	Fare	8	9	8	3	4	4	1
2	Refund	34	28	33	23	19	30	19
3	Flight Problem	200	221	198	200	186	165	202
4	Baggage	148	173	186	180	187	174	237
5	Customer Service	237	211	167	206	165	184	146
6	Disability	1	3	2	2	4	4	5
7	Staff Behaviour	39	47	55	48	44	23	24
8	Catering	3	1	1	0	5	1	0
9	Others	36	31	27	52	54	84	35
10	<b>Total</b>	<b>706</b>	<b>724</b>	<b>677</b>	<b>714</b>	<b>668</b>	<b>669</b>	<b>669</b>