

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 1294
(TO BE ANSWERED ON THE 14th March 2017)

DISPOSAL OF COMPLAINTS RECEIVED THROUGH AIR SEWA

1294. DR. VINAY P. SAHASRABUDDHE

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

- (a) the total number of complaints received on digital platform, Air Sewa, launched in November for the disposal of complaints regarding airlines and flights;
- (b) the number of complaints received against all the Government/private aviation companies/service providers, the details thereof separately; and
- (c) the details of the steps taken by Government to dispose of these complaints?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

- (a) The total number of complaints received on AirSewa web-portal/mobile app regarding airlines till 08th March 2017 is 1036 .
- (b) The details of complaints received against Government/Private Aviation companies/ service providers are placed at Annexure.
- (c) AirSewa web-portal/mobile app has built-in time norms for disposal of various complaints. The disposal of the complaint is monitored through dashboard at stakeholder level and a dedicated control room setup in Ministry of Civil Aviation. The regular reports on this subject are being generated and reviewed by senior officers in the Ministry.

Annexure
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The details of complaints received against all the Government/Private Aviation companies/ service providers as on 08.03.2017 are as under:-

	Grievance Received	Grievance Closed	Grievance Pending
Airlines (including private airlines)	1036	921	115
Airport	428	409	19
Security	63	37	26
Immigration	26	26	00
Customs	12	00	12
Directorate General of Civil Aviation	56	55	01
Bureau of Civil Aviation Security	19	19	00
Helicopter/General Aviation	04	02	02
TOTAL	1644	1469	175
