

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 2416
(TO BE ANSWERED ON THE 8th August 2018)

APPOINTMENT OF OMBUDSMAN FOR CIVIL AVIATION SECTOR

2416. SHRI HARSHVARDHAN SINGH DUNGARPUR

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

- (a) whether the Ministry has planned to appoint an Ombudsman for entire airlines industry for lodging of the complaints by harassed passengers against airlines;
- (b) if so, the details thereof; and
- (c) the existing procedure and system with regard to the complaints received and disposal thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

(a) & (b):No, Sir.

(c):Travel by air is a contractual agreement between passenger and the airline. As per the prevailing regulations, aggrieved passengers are required to lodge his/her complaint with the concerned airline. For timely redressal of passenger grievances, every airline appoints a Nodal officer and an Appellate Authority and displays the contact details of them on their respective website. If the airlines fail to fulfill their obligations, the passenger may complain to the statutory bodies set up under relevant applicable laws. The air passengers can also lodge their complaints through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal, Integrated Grievance Redress Mechanism (INGRAM) portal and AirSewa mobile app / web portal of Government of India. In addition, the air passengers can also address their complaints offline or through emails to the Public Grievance Officer (PGO) of the Ministry of Civil Aviation or its attached / sub-ordinate organizations. The complaints are regularly monitored by the PGO notified by the Ministry of Civil Aviation and its attached / sub-ordinate organization.
