

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 966  
(TO BE ANSWERED ON THE 19<sup>th</sup> December 2018)

**COMPLAINTS LODGED BY PASSENGERS AGAINST AIR INDIA**

966. SHRI T. RATHINAVEL

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

- (a) whether it is a fact that Air India had the most number of complaints lodged against it by passengers;
- (b) if so, the details thereof;
- (c) whether it is also a fact that various reasons for complaints were due to flight problem followed by baggage issues and customer service;
- (d) whether it is also a fact that staff behaviour, refund fare, disability and catering were the other reasons why passengers had lodged complaints; and
- (e) if so, the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

(a) to (e): As per the data maintained in the DGCA, (from January, 2018 to October, 2018) Air India had the most number of complaints lodged against it by passengers, except for the months of March, September and October . The total complaints received by Air India from 1st January, 2018 to 30th November, 2018 are 2926.

The breakup of the complaints received by Air India from 01st January, 2018 to 30th November, 2018 is as under:

Customer Service	1297
Flight Problem	933
Baggage	335
Staff Behavior	251
Refund	63
Catering	47
Total	2926

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