

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 980
(TO BE ANSWERED ON THE 19th December 2018)

INCREASE IN BAGGAGE RELATED COMPLAINTS AT AIRPORTS

980. SHRI R. VAITHILINGAM

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

- (a) whether it is a fact that there was a rise of over 10 per cent increase in baggage related complaints in June, 2018 as compared to the corresponding period last year;
- (b) whether it is also a fact that the complaints shot up from 21 per cent in April, 2018 to 23.9 per cent in May and to 27.5 per cent in June, 2018; and
- (c) if so, the steps proposed to be taken up by Government to redress the grievances of baggage related complaints?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

- (a): Baggage related complaints have increased from 16.6% in June 2017 to 27.56% in June 2018.
- (b): Of total complaints share of baggage-related complaints has increased from 21% in April, 2018 to 23.9% in May, 2018 and to 27.5% in June, 2018.
- (c): As per the prevailing regulation, aggrieved passengers are required to lodge his/her complaint to the concerned airline. For timely redressal of passenger grievance, 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. AirSewa web portal/mobile app has been launched by the government for digital and delightful experience of air passengers. It provides an integrated common platform on which air passengers can lodge their grievances against all major stakeholders in aviation sector including airlines. All complaints related to air services including flight delays, baggage loss and unusually long periods for refund besides long queues at airports can be registered using AirSewa web portal/mobile app. Passengers can register their complaint and this will then have to be resolved by the concerned party. AirSewa compliance is closely monitored to ensure prompt grievance redressal.
