

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Rajya Sabha**

**UNSTARRED QUESTION NO. : 1290
TO BE ANSWERED ON THE 13th March 2023**

INADEQUATE SERVICES AND FACILITIES BY AIRLINES

1290. SHRI NEERAJ DANGI

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

- (a) whether complaints regarding delivery of inadequate services and facilities compounded with displeasing misbehavior by the airlines have been received during last three years and current year;**
- (b) if so, the details of such complaints received during the said period, airline-wise; and**
- (c) the details of the mechanism put in place by Government to redress the grievances of air passengers against such companies and the measures adopted to resolve these issues?**

ANSWER

**Minister of State in the Ministry of CIVIL AVIATION
(GEN. (DR) V. K. SINGH (RETD))**

(a)&(b) Yes Sir. The details of airline wise number of complaints submitted by the scheduled domestic airlines to DGCA for the last three years including current year is placed at Annexure I.

(c) The aggrieved passengers can lodge their grievances through the AirSewa Portal managed by the Ministry of Civil Aviation and Centralised Public Grievance Redress and Monitoring System (CPGRAMS), an online portal administered by the Department of Administrative Reforms and Public Grievances (DARPG). These grievances are taken up with the concerned airlines for redressal. If the petitioner is not satisfied with the resolution of grievance by the airline, he/ she has option to file an appeal. Disposal of the grievances is monitored at various levels. Every airline appoints a

nodal officer and an Appellate Authority and displays their contact details on their respective websites.

Annexure 1

Year	Airline	Passenger Complaints related to			
		Baggage	Customer Service	Staff Behaviour	Catering
2020	AirAsia	13	10	1	0
	Air India	110	313	93	0
	Go First	166	19	0	1
	IndiGo	164	224	1	0
	Spicejet	62	65	21	6
	Trujet	5	0	0	0
	Vistara	11	13	7	0
	Total	531	644	123	7

Year	Airline	Passenger Complaints related to			
		Baggage	Customer Service	Staff Behaviour	Catering
2021	AirAsia	1	32	6	0
	Air India	204	725	276	3
	Alliance Air	36	11	6	0
	Fly Big	1	3	2	0
	Go First	50	17	0	6
	IndiGo	93	74	0	0
	Spicejet	68	30	17	6
	Trujet	2	0	0	0
	Vistara	1	32	6	0
	Total	456	924	313	15

Year	Airline	Passenger Complaints related to			
		Baggage	Customer Service	Staff Behaviour	Baggage
2022	AirAsia	15	9	1	1
	Air India	306	295	156	4
	Akasa Air	10	4	5	5
	Alliance Air	59	93	27	0
	Fly Big	7	13	2	0
	Go First	24	10	3	0
	IndiGo	221	47	0	0
	Spicejet	47	86	48	2
	Star Air	0	3	2	0
	Trujet	0	0	0	0
	Vistara	9	32	8	0
	Total	698	592	252	12

Year	Airline	Passenger Complaints related to			
		Baggage	Customer Service	Staff Behaviour	Baggage
2023*	AirAsia	1	0	0	0
	Air India	33	0	31	1
	Akasa Air	3	0	0	0
	Alliance Air	16	29	2	0
	Fly Big	0	1	0	0
	Go First	0	0	0	0
	IndiGo	26	3	0	0
	Spicejet	6	9	3	0
	Vistara	1	0	1	0
	Total	86	42	37	1
* As on 31st January 2023					
