

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO : 825**  
(TO BE ANSWERED ON THE 11<sup>th</sup> December 2023)

**GRIEVANCES OF FLIGHT PASSENGERS**

825. SHRI K.C. VENUGOPAL

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

- (a) whether Government is planning to implement specific measures to address the grievances of flight passengers;
- (b) given the numerous complaints related to travel refund and passenger experiences filed with consumer affairs, the manner in which the Ministry of Civil Aviation intends to coordinate and address these issues;
- (c) the current amount of dues owed by online aggregators and airlines to passengers for tickets that were cancelled during the COVID-19 pandemic; and
- (d) the manner in which Government plans to implement measures to ensure the refund of amounts?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a): Ministry of Civil Aviation launched Airsewa portal and Mobile App during 2016 for ensuring time-bound resolution of aviation related grievances. Airlines are also required to appoint a nodal officer and an Appellate Authority to look into the grievances of the passengers.

(b): CAR Section-3, Series M, Part II titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings" has been issued by Directorate General of Civil Aviation (DGCA) in order to resolve the refund related issues.

(c) & (d) DGCA issued directions on 07.10. 2020 to all airlines operating from the country to refund on cancellation of air tickets during Covid-19 lockdown, which includes the booking of tickets through travel agents also. All airlines have confirmed that refunds against cancellation of air tickets due to Covid-19 pandemic has been issued to the passengers or the travel agents.

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