

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3851
(To be answered on the 8th December 2016)**

AIR INDIA SERVICES

3851. SHRI K. PARASURAMAN

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the number of complaints on quality service against Air India is higher than any other airlines;
- (b) if so, the details thereof and the total number of complaints received this year against poor services of Air India; and
- (c) the action taken by the Government to ensure quality services to air passengers?

ANSWER

Minister of CIVIL AVIATION

नागर विमानन मंत्री

(Shri Ashok Gajapathi Raju Pusapati)

(a) to (c): As per the monthly data submitted by the scheduled domestic airlines including Air India, total number of complaints received by them on different accounts for the period November 2015 to October 2016 is placed at Annexure-1. It is stated in this regard that complaints arise from deficiency of service which may sometimes be a perception on the part of complainant. However, Air India records the complaints and track till they reach a logical conclusion.

The total numbers of complaints received from January 2016 to October 2016 on the Network are 5879. Air India constantly endeavors to upgrade and enhance its facilities/services being provided to its passengers to ensure customer satisfaction. The facilities/services provided by Air India to its passengers are on par with other International and Domestic Carriers. These facilities/services are constantly being monitored, reviewed and upgraded in order to provide the best product to the customers. Also being a Star Alliance member, Air India adheres to benchmarks services in line with global standards with stringent guidelines in place.

2/

ANNEXURE-I

Nov-15	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	-	-	1	-	-	1	2	2	6
Air Cila	2	1	4	4	2	-	-	-	-	13
Vistara	-	-	2	-	-	-	-	-	-	2
Go Air	-	2	5	13	27	-	-	2	118	167
IndiGo	-	5	13	35	68	2	2	-	-	125
Spicejet	-	-	25	25	-	-	14	-	14	78
Jet Airways + JetLite	4	13	68	57	27	-	30	-	12	211
Air India (Dom)	-	13	62	31	122	-	24	-	-	252
Air Pegasus	-	2	-	-	-	-	-	-	-	2
Trujet	-	1	-	-	-	-	-	-	-	1
total	6	37	179	166	246	2	71	4	146	857

Dec-15	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	1	3	-	-	1	-	-	6
Air Asia	-	2	5	5	1	-	-	-	-	13
Vistara	-	-	-	1	-	-	-	-	-	1
Go Air	-	-	13	22	29	-	5	1	23	93
IndiGo	-	3	22	43	76	1	3	-	-	148
Spicejet	-	-	14	16	-	-	18	-	12	60
Jet Airways + JetLite	7	14	80	56	16	-	27	-	15	215
Air India (Dom)	-	16	170	162	174	-	30	-	-	552
Air Pegasus	-	2	-	-	-	-	-	-	-	2
Trujet	1	-	-	-	-	-	-	-	-	1
total	8	38	305	308	296	1	84	1	50	1091

Jan-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	-	2	2	-	-	-	1	6
Air Asia	-	-	11	3	2	-	-	-	0	16
Vistara	-	1	1	1	1	-	-	-	0	4
Go Air	-	-	5	25	19	-	-	1	11	61
IndiGo	1	1	6	41	77	-	-	-	0	126
Spicejet	-	-	18	12	-	-	9	-	11	50
Jet Airways + JetLite	6	20	82	50	17	0	21	-	20	216
Air India (Dom)	-	25	128	50	118	1	19	-	-	341
Air Pegasus	-	2	-	-	-	-	-	-	0	2
Trujet	-	1	-	-	-	0	-	-	-	1
total	7	51	251	184	236	1	49	1	43	823

Feb-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	-	2	-	-	-	-	2	5
Air Asia	-	-	7	2	3	-	-	-	-	12
Vistara	-	1	-	-	1	-	-	-	-	2
Go Air	-	-	8	32	14	-	-	1	17	72
IndiGo	-	6	5	49	67	-	3	-	-	130
Spicejet	-	-	18	10	-	-	8	-	12	48
Jet Airways + JetLite	7	21	79	48	6	-	21	-	26	208
Air India (Dom)	-	11	76	67	105	1	16	-	-	276
Air Pegasus	-	5	-	-	-	-	-	-	-	5
Trujet	-	-	-	-	-	-	-	-	1	1
total	7	45	193	210	196	1	48	1	58	759

Mar-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	1	-	2	1	1	-	-	-	2	7
Air Asia	-	-	4	5	2	-	-	-	-	11
Vistara	1	-	-	-	1	-	-	-	-	2
Go Air	-	-	5	8	20	-	-	1	24	58
IndiGo	-	3	2	48	64	2	1	-	-	120
Spicejet	-	-	15	10	-	-	8	-	8	41
Jet Airways + JetLite	8	5	74	44	32	-	12	-	36	211
Air India (Dom)	-	9	74	49	119	-	29	-	-	280
Air Pegasus	-	6	-	-	-	-	-	-	-	6
Trujet	-	-	-	-	1	-	-	-	-	1
Total	10	23	176	165	240	2	50	1	70	737

Apr-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
--------	------	--------	----------------	---------	------------------	------------	-----------------	----------	--------	-------

3

Air Costa	-	-	1	2	-	-	-	1	2	6
Air Asia	1	1	1	4	5	-	-	-	-	12
Vistara	-	1	-	-	1	-	-	-	-	2
Go Air	-	-	4	13	21	-	-	1	26	65
IndiGo	-	1	-	42	58	1	3	-	-	105
Spicejet	-	-	20	4	-	-	8	-	6	38
Jet Airways + JetLite	25	31	72	43	9	-	23	-	8	211
Air India (Dom)	-	12	61	23	107	-	25	-	-	228
Air Pegasus	-	6	-	-	-	-	-	-	-	6
Trujet	-	-	-	-	-	-	-	-	1	1
Total	26	52	159	131	201	1	59	2	43	674

May-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	1	1	-	-	1	1	2	7
Air Asia	-	1	5	2	3	-	-	-	-	11
Vistara	-	-	2	1	2	-	-	-	-	5
Go Air	-	-	1	9	11	-	-	1	34	56
IndiGo	-	-	3	43	59	1	3	-	-	109
Spicejet	-	-	20	8	-	-	10	-	11	49
Jet Airways + JetLite	8	14	76	55	18	1	36	-	10	218
Air India (Dom)	-	6	99	36	137	-	25	-	-	303
Air Pegasus	1	13	4	1	-	-	-	1	1	21
Trujet	-	-	2	-	-	-	-	-	1	3
Total	9	35	213	156	230	2	75	3	59	782

Jun-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	1	1	-	-	-	1	1	5
Air Asia	-	2	1	4	2	-	-	-	-	9
Vistara	-	1	-	-	4	-	-	-	-	5
Go Air	-	-	11	25	15	-	-	-	49	100
IndiGo	-	1	3	30	66	2	2	-	-	104
Spicejet	-	-	37	13	-	-	17	-	15	82
Jet Airways + JetLite	7	20	73	43	18	-	24	-	18	203
Air India (Dom)	-	19	63	39	134	-	18	-	-	273
Air Pegasus	-	2	-	-	-	-	-	-	-	2
Trujet	-	1	4	-	-	-	-	-	-	5
Total	7	47	193	155	239	2	61	1	83	788

Jul-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	-	1	2	1	-	-	1	-	5
Air Asia	-	-	11	1	2	-	-	-	-	14
Vistara	-	-	-	-	2	1	-	-	-	3
Go Air	-	-	11	30	13	-	-	-	31	85
IndiGo	-	-	5	24	69	3	2	-	-	103
Spicejet	-	-	35	21	-	-	8	-	22	86
Jet Airways + JetLite	7	33	62	52	27	-	20	-	15	216
Air India (Dom)	-	16	89	35	134	-	22	-	-	296
Air Pegasus	1	10	108	1	12	0	0	2	2	136
Trujet	-	2	2	-	-	-	-	-	-	4
Total	8	61	324	166	260	4	52	3	70	948

Aug-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	-	1	1	1	-	-	1	1	5
Air Asia	-	-	7	6	2	-	-	-	-	15
Vistara	-	-	1	1	2	-	-	-	-	4
Go Air	-	-	13	13	9	-	-	1	32	68
IndiGo	-	2	6	19	66	2	2	-	-	97
Spicejet	-	-	34	19	-	-	21	-	13	87
Jet Airways + JetLite	15	26	50	60	26	-	21	-	14	212
Air India (Dom)	-	10	76	30	138	-	34	-	-	288
Air Pegasus	-	3	94	1	6	-	-	-	1	105
Trujet	-	1	1	-	-	-	1	-	-	3
Air Carnival	-	-	-	1	-	-	-	-	-	1
Total	15	42	283	151	250	2	79	2	61	885

Sep-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
--------	------	--------	----------------	---------	------------------	------------	-----------------	----------	--------	-------

4

Air Costa	-	-	-	2	-	-	-	1	2	5
Air Asia	-	4	8	2	1	-	-	-	-	15
Vistara	-	1	-	3	-	-	-	-	-	4
Go Air	-	-	4	19	8	-	-	-	20	51
IndiGo	-	-	3	43	54	3	1	-	-	104
Spicejet	-	-	32	20	-	18	15	-	-	85
Jet Airways + JetLite	10	36	45	46	24	-	30	-	12	203
Air India (Dom)	-	13	-	34	-	-	23	-	189	259
Air Pegasus	-	-	-	-	-	-	-	-	-	0
Trujet	-	1	1	-	-	-	-	-	-	2
Air Carnival	-	-	-	-	-	-	-	-	-	0
Total	10	55	93	169	87	21	69	1	223	728

Oct-16	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	-	1	2	-	-	-	-	2	5
Air Asia	-	3	13	3	1	-	-	-	-	20
Vistara	-	-	-	1	3	-	-	-	-	4
Go Air	-	-	14	21	21	-	-	1	25	82
IndiGo	-	-	4	34	66	2	3	-	-	109
Spicejet	-	-	34	25	-	16	22	-	-	97
Jet Airways + JetLite	9	33	46	37	23	-	35	-	14	197
Air India (Dom)	-	17	95	21	108	-	29	-	-	270
Air Pegasus	-	-	-	-	-	-	-	-	-	0
Trujet	-	1	2	1	-	-	-	-	1	5
Air Carnival	-	-	-	1	-	-	-	-	-	1
Total	9	54	209	146	222	18	89	1	42	790