

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4697
(To be answered on the 15th December 2016)**

SERVICES OF AIRLINES

**4697. SHRI RAHUL SHEWALE
 SHRI BHARTRUHARI MAHTAB
 SHRI SANJAY DHOTRE
 DR. SATYAPAL SINGH**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the cases of deficient services/lack of facilities in Air India and other airlines have increased in the country during the last three years and the current year;**
- (b) if so, the details thereof, airline-wise and the reasons therefor along with action taken/being taken by the Government in such cases so far;**
- (c) the mechanism developed by the Government to address the grievances of their customers pertaining to deficient services/lack of facilities of Air India and other airlines along with the achievements thereof during the said period;**
- (d) whether the Government has ever conducted any comparative study of the services/facilities being provided by Air India and other private airlines to their customers in the country, if so, the details and outcome thereof; and**
- (e) the other steps taken by the Government to improve the functioning of Air India and its grievance redressal mechanism across the country?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): No Madam.

(b): Does not arise.

(c): The Ministry has recently launched the AirSewa portal and mobile app. AirSewa is an initiative of the Ministry to offer people a convenient and hassle-free air travel experience. It will be operated through an interactive web portal as well as through a mobile app for both android and iOS platforms. The portal will include a mechanism for grievance redressal, back-office operations for grievance handling, flight status/schedule information, airport Information and FAQs. Nodal officers have been selected for all

stakeholder agencies who will address the grievance in a time bound manner.

(d): No such study has been carried out by Government.

(e): The Cabinet Committee of Economic Affairs (CCEA) in its meeting held on 12.04.2012, approved a Turnaround Plan (TAP)/ Financial Restructuring Plan (FRP) for operational and financial turnaround of Air India (AI) subject to achievement of certain laid down milestones by AI. As part of the TAP/FRP, AI has initiated, inter-alia, the following steps in order to cut costs:-

(i) Rationalization of certain loss making routes

(ii) Induction of brand new aircraft on several domestic & international routes to increase passenger appeal.

(iii) Phasing out & grounding of old fleet

(iv) Establishment of Integrated Operations Control Center and Hub Control Center in Delhi.

(v) Freezing of employment in non-operational areas.

((vi) Operationalization of Subsidiary Companies such as Air India Air Transport Services Limited and Air India Engineering Services Limited and transfer of manpower and equipment and treating them as Independent Profit Centers and

(vii) Induction of the B787 aircraft on Medium Capacity Long Haul Routes.

AirSewa initiative of the Ministry also covers the grievances relating to all airlines including Air India.
