

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4615
(To be answered on the 30th March 2017)**

FACILITIES TO AIR PASSENGERS BY AIRLINES

4615. SHRI DILIP PATEL

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether Government is aware of cases of poor services and lack of facilities provided by various airlines to passengers;
- (b) if so, the details thereof for the last three years and the current year, airline/ year-wise;
- (c) the action taken by the Government against such erring airlines; and
- (d) the steps taken by the Government to redress the grievances of air passengers?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) to (d): As per the prevailing regulations issued by Directorate General of Civil Aviation (DGCA), airlines are required to establish complaint redressal mechanism and redress the passenger complaint within stipulated time frame. Airline wise passenger complaint for 2014, 2015, 2016 and 2017 (up to February) is placed at Annexure-I.

DGCA has issued Civil Aviation Requirement (CAR), Section-3- Air Transport, Series M, Part-IV titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". Airlines are required to provide facilitation/compensation to passengers as per conditions specified in the CAR.

Further, Ministry has recently launched the Air Sewa App & Portal, an initiative to offer people a convenient and hassle free air travel experience. Air Sewa initiative of the Ministry also covers grievances relating to all Airlines.

Annexure-1

Total No. of Complaints

| | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 |
|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|------------|-------------|
| Air Costa | 0 | 1 | 3 | 3 | 3 | 1 | 2 | 3 | 4 | 4 | 5 | 3 |
| Air Asia | - | - | - | - | - | 18 | 3 | 2 | 3 | 5 | 11 | 12 |
| Go Air | 37 | 39 | 34 | 48 | 88 | 151 | 81 | 81 | 113 | 223 | 220 | 371 |
| IndiGo | 164 | 141 | 135 | 103 | 119 | 183 | 92 | 106 | 82 | 106 | 110 | 241 |
| Spicejet | 115 | 101 | 109 | 111 | 123 | 127 | 129 | 146 | 123 | 121 | 142 | 210 |
| Jet Airways + JetLite | 201 | 185 | 183 | 181 | 192 | 181 | 61 | 185 | 197 | 280 | 219 | 230 |
| Air India (dom) | 227 | 188 | 207 | 187 | 227 | 239 | 213 | 189 | 228 | 341 | 226 | 255 |
| Total | 744 | 655 | 671 | 633 | 752 | 900 | 581 | 712 | 750 | 1080 | 933 | 1322 |

| | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 |
|---------------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Air Costa | 5 | 5 | 3 | 7 | 4 | 1 | 4 | 5 | 5 | 5 | 6 | 6 |
| Air Asia | 15 | 14 | 12 | 10 | 13 | 4 | 15 | 13 | 11 | 12 | 13 | 13 |
| Vistara | 2 | 1 | 2 | 1 | 2 | 180 | 2 | 2 | 1 | 3 | 2 | 1 |
| Go Air | 169 | 134 | 325 | 148 | 68 | 14 | 74 | 69 | 51 | 60 | 167 | 93 |
| IndiGo | 195 | 213 | 198 | 212 | 191 | 67 | 186 | 156 | 149 | 147 | 125 | 148 |
| Spicejet | 330 | 248 | 207 | 198 | 187 | 194 | 133 | 116 | 98 | 89 | 78 | 60 |
| Jet Airways+Jetlite | 229 | 221 | 225 | 210 | 211 | 173 | 210 | 209 | 199 | 203 | 211 | 215 |
| Air India (dom) | 252 | 256 | 222 | 149 | 173 | 160 | 174 | 189 | 191 | 203 | 252 | 552 |
| Air Pegasus | - | - | - | - | 9 | 26 | 4 | 2 | 3 | 2 | 2 | 2 |
| TrueJet | - | - | - | - | - | - | - | 9 | 2 | 3 | 1 | 1 |
| Total | 1197 | 1092 | 1194 | 935 | 858 | 819 | 802 | 770 | 710 | 727 | 857 | 1091 |

| | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 |
|---------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Air Costa | 6 | 5 | 7 | 6 | 7 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Air Asia | 16 | 12 | 11 | 12 | 11 | 9 | 14 | 15 | 15 | 20 | 18 | 17 |
| Vistara | 4 | 2 | 2 | 2 | 5 | 5 | 3 | 4 | 4 | 4 | 3 | 2 |
| Go Air | 61 | 72 | 58 | 65 | 56 | 100 | 85 | 68 | 51 | 82 | 57 | 67 |
| IndiGo | 126 | 130 | 120 | 105 | 109 | 104 | 103 | 97 | 104 | 109 | 101 | 126 |
| Spicejet | 50 | 48 | 41 | 38 | 49 | 82 | 86 | 87 | 85 | 97 | 71 | 79 |
| Jet Airways+Jetlite | 216 | 208 | 211 | 211 | 218 | 203 | 216 | 212 | 203 | 197 | 400 | 225 |
| Air India (dom) | 341 | 276 | 280 | 228 | 303 | 273 | 296 | 288 | 259 | 270 | 292 | 382 |
| Air Pegasus | 2 | 5 | 6 | 6 | 21 | 2 | 136 | - | - | - | - | - |
| Trujet | 1 | 1 | 1 | 1 | 3 | 5 | 4 | 3 | 2 | 5 | 3 | 4 |
| Air Carnival | - | - | - | - | - | - | - | 1 | 0 | 1 | 1 | 0 |
| Total | 823 | 759 | 737 | 674 | 782 | 788 | 948 | 780 | 728 | 790 | 951 | 907 |

| | Jan-17 | Feb-17 |
|---------------------|------------|------------|
| Air Costa | 5 | 6 |
| Air Asia | 22 | 23 |
| Vistara | 2 | 2 |
| Go Air | 96 | 88 |
| IndiGo | 117 | 110 |
| Spicejet | 72 | 63 |
| Jet Airways+Jetlite | 224 | 207 |
| Air India (dom) | 334 | 306 |
| Zoom Air | 0 | 2 |
| Trujet | 4 | 3 |
| Air Carnival | 1 | 0 |
| Total | 877 | 810 |