

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4000
(To be answered on the 10th August 2017)**

COMPLAINTS AGAINST AIR INDIA

4000. SHRI MD. BADARUDDOZA KHAN

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the number of complaints filed against the Air India by the domestic travellers during the last three years and the current year, year-wise;
- (b) the action taken on each such complaint;
- (c) whether lack of proper management is a major reason for delay in flights and decline in customer services of Air India, if so, the details thereof;
- (d) whether the Government has taken any concrete steps for improvement in its management;
- (e) if so, the details thereof and if not, the reasons therefor; and
- (f) the steps taken by the Government to improve the performance of Air India?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): Total number of complaints received from domestic travellers are :

2014	2469
2015	2768
2016	3596
2017 (Jan. to June 2017)	2163

(b): The Ministry of Civil Aviation has introduced on 25.11.2016, an interactive web portal 'AirSewa' which includes a mechanism for grievance redressal, back-office operations for grievance handling, flight status/schedule information, airport information etc. The grievances received through AirSewa are sent to various stakeholders including Air India.

Air India also has its own Complaint Handling Procedure /Mechanism in place. On receipt of a complaint, the same is acknowledged within three working days and sent to the concerned office/ section for investigation and

remedial action. An endeavor is made to give a final reply within 21 days based on the investigation report. Cases which take more than 21 days, require extensive investigations.

All complaints are monitored and tracked till a reply is sent to the complainant.

(c), (d) &(e): Generally, Air India flights operate on time. However, at times the flights are delayed due to technical, operational, weather and miscellaneous reasons which are beyond the control of the airlines. In order to improve On-Time Performance (OTP) of Air India, initiatives have been taken to increase the availability of resources in terms of crew and aircraft. Ministry has taken steps to monitor the OTP of Air India with a view to improve the same. The OTP of Air India is also reviewed in the Oversight Committee Meetings held in the Ministry. Further, OTP is monitored at the highest level within Air India on daily basis. A video conference is anchored by Integrated Operation Control Centre (IOCC) every day in which the representatives of operating departments from four regions participate to review the previous day's operation and evolve process improvement wherever possible.

(f): Government had approved a Turnaround Plan (TAP) / Financial Restructuring Plan (FRP) for operational and financial turnaround of Air India. As a part of the Turnaround Plan, Air India has initiated a number of steps in order to cut costs and losses. These steps, inter-alia, include the following:

- i. Route rationalization of erstwhile AI & IA route and elimination of route network involving parallel operations.
- ii. Rationalization of certain loss making routes.
- iii. Enhanced utilization of new fleet resulting in production of higher Available Seat Kilometers (ASKMs).
