

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2263
(To be answered on the 8th March 2018)**

Complaints by Air Passengers

2263. **SHRI GANESH SINGH
SHRI SANJAY HARIBHAU JADHAV**

**Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री**

be pleased to state:-

- (a) whether the Government keeps data of complaints filed by air passengers travelling by various airlines in the country;
- (b) if so, the number of such complaints received from air passengers from the year 2016 till date along with the action taken in this regard;
- (c) the details of domestic passengers travelled during the calendar year 2017;
- (d) the details of pricing deregulation making it one of the lowest-fare markets in the world;
- (e) whether the Government is cognizant of sudden surge in aviation demand during emergencies or natural calamities; and
- (f) if so, the details thereof and details of supply by re-routing aircraft to the affected areas and ensuring stable prices during the last three years and current year?

ANSWER

**Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री**

(Shri Jayant Sinha)

(a) & (b) Air passengers complaints are received in the Ministry of Civil Aviation through CPGRAM portal of Department of Administrative Reforms & Public Grievances, INGRAM portal of Department of Consumer Affairs besides those received through AirSewa Mobile App/Web Portal. Total No. of complaints received since 2016 through CPGRAM, INGRAM and AirSewa portal are 12837, 941 and 8081 respectively. The stakeholder wise records are maintained in respect of AirSewa only and 5511 no. of complaints were received from air passengers against airlines since 2016.

To safeguard the interest of air passengers, Directorate General of Civil Aviation (DGCA), has taken following passenger centric initiatives and has issued the following Civil Aviation Requirements (CARs):

(i) CAR Section 3, Series M Part I - Carriage by air of Persons with Disability and/or Persons with Reduced Mobility

(ii) CAR Section 3, Series M Part II - Refund of Airline tickets to passengers.

(iii) CAR Section 3, Series M Part IV - Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delay in flights.

(iv) CAR Section 3, Series M Part V - Facilitation in case of diversion of aircraft.

Also, the stakeholders of aviation sector and other related Government organizations have nominated nodal officers for redressal of passenger complaints.

(c) Passengers carried by domestic airlines during the calendar year 2017 were 1171.76 lakhs.

(d) to (f) No such analysis has been carried out by this Ministry. With the repeal of Air Corporation Act in March 1994, air fare regulation was dispensed with by the Government. Under the provision of the prevailing regulation, airfare is neither established nor regulated by the Government. The Indian domestic aviation is totally deregulated. Airlines are free to induct capacity with any aircraft, free to select whatever markets.
