

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1493
(To be answered on the 26th July 2018)
FACILITIES TO AIR PASSENGERS

1493. SHRIMATI ANJU BALA
SHRI TEJ PRATAP SINGH YADAV
SHRI ANURAG SINGH THAKUR

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Ministry has launched AirSewa app to ensure timely and effective handling of customer grievances and to disseminate real-time data and if so, the details thereof;**
- (b) whether the Government has notified the Draft Passenger Charter defining rights for air passengers and if so, the details thereof;**
- (c) whether the Digi Yatra initiative/ scheme has been launched to transform the flying experience for passengers and if so, the details of progress and achievements made so far under the scheme and the manner in which it would contribute to the aim of 'Digital India';**
- (d) whether the Government has permitted to offer internet services and mobile services on-board an aircraft and if so, the details thereof along with the other measures taken by the Government to raise the customer satisfaction level of the fliers;**
- (e) whether a large number of complaints of predatory pricing by Airlines in emergency conditions have come to the notice of Government and if so, the details thereof during the last three years, Airline-wise and the action taken by the Government in this regard; and**
- (f) the steps taken to ensure passenger safety and avoid unruly behaviour by air passengers?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): Yes, Madam. The Ministry of Civil Aviation has launched AirSewa web portal and mobile app on 25.11.2016, bringing various stakeholders in aviation sector such as airlines, airports etc. providing a single platform for access of airline / airport information and grievance redressal. As on 25.07.2018, out of 10,297 grievances lodged on the AirSewa portal / app, 95.86% of grievances have been resolved.

(b): A Draft Passenger Charter incorporating rights for air passengers was released on 22.05.2018 for public consultation. The draft passenger charter includes measures in the areas of delays and cancellations of flights, denied boarding due to over-booking, cancellation of tickets by passenger, name change on the ticket and lock-in period of ticket and various facilities at airports.

(c): The Government is also working to implement a Digi Yatra program on an opt-in basis for air travelers. Digi Yatra is intended to enable an all-digital travel experience with e-boarding as well across all of India's major airports and heliports.

(d): The Government has decided to provide in-flight connectivity for calling and internet facilities. The implementation through licenced service providers requires necessary approvals from Department of Telecommunication and other Government agencies. The same is under consideration of Department of Telecommunication.

(e): No such complaints substantiating predatory pricing by airlines in emergency conditions has come to the notice of this Ministry. Under the provision of prevailing regulation air fare is neither established nor regulated by the Government.

(f): To curb the incidents of misconduct and manhandling of passengers by the staff of private airlines, the Directorate General of Civil Aviation (DGCA) has directed all the scheduled airlines to develop and document a procedure for passenger handling in the area in line with international best practices and provision of Civil Aviation Requirement (CAR), Section 3 Series M Part VI titled "Handling of unruly / disruptive passengers". All the scheduled airlines have developed their Standard Operating Procedure (SOP) in this regard.
