

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3864
(To be answered on the 9th August 2018)**

MISHANDLING OF LUGGAGE AT AIRPORTS

3864. KUNWAR BHARATENDRA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

(a) whether the Government has data on the number of complaints raised by domestic passengers regarding mishandling of their luggage, if so, the details thereof for the last one year;

(b) whether the Government has undertaken any measures to reduce the incidents of mishandling of luggage;

(c) if so, the details thereof; and

(d) whether the Government has an estimated timeline for finalization of the draft citizen charter which provides for penalties for mishandling of luggage and if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): The Centralized Public Grievance Redress And Monitoring System (CPGRAMS) portal, Integrated Grievance Redress Mechanism (INGRAM) portal and AirSewa mobile app/web portal of Government of India serve as the mechanism for lodging complaints/grievances by the air passengers including complaints regarding mishandling of luggage. Specific data in respect of domestic passengers regarding mishandling of luggage are not maintained separately. However, 1146 number of complaints were lodged by air passengers on AirSewa and CPGRAM portals regarding mishandling of luggage from 01.08.2017 to 31.07.2018.

(b) & (c): Travel by air is a contractual agreement between passenger and the airline. As per the prevailing regulations, aggrieved passengers are required to lodge his/her complaint to the concerned airline. For timely redressal of

passenger grievances, every airline appoints a Nodal officer and an Appellate Authority and displays the contact details of them on their respective website. If the airlines fail to fulfill their obligations, the passenger may complain to the statutory bodies set up under relevant applicable laws.

(d): A draft Passenger Charter incorporating rights for air passengers was released on 22.05.2018 for public consultation. The draft passenger charter inter-alia also includes measures for loss, delay and damage of luggage.
