

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 519  
(To be answered on the 13<sup>th</sup> December 2018)**

**COMPLAINTS AGAINST LOW COST AIRLINES**

**519. SHRI S.P. MUDDAHANUME GOWDA**

**Will the Minister of CIVIL AVIATION**

नागर विमानन मंत्री

**be pleased to state:-**

- (a) the number of complaints against low cost airlines by the air passengers in the country during the past three years, airline-wise and year-wise;
- (b) the action taken against those low cost airlines;
- (c) whether there are growing incidents of mistreatment of air passengers by these private airlines in recent years; and
- (d) if so, the details thereof and the action taken thereon?

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

नागर विमानन मंत्रालय में राज्य मंत्री

**(Shri Jayant Sinha)**

---

(a) to (d) Travel by air is a contractual agreement between the passenger and the airline. As per the prevailing regulations, aggrieved passengers are required to lodge their complaints with the concerned airline. For timely redressal of passenger grievance, every airline appoints a nodal officer and appellate authority and display 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 the relevant applicable laws. The details of complaints registered by the air passengers against low-cost airlines and details of complaints on staff behaviour for the year 2016, 2017 and 2018 (upto Oct 2018) is placed at Annexure. The Ministry of Civil Aviation has prepared a web portal and mobile app (AirSewa) to facilitate grievance handling. Passengers can register their complaint and this will then have to be resolved by the concerned party. AirSewa compliance is closely monitored to ensure prompt grievance redressal.

\*\*\*\*\*

**Annexure**

**No. of complaints against low cost airline in the year 2016, 2017 and 2018 (upto Oct 2018)**

Name of the Airline	2016	2017	2018 (upto Oct.)
Air Asia	66	11	105
Go Air	40	43	446
Indigo	822	766	1395
SpiceJet	1334	1101	258

**Complaints on staff behaviour against these airlines for the year 2016, 2017 and 2018 (upto Oct 2018)**

Airline	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Air Asia	2016	0	0	0	0	0	0	0	0	0	0	0	0	12
	2017	0	1	0	1	1	1	0	1	2	2	1	1	
	2018	1	0	0	0	0	0	0	0	0	0			
Go Air	2016	0	0	0	0	0	0	0	0	0	0	0	0	0
	2017	0	0	0	0	0	0	0	0	0	0	0	0	
	2018	0	0	0	0	0	0	0	0	0	0	0	0	
IndiGo	2016	0	3	1	3	3	2	2	2	1	3	4	2	82
	2017	4	3	1	3	2	5	1	1	4	1	3	4	
	2018	6	2	3	1	1	1	1	3	4	2			
SpiceJet	2016	9	8	8	8	10	17	8	21	15	22	15	19	306
	2017	13	13	11	10	5	10	16	9	6	4	6	6	
	2018	5	4	1	5	4	8	9	1	0	0			
<b>Total</b>		<b>38</b>	<b>34</b>	<b>25</b>	<b>31</b>	<b>26</b>	<b>44</b>	<b>37</b>	<b>38</b>	<b>32</b>	<b>34</b>	<b>29</b>	<b>32</b>	<b>400</b>