

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 640
(To be answered on the 13th December 2018)**

QUALITY SERVICE TO AIR PASSENGERS

**640. SHRI MOHITE PATIL VIJAYSINH SHANKARRAO
DR. HEENA VIJAYKUMAR GAVIT
SHRI SATAV RAJEEV
SHRI DHANANJAY MAHADIK
DR. J. JAYAVARDHAN
SHRIMATI SUPRIYA SULE
SHRI P.R. SUNDARAM**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has received numerous complaints from air passengers regarding the poor quality of services provided by airlines;
- (b) if so, the details of the complaints received during each of the last three years and the current year;
- (c) whether the Government has evolved any systematic process for registering grievances and redressing them, if so, the details thereof;
- (d) whether the Government is planning to rank its airlines based on the quality of services they provide to flyers;
- (e) whether the Government is in the process of launching the next version of the portal Air Sewa 3.0 in the country, if so, the details thereof; and
- (f) the other steps taken by the Government to provide quality services to air passengers?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b) Passenger complaints data with respect to fares, refunds, flight problems, baggage, customer service, disability, staff behaviour, catering and others received against scheduled domestic airlines for the year 2016, 2017 and current year (upto October 2018) is placed at Annexure.

(c) to (f) AirSewa was initially launched in Nov. 2016. The upgraded version of

AirSewa i.e. AirSewa 2.0 was launched on 19.11.2018 to provide a superior user experience with enhanced functionalities with major improvements such as secure sign-up and log-in with social media, chatbot for travellers support, improved grievance management including social media grievances, real-time flight status and details flight schedule among others. Further development of AirSewa to include additional features like ranking of airlines based on quality of services is a continuous process to improve user experience/convenience.

| Category of Complaints | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 | Nov-16 | Dec-16 |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Fare | 7 | 7 | 10 | 26 | 9 | 7 | 8 | 15 | 10 | 9 | 19 | 22 |
| Refund | 51 | 45 | 23 | 52 | 35 | 47 | 61 | 42 | 55 | 54 | 59 | 53 |
| Flight Problem | 251 | 193 | 176 | 159 | 213 | 193 | 324 | 283 | 93 | 209 | 304 | 262 |
| Baggage | 184 | 210 | 165 | 131 | 156 | 155 | 166 | 151 | 169 | 146 | 180 | 216 |
| Customer Service | 236 | 196 | 240 | 201 | 230 | 239 | 260 | 250 | 87 | 222 | 208 | 223 |
| Disability | 1 | 1 | 2 | 1 | 2 | 2 | 4 | 2 | 21 | 18 | 16 | 17 |
| Staff Behaviour | 49 | 48 | 50 | 59 | 75 | 61 | 52 | 79 | 69 | 89 | 121 | 82 |
| Catering | 1 | 1 | 1 | 2 | 3 | 1 | 3 | 2 | 1 | 1 | 2 | 1 |
| Others | 43 | 58 | 70 | 43 | 59 | 83 | 70 | 61 | 223 | 42 | 42 | 31 |
| Total | 823 | 759 | 737 | 674 | 782 | 788 | 948 | 885 | 728 | 790 | 951 | 907 |

| Category of Complaints | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Fare | 22 | 18 | 15 | 13 | 15 | 22 | 29 | 14 | 12 | 9 | 23 | 32 |
| Refund | 53 | 39 | 44 | 40 | 19 | 24 | 39 | 45 | 56 | 53 | 37 | 51 |
| Flight Problem | 278 | 258 | 210 | 144 | 182 | 207 | 197 | 156 | 157 | 105 | 173 | 144 |
| Baggage | 201 | 215 | 166 | 180 | 180 | 105 | 135 | 111 | 100 | 144 | 157 | 159 |
| Customer Service | 198 | 155 | 139 | 165 | 199 | 181 | 185 | 187 | 190 | 200 | 215 | 206 |
| Disability | 21 | 13 | 4 | 5 | 2 | 0 | 3 | 0 | 2 | 5 | 4 | 4 |
| Staff Behaviour | 56 | 63 | 59 | 56 | 63 | 49 | 37 | 47 | 56 | 49 | 47 | 35 |
| Catering | 1 | 1 | 3 | 2 | 2 | 3 | 2 | 2 | 1 | 1 | 6 | 3 |
| Others | 47 | 48 | 40 | 38 | 54 | 40 | 51 | 37 | 32 | 90 | 54 | 47 |
| Total | 877 | 810 | 680 | 643 | 716 | 631 | 678 | 599 | 606 | 656 | 716 | 681 |

| Category of Complaints | Jan-18 | Feb-18 | Mar-18 | Apr-18 | May-18 | Jun-18 | Jul-18 | Aug-18 | Sep-18 | Oct-18 |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Fare | 25 | 25 | 33 | 8 | 9 | 8 | 3 | 4 | 4 | 1 |
| Refund | 51 | 44 | 53 | 34 | 28 | 33 | 23 | 19 | 30 | 19 |
| Flight Problem | 191 | 202 | 179 | 200 | 221 | 198 | 200 | 186 | 165 | 202 |
| Baggage | 168 | 163 | 155 | 148 | 173 | 186 | 180 | 187 | 174 | 237 |
| Customer Service | 169 | 124 | 179 | 237 | 211 | 167 | 206 | 165 | 184 | 146 |
| Disability | 2 | 1 | 0 | 1 | 3 | 2 | 2 | 4 | 4 | 5 |
| Staff Behaviour | 40 | 37 | 23 | 39 | 47 | 55 | 48 | 44 | 23 | 24 |
| Catering | 1 | 4 | 3 | 3 | 1 | 1 | 0 | 5 | 1 | 0 |
| Others | 47 | 42 | 32 | 36 | 31 | 27 | 52 | 54 | 84 | 35 |
| Total | 694 | 642 | 657 | 706 | 724 | 677 | 714 | 668 | 669 | 669 |