

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
STARRED QUESTION NO. : 22
(To be answered on the 8th December 2022)**

SUGGESTIONS TO IMPROVE AIR TRAVEL

***22. SHRI JAGANNATH SARKAR**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether suggestions are received through the website of the Ministry of Civil Aviation especially with reference to the announcement made during the air journey inviting suggestions to make the air travel more comfortable and if so, the details thereof; and**
(b) the details of the number of suggestions received including the number of suggestions implemented so far?

ANSWER

Minister of CIVIL AVIATION

नागर विमानन मंत्री

(Shri Jyotiraditya M. Scindia)

(a) to (b) A statement is laid on the Table of the House.

**STATEMENT IN REPLY TO LOK SABHA STARRED QUESTION
NUMBER 22 FOR 8th DECEMBER 2022**

(a) and (b) Yes Sir. The Air Sewa Portal operated by the Ministry of Civil Aviation (MoCA) is used for redressal of complaints of air passengers. Complaints received through Air Sewa Portal are monitored by the Air Sewa Cell in the Ministry for their redressal in a time bound manner. Some of these complaints also contains suggestions. All such complaints and suggestions are shared with the concerned airline, airports or stakeholder.

During the period of April-November 2022, 6755 complaints/suggestions were received of which 6671 complaints/suggestions have been addressed.
