

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 375
(To be answered on the 8th December 2022)**

COMPLAINTS AGAINST BAGGAGE DELAYS

375. SHRI KOMATI REDDY VENKAT REDDY

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether complaints of baggage delays in arrival halls of various airports in the country have been reported; and**
(b) if so, the number of complaints received during the last three years and the current year and the steps taken by the Government in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(GEN. (DR) V. K. SINGH (RETD))

(a) & (b) The number of complaints for baggage registered by air passengers and resolved during the last three years and the current year are as follows:

Year	Complaints received	Complaints resolved
2019	1,104	1,104
2020	409	409
2021	434	434
2022	926	910

(till 30 November 2022)

Complaints received from the air passengers regarding baggage delays in arrival halls of various airports are resolved by the concerned service providers as per their policy and guidelines emanating from the provisions of Carriage by Air Act, 1972, as amended from time to time. For timely redressal of complaints, nodal officers have been nominated by the service providers. An Airsewa cell has been established in Ministry of Civil Aviation to monitor the redressal of grievances.
