

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
STARRED QUESTION NO. : 18
(TO BE ANSWERED ON THE 20th July 2023)
PASSENGER FACILITIES BY AIRLINES

18. SHRI KHAGEN MURMU

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the details of facilities/services provided to the passengers by various airlines along with the norms/guidelines laid down in this regard;**
- (b) the mechanism in place to check that the facilities are actually provided by the airlines to the passengers;**
- (c) whether any complaints have been received against airlines regarding failure in providing facilities/services during the last three years; and**
- (d) if so, the details of such complaints received during the last three years and the current year and the action taken thereon?**

ANSWER

Minister of CIVIL AVIATION (Shri Jyotiraditya M. Scindia)

- (a) to (d): A statement is laid on the table of the House.**

STATEMENT IN RESPECT OF LOK SABHA STARRED QUESTION NO. 18 REGARDING "PASSENGER FACILITIES BY AIRLINES" TO BE ANSWERED ON 20.07.2023; (a) & (b): In order to to safeguard the interests of the passengers, Directorate General of Civil Aviation (DGCA) has issued the following regulations/circulars: (i) Air Transport Circular ATC 1 of 2023 regarding Facilities/Courtesies to the passengers at airports. (ii) Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights (CAR Section 3, Series M, Part IV).; (iii) Air Transport Circular ATC 01 of 2021 regarding Unbundle of services and fees by scheduled airlines; (iv) Refund of Airline Tickets to Passengers (CAR Section 3, Series 'M', Part II). (v) Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility [Civil Aviation Requirement (CAR) Section 3, Series M, Part I].; (vi) Facilitation in case of diversion of aircraft (CAR Section 3, Series M, Part V).;; Inspections are carried at various airports to check the compliance of the above referred passenger centric Civil Aviation Requirements(CARs). (c) & (d): As per the traffic data received by DGCA from scheduled domestic airlines, the details of category wise complaints received by the airlines during last three years is at Annexure-I. It was ensured by DGCA that the complaints were suitably redressed by the airlines.

ANNEXURE I

Year	No of passengers complaints related to											
	Denied Boarding	Cancellations	Delay	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others
2020	862	108228	206512	1	2236	1093	531	644	13	123	7	138
2021	2553	58280	397566	127	2257	1042	463	914	7	310	15	186
2022	7845	223381	1483022	110	1508	1808	698	592	12	252	12	533
2023*	4529	88048	846711	7	499	640	381	147	6	80	33	247
	* As on 31 st May, 2023											