

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha**

**UNSTARRED QUESTION NO. : 157
(TO BE ANSWERED ON THE 20th July 2023)**

FACILITIES AND SERVICES TO PASSENGERS

**157. SHRI RAVINDRA KUSHWAHA
SHRI MAHABALI SINGH**

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the criteria/norms set for the Public and Private Airlines for providing facilities/services and the details of facilities/services provided by them in reality to the passengers;**
- (b) whether complaints regarding poor services and facilities provided by the Airlines have been received during the last three years and the current year; and**
- (c) if so, the Airline-wise nature and details of such complaints received during the said period?**

ANSWER

**Minister of State in the Ministry of CIVIL AVIATION
(RETD))**

(GEN. (DR) V. K. SINGH

(a) : 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) CAR Section 3, Series M, Part IV regarding Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.;

(iii) Air Transport Circular ATC 01 of 2021 regarding Unbundle of services and fees by scheduled airlines;

(iv) CAR Section 3, Series 'M', Part II regarding Refund of Airline Tickets to Passengers.

(v) CAR Section 3, Series M, Part I regarding Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility.;

(vi) CAR Section 3, Series M, Part V regarding Facilitation in case of diversion of aircraft.;;

Compliance of the above passenger centric Civil Aviation Requirements (CARs) are monitored by DGCA.;

(b) & (c) As per the traffic data received by DGCA from scheduled domestic airlines, the airline wise complaints received during the last three years and the current year is at Annexure-I.

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												