

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 855
(To be answered on the 6th February 2020)**

PASSENGER RELATED COMPLAINTS

855. SHRI ACHYUTANANDA SAMANTA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

(a) whether the Government is aware that in spite of the introduction of passenger charter, the number of passenger related complaints have increased in 2019 and if so, the details thereof; and

(b) whether considering India's fastest growing aviation market, the Government intends to set up a tribunal to look into traveller's dispute and if so, the details thereof?

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a): DGCA receives details of passenger complaints from the scheduled domestic airlines as a part of monthly submission of traffic data. The details of month wise passenger complaints for the Year 2018 & 2019 is placed at Annexure I.

(b): Travel by air is a contractual agreement between airline and their passenger. Therefore, aggrieved passengers are required to lodge his/her complaint to respective airlines. As per prevailing regulation, airline/airport operators are required to appoint a Nodal officer and Appellate Authority to settle passenger grievances in a stipulated time frame. Airline/Airport Operators are required to conspicuously display the details of Nodal Officer and Appellate Authority on their respective website & display in a conspicuous manner at key areas of the airport.

Airlines/airport operators shall ensure that all the complaints are acknowledged immediately to the complainant and redressed at the earliest. In case of non-redressal of the matter within the stipulated time frame, the complainant has the option to lodge his complaint at "AirSewa" web-

portal/mobile application or take up the matter with any other statutory body set up under relevant applicable laws for resolution. Further, Ministry of Civil Aviation has also announced a charter for passengers that informs the air passengers of the rules and rights applicable to their air travel in an easy to understand format. However, at this stage there is no proposal to set up a tribunal to address passenger complaints.

ANNEXURE I

Statement referred to in reply of Lok Sabha Unstarred Question no. 855 for answer on 06.02.2020

Details of Passenger complaints for the Year-2018

Months	Total No. of complaints	Reason wise break up of the number of complaints								
		Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others
Jan-18	694	25	51	191	168	169	2	40	1	47
Feb-18	642	25	44	202	163	124	1	37	4	42
Mar-18	657	33	53	179	155	179	0	23	3	32
Apr-18	706	8	34	200	148	237	1	39	3	36
May-18	724	9	28	221	173	211	3	47	1	31
Jun-18	677	8	33	198	186	167	2	55	1	27
Jul-18	714	3	23	200	180	206	2	48	0	52
Aug-18	668	4	19	186	187	165	4	44	5	54
Sep-18	669	4	30	165	174	184	4	23	1	84
Oct-18	669	1	19	202	237	146	5	24	0	35
Nov-18	786	4	21	250	188	244	2	36	0	41
Dec-18	803	4	18	241	192	261	1	37	0	49
Total	8409	128	373	2435	2151	2293	27	453	19	530

Details of Passenger complaints for the Year-2019

Months	Total No. of complaints	Reason wise break up of the number of complaints								
		Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others
Jan-19	917	5	23	261	286	229	13	55	0	45
Feb-19	983	9	20	509	178	193	6	27	0	41
Mar-19	1684	6	198	1011	274	106	28	27	0	34
Apr-19	1218	11	432	335	126	203	1	21	8	81
May-19	746	0	17	248	180	261	2	19	0	19
Jun-19	750	0	14	321	157	197	6	30	0	25
Jul-19	858	0	18	438	160	182	6	26	1	27
Aug-19	760	1	26	374	155	145	6	31	1	21
Sep-19	701	0	24	335	147	141	3	32	0	19
Oct-19	791	0	33	376	159	176	6	17	2	22
Nov-19	932	0	9	459	259	152	6	28	2	17
Dec-19	957	0	12	459	147	283	3	36	3	14
Total	11297	32	826	5126	2228	2268	86	349	17	365

