

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 1691  
(To be answered on the 11<sup>th</sup> February 2021)

REDRESSAL OF COMPLAINTS OF AIR PASSENGERS

1691. SHRIMATI RANJEETA KOLI  
SHRIMATI POONAMBEN MAADAM

Will the Minister of CIVIL AVIATION  
नागर विमानतल मंत्री

be pleased to state:-

- (a) whether there is any mechanism in place for the redressal of complaints of air passengers;
- (b) if so, the details thereof along with the total number of complaints registered under this mechanism during the last three years;
- (c) the number of complaints out of the above related to loss of luggage along with the number of those in which such lost luggage could be recovered;
- (d) details of action taken against the airlines on the basis of these complaints; and
- (e) the amount of penalty imposed upon such Airlines?

ANSWER

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

नागर विमानतल मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

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- (a) & (b) Yes, Sir. Air Sewa Portal is in operation under the Ministry for redressal of complaints and grievances of air passengers. The aggrieved passenger may also complain directly to the airline for redressal of their grievances. Grievances received through Air Sewa Portal are monitored by the Air Sewa Cell in the Ministry for their redressal in a time bound manner. Further, complaints/grievances are also received through CPGRAMS portal. The number of complaints/grievances received by Air Sewa Portal and CPGRAMS portal during last three years is 38822 and 31990 respectively.
- (c) The number of complaints/grievances relating to loss of luggage/theft of items from hand baggage received by Air Sewa Portal is 2358 out of which 2315 complaints/grievances have been resolved. The number of complaints/grievances relating to loss of luggage/theft of items from hand baggage received by CPGRAMS portal is 722 out of which 710 complaints/grievances have been resolved.

**(d) & (e) Travel by air is a contractual agreement between airline and their passenger. However, if the passenger is not satisfied with the resolution of complaints/grievances by airline and/or Air Sewa, the passenger may complain to any statutory body/court set up under relevant laws.**

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