

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1720
(To be answered on the 11th February 2021)**

OVERBOOKING OF TICKETS

1720. **DR. RAM SHANKAR KATHERIA**

Will the Minister of CIVIL AVIATION

जागर विमानतल मंत्री

be pleased to state:-

- (a) whether the Government has received complaints for not allowing passengers to board the airlines despite having confirmed tickets which makes them victim of overbooking;
- (b) if so, whether the Government has taken any step to address the issue; and
- (c) if not, the reasons therefor?

ANSWER

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

नागर विमानतल मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) to (c) Air Sewa Portal is in operation under the Ministry for redressal of complaints and grievances of air passengers, including those related to overbooking. The aggrieved passenger may complain directly to the airline or register their grievance on Air Sewa Portal for redressal. Grievances received through Air Sewa Portal are monitored by the Air Sewa Cell in the Ministry for their redressal in a time bound manner.
