

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 3708  
(To be answered on the 18<sup>th</sup> March 2021)**

**SUGGESTIONS TO MAKE AIR TRAVEL COMFORTABLE**

**3708. SHRIMATI SHARDABEN ANILBHAI PATEL  
SHRI MITESH RAMESHBHAI PATEL (BAKABHAI)**

**Will the Minister of CIVIL AVIATION**

**नागर विमानतल मंत्री**

**be pleased to state:-**

- (a) whether suggestions are received through the website of the Ministry of Civil Aviation also with reference to the announcement made during the flight inviting suggestion to make the air travel more comfortable; and  
(b) the details of the number of suggestions received so far including the number of suggestions out of these which have been implemented?**

**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) and (b) Yes, Sir. The Air Sewa Portal operated by the Ministry of Civil Aviation (MoCA) is used for redressal of complaints of air passengers. Complaints received through Air Sewa Portal are monitored by the Air Sewa Cell in the Ministry for their redressal in a time bound manner. Some of these complaints also contains suggestions. All such complaints and suggestions are shared with the concerned airline, airport or stakeholder.**

**During the period Jan-Dec 2020, 20,079 complaints/ suggestions were received of which 19,456 complaints/ suggestions have been addressed.**

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