

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 2789  
(To be answered on the 12<sup>th</sup> December 2024)**

**COMPLAINTS ON AIR SEWA PORTAL**

**2789. SMT KANIMOZHI KARUNANIDHI**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

- (a) whether the Government has received any complaints against airlines on its Air Sewa Portal;
- (b) if so, the details thereof, year wise along with the status of the said complaints;
- (c) the details of the complaints regarding overbooking of air tickets and flight delays along with their status;
- (d) the measures taken/being taken by the Government to ensure that the airlines provide better service to the passengers; and
- (e) whether the Government has conducted periodic audits on all airlines regarding their service delivery and if so, the details thereof?

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Shri Murlidhar Mohol)**

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**(a) and (b) Yes the Government has received 50,620 complaints against airlines and 50,539 complaint has been resolved on Air Sewa Portal (from 01.01.2021 to 03.12.2024).**

**The year wise complaints received against airlines on Air Sewa Portal are as under**

<b>Year</b>	<b>Complaint Received</b>	<b>Complaint Resolved</b>
<b>2021</b>	<b>12,670</b>	<b>12,670</b>
<b>2022</b>	<b>8,578</b>	<b>8,578</b>
<b>2023</b>	<b>12,657</b>	<b>12,657</b>
<b>2024</b>	<b>16,715</b>	<b>16,634</b>
<b>(till 03.12.2024)</b>		

**(c) There is no separate category of Overbooking of air tickets on Air Sewa**

**Portal. However, the year-wise details of the complaints of flight delays along with their status are as under**

<b>Year</b>	<b>Complaint Received</b>	<b>Complaint Resolved</b>
<b>2021</b>	<b>491</b>	<b>491</b>
<b>2022</b>	<b>1142</b>	<b>1142</b>
<b>2023</b>	<b>2544</b>	<b>2544</b>
<b>2024</b>	<b>4442</b>	<b>4433</b>
<b>(till 03.12.2024)</b>		

**(d) In order to ensure appropriate protection for the air travelers, DGCA has issued following passenger centric regulations**

**i) Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility.**

**ii) Refund of Airline Tickets to Passengers**

**iii) Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights (CAR Section 3, Series M, Part IV)**

**(e) To ensure the compliance of provisions laid down under the relevant Civil Aviation Requirements on passenger services delivery, surveillance (planned inspection) is carried out by DGCA as per Annual Surveillance Plan covering Mumbai, New Delhi & Chennai, Bangalore and Hyderabad.**

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