

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
UNSTARRED QUESTION NO. : 1548
(TO BE ANSWERED ON THE 13th February 2025)
FACILITIES TO AIR PASSENGERS

1548. SHRI RAVINDRA SHUKLA ALIAS RAVI KISHAN
Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the details of the prescribed standards for the services/facilities provided to air passengers by the Government and private airlines and whether the facilities/services have actually been provided to the passengers and if so, the details thereof; and**
- (b) whether the Government has received any complaints regarding deficient services and facilities provided by airlines during the last three years and the current year and if so, the details and nature of complaints thereof, airline-wise?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION
(Shri Murlidhar Mohol)

(a): In order to ensure appropriate protection for the air travelers, DGCA has issued following passenger centric regulations/circulars to safeguard the interest of the travelling public:

(i) Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility [Civil Aviation Requirement (CAR) Section 3, Series M, Part I].

(ii) Refund of Airline Tickets to Passengers (CAR Section 3, Series M, Part II).

(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).

(iv) Facilitation in case of diversion of aircraft (CAR Section 3, Series M, Part V).

(v) Air Transport Circular ATC 1 of 2023-Facilities/Courtesies to travelling public at airports.

(vi) Air Transport Circular ARC 01 of 2021-Unbundle of services and fees by scheduled airlines.

(b): The details of complaints received by the Government regarding deficient services and facilities provided by Airlines from 2022-2025 is attached as Annexure.

ANNEXURE

| Airline-wise Complaints received from 2022-25 | | | | |
|--|-------------|-------------|-------------|-------------|
| Airlines | 2022 | 2023 | 2024 | 2025 |
| Aeroflot | 7 | 12 | 1 | - |
| Aerologic | - | - | 1 | - |
| Air Arabia | 18 | 20 | 33 | 1 |
| Air Asia Berhad (Intl Tickets) | 63 | 98 | 162 | 5 |
| Air Astana | 2 | 14 | 14 | - |
| Air Austral | 1 | - | 1 | - |
| Air Canada | 20 | 22 | 24 | - |
| Air China | - | - | 2 | - |
| Air France | 23 | 20 | 33 | 1 |
| Air India | 2613 | 2503 | 3326 | 394 |
| Air India express | - | 52 | 1880 | 179 |
| Air Mauritius | 4 | 14 | 18 | - |
| | - | - | - | - |
| Air Seychelles | 4 | 3 | 9 | - |
| AirAsia India | 273 | 506 | - | - |
| Akasa Air | 25 | 556 | 547 | 66 |
| All Nippon Airways | 2 | 3 | 3 | - |
| Alliance Air | - | 1 | - | 51 |
| Alliance Air (India) | 270 | 361 | 487 | - |
| Asiana Airlines | - | 1 | 6 | - |
| Bhutan Airlines | - | 1 | 1 | - |
| Biman Bangladesh | - | 2 | 4 | 1 |
| British Airways | 22 | 49 | 43 | 5 |
| Buddha Air | 1 | - | - | - |
| Cathay Pacific | 2 | 15 | 13 | 2 |
| China Eastern Airlines | - | - | 1 | - |
| China Southern | - | - | 1 | - |
| Delta Airlines | - | - | 6 | - |
| Dragon Air | - | - | 1 | - |
| Druk Air | - | - | 1 | - |
| Egypt Air | 3 | 9 | 22 | 2 |
| Emirates Airline | 33 | 34 | 91 | 1 |
| Ethiopian Airlines | 24 | 27 | 33 | 5 |
| Etihad Airways | 38 | 99 | 71 | 7 |
| Finn Air | 3 | 2 | 9 | 3 |
| Fly Dubai | 16 | 15 | 20 | - |
| FlyBig | 16 | 64 | 30 | 3 |
| GoAir | 1042 | 1701 | 491 | - |
| Gulf Air | 17 | 18 | 24 | 2 |
| IndiaOne Air | - | 8 | 7 | 1 |

| | | | | |
|---------------------------------|-------------|--------------|--------------|-------------|
| IndiGo | 1589 | 3057 | 5390 | 446 |
| Island Aviation Services | - | - | 1 | - |
| Japan Airlines | - | - | 3 | - |
| Japan Airways | - | 1 | 1 | - |
| Kam Air | - | - | 9 | - |
| Kenya Airways | 3 | 10 | | - |
| KLM Airlines | 16 | 30 | 21 | - |
| Korean Air | - | 03 | 1 | - |
| Kuwait Airways | 11 | 23 | 13 | - |
| Lufthansa | 61 | 114 | 127 | 13 |
| Malaysia Airlines | 23 | 35 | 38 | 1 |
| Malindo Airways | 20 | 32 | 50 | 1 |
| Nepal Airlines Corporation | 4 | 10 | 11 | - |
| Oman Airlines | 16 | 29 | 36 | 5 |
| Qatar Airways | 39 | 74 | 77 | 4 |
| Saudia | 19 | 31 | 29 | 2 |
| Scat Airlines | - | - | | 1 |
| Silk Air | - | - | 1 | - |
| Singapore Airlines | 22 | 33 | 46 | 10 |
| SpiceJet | 1291 | 1844 | 2771 | 169 |
| Srilankan Airways | 31 | 36 | 39 | 4 |
| Star Air | - | 46 | 123 | 6 |
| Swiss Air | 21 | 25 | 32 | 1 |
| Thai Airways | 60 | 64 | 45 | 4 |
| Thai Lion Air | - | - | 4 | 3 |
| TruJet | 13 | - | | - |
| Turkish Airlines | 20 | 49 | 61 | 1 |
| Ukraine International | 3 | - | 5 | - |
| United Airlines | 11 | 7 | 10 | - |
| United Airlines Bangladesh Ltd. | - | - | 1 | - |
| Uzbekistan Airways | 2 | 3 | 4 | 1 |
| VietJet Air | 174 | 117 | 86 | 6 |
| Virgin Atlantic | 9 | 11 | 19 | - |
| Vistara | 578 | 743 | 1157 | - |
| Yemenia Airways | - | - | 1 | - |
| Total | 8578 | 12657 | 17628 | 1407 |

Nature of complaints received from 2022-2025

| No. of Passengers complaints related to | 2022 | 2023 | 2024 | 2025 (till 09.02.2025) |
|---|-------------|--------------|--------------|------------------------|
| Baggage | 1102 | 1756 | 3043 | 301 |
| Check in boarding | 980 | 1510 | 1969 | 142 |
| cleanliness | 31 | 38 | 60 | 2 |
| Flight delays | 1142 | 2544 | 4590 | 307 |
| maintenance | 97 | 160 | 237 | 13 |
| Meal | 169 | 249 | 245 | 18 |
| Other | 685 | 1043 | 1534 | 126 |
| Person with disability | 51 | 99 | 80 | 5 |
| Staff and crew behaviour | 264 | 422 | 501 | 33 |
| Ticketing, fares and refunds | 4057 | 4836 | 5369 | 460 |
| Total recieved | 8578 | 12657 | 17628 | 1407 |
| Total closed | 8578 | 12657 | 17622 | 1335 |
