

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 966
(To be answered on the 27th July 2015)**

AMENITIES AND FACILITIES FOR AIR PASSENGERS

966. SHRIMATI V. SATHYA BAMA

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the details of the changes brought about in the amenities and facilities for air passengers during the last year;
- (b) the details of passengers grievances and their redressal during the said period along with the system for redressal of passenger grievances;
- (c) whether there is no improvement in the amenities and facilities being provided to air passengers at airports despite hike in air fares;
- (d) if so, the steps taken/proposed to be taken by the Government in this regard; and
- (e) whether the security being provided at airports is adequate and if so, the details thereof and if not, the steps taken in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

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- (a) to (d) DGCA has issued following Civil Aviation Requirements (CARs) with regard to passenger facilitation during last year:
- (i) CAR, Section-3, Air Transport, Series M, part-I on Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility
- (ii) CAR, Section-3, Air Transport, Series M, Part-V on Facilitation in case of diversion
- (iii) Air Transport Circular 01 of 2014 on Facilities/Courtesies to esteemed travelling public at airports

As per the prevailing regulation, each airline is required to appoint a Nodal officer and Appellate Authority to redress passenger grievances in a stipulated time frame. Airlines are required to conspicuously display the details of Nodal Officer and Appellate Authority on their respective website. The status of passenger complaints and their redressal w.r.t. 12 scheduled domestic airlines is as per Annexure "A"

(e) The security measures implemented at the Indian airports are commensurate with the threat and risk to civil aviation operations. Details of the security measures are as follows:

(i) Mandatory security checks, frisking, baggage search by the Airport Security Personnel

(ii) Mandatory installation of CCTV at all operational airports.

(iii) Mandatory wall around the airport along with watch towers

(iv) Mandatory Security Clearance and security programme for Airport operators, Airline Operators, Ground Handling Agencies etc.

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Annexure - 'A'

Airlines	Jul-14		Aug-14		Sep-14		Oct-14		Nov-14		Dec-14	
	Closed	Open	Closed	Open	Closed	Open	Closed	Open	Closed	Open	Closed	Open
Air Asia	3		1	1	3		5		11		12	
Air Costa	1	1	3		4		4		5		3	
Air India (Dom)	162	51	160	29	192	36	184	157	126	100	150	105
Air Pegasus												
Go Air	81		81		113		223		220		371	
IndiGo	92		106		82		106		109	1	241	
Jet Airways + JetLite	52	9	181	4	194	3	279	1	219		230	
Spicejet	129		135	11	111	12	121		142		210	
Vistara												
Total	520	61	667	45	699	51	922	158	832	101	1217	105

Airlines	Jan-15		Feb-15		Mar-15		Apr-15		May-15		Jun-15	
	Closed	Open	Closed	Open	Closed	Open	Closed	Open	Closed	Open	Closed	Open
Air Asia	15		14		12		10		13		14	
Air Costa	5		5		3		7		4		4	
Air India (Dom)	171	81	173	83	136	86	98	51	108	65	110	63
Air Pegasus									9		26	
Go Air	169		134		325		148		68		67	
IndiGo	195		213		197	1	212		191		180	
Jet Airways + JetLite	229		221		225		208	2	211		194	
Spicejet	330		248		207		197	1	187		160	
Vistara	2		1		2		1		2		1	
Total	1116	81	1009	83	1107	87	881	54	793	65	756	63