

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3007
(To be answered on the 17th December 2015)**

OMBUDSMAN FOR AVIATION SECTOR

3007. SHRI Y.V. SUBBA REDDY

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has set up proposes to be set up Ombudsman for civil aviation sector, if so, the details thereof;**
- (b) the constraints the Ministry is facing in this regard;**
- (c) whether a Working Group has recommended for setting up of an Ombudsman for civil aviation sector;**
- (d) if so, the details thereof; and**
- (e) the existing mechanism in place to address grievances in aviation sector?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

(a) to (d): A Working Group was constituted to examine feasibility of setting up of Ombudsman for Civil Aviation sector. They have submitted the report to the Ministry. Based on their report, a draft consultation paper on Ombudsman for Civil Aviation was circulated for comments/views of stakeholders in February, 2014. During the stakeholder consultations, it emerged that there are already separate grievance redressal mechanisms with each airline as well as with DGCA to address the grievances.

(e): As per the prevailing regulation, passengers are required to lodge their complaints with the airlines for redressal. Each airline is required to appoint a Nodal Officer and Appellate Authority to settle passenger grievances in a stipulated time frame and conspicuously display the details of Nodal Officer and Appellate Authority on their respective website. If the airline fails to fulfill their obligation, the passenger may

complain to the statutory body set under applicable laws.
