

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3179
(To be answered on the 17th December 2015)**

COMPLAINTS AGAINST AIR INDIA SERVICES

**3179. SHRIMATI SUPRIYA SULE
 SHRI MOHITE PATIL VIJAYSINH SHANKARRAO
 DR. HEENA VIJAYKUMAR GAVIT
 SHRI DHANANJAY MAHADIK
 SHRI SATAV RAJEEV
 DR. J. JAYAVARDHAN
 SHRI T. RADHAKRISHNAN**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the number and details of complaints received against Air India about the quality of services to customers on board as well as ground services during the last three years and the current year, year-wise and the action taken by Air India on each such complaint;**
- (b) whether Air India proposes to put in place a speedy grievance redressal mechanism including immediate response to any adverse feedback about the quality of its both on board and on ground services;**
- (c) if so, the details thereof;**
- (d) the time by which this redressal mechanism is likely to be made operational;and**
- (e) the other steps taken/being taken by the Government in this regard?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

(a) : The total number of passenger complaints received by Air India

during the last three years and the current year are as follows:

Period	No. of Complaints
Jan - Dec 2012	3440
Jan - Dec 2013	3396
Jan - Dec 2014	5234
Jan - Nov 2015	6988

The Complaints are broadly categorized under the following heads/areas:

- i) Airport Handling**
- ii) Delay/cancellation/rescheduling/disruption**
- iii) Reservations/refunds**
- iv) In flight Services/Catering**
- v) Baggage**
- vi) Staff Behaviour**
- vii) Miscellaneous**

(b) to (e) : Air India has a well defined complaint Handling procedure. On receipt of a complaint,the same is acknowledged within three working days. Endeavour is made to give a final reply within 21 days based on the investigation report. Besides the above, passengers can also log on Air India website i.e. www.airindia.in and forward their feedback/suggestions/observations online.
