

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2180
(To be answered on the 10th March 2016)

COMPLAINT . BOOK OF AIRLINES

2180. SHRI UDAY PRATAP SINGH

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has taken note of non-availability of complaint books of certain airlines including Air India at various airports in the country including Delhi and Mumbai airports, if so, the details thereof;
- (b) whether one has to lodge complaint with GMR Group (which is running these airports) in place of the Government;
- (c) if so, the details thereof;
- (d) whether the Government has made/ proposes to make it mandatory for all the airlines including Air India to make complaint books available at all the airports in the country; and
- (e) if so, the details thereof and 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)

(a) to (e): As per prevailing regulations, aggrieved passengers are required to lodge his/her complaint with the concerned airline or airport operator for redressal. For this purpose airline operators & airport operators are required to display the details of their Nodal Officer and Appellate Authority in a conspicuous manner at key areas of the airport indicating their names, contact number and email address. In case of non-redressal of the complaint, the complainant has the option to take up the matter with DGCA at sugam.dgca@nic.in or with any other statutory body set up under relevant applicable laws for resolution.
