

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2006
(To be answered on the 5th May 2016)

COMPLAINTS BY AIR PASSENGERS

2006. SHRI PANKAJ CHAUDHARY

Will the Minister of CIVIL AVIATION

लागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has taken notice of the complaints lodged by air passengers regarding flights, baggage and customer services;
(b) if so, the details thereof;
(c) whether the Government proposes to issue guidelines in order to address the complaints related to flights, baggage and customer services; and
(d) if so, the details thereof?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

लागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

(a) and (b): Submitted by airlines, As a part of submission of monthly data, airline wise details of the complaints received on account of flight related issues, baggage, customer services and other reasons for the year 2015 is placed at Annexure-I.

(c) & (d): As per the prevailing regulation, passengers are required to lodge their complaints with the airlines for redressal. All the scheduled domestic airlines have nominated and displayed the name and contact details of their Nodal Officer & Appellate Authority to settle the passengers complaints within stipulated time period. If the airlines fails to fulfill their obligation, the passenger may complaint to the statutory body set under applicable laws.

Total	7	63	211	163	212	0	91	3	52	802
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Aug-15	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	1	-	-	1	1	1	-	5
Air Asia	-	1	1	5	5	-	1	-	-	13
Vistara	-	-	-	1	1	-	-	-	-	2
Go Air	-	1	13	17	18	-	-	1	19	69
IndiGo	-	1	49	32	73	-	1	-	-	156
Spicejet	-	16	9	34	15	-	42	-	-	116
Jet Airways + JetLite	8	12	57	58	12	-	26	-	36	209
Air India (Dom)	-	11	52	23	88	-	15	-	-	189
Air Pegasus	-	2	-	-	-	-	-	-	-	2
Trujet	1	1	4	-	-	-	-	-	3	9
Total	9	46	166	170	212	1	86	2	68	770

Sep-15	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	-	-	1	1	1	-	1	1	5
Air Asia	-	-	3	5	3	-	-	-	-	11
Vistara	-	-	-	1	-	-	-	-	-	1
Go Air	-	-	8	14	12	-	-	3	14	51
IndiGo	-	5	52	25	64	-	3	-	-	149
Spicejet	-	19	17	22	-	-	29	-	11	98
Jet Airways + JetLite	13	17	49	52	17	-	31	-	20	199
Air India (Dom)	-	12	42	38	81	-	19	-	-	191
Air Pegasus	-	3	-	-	-	-	-	-	-	3
Trujet	-	1	1	-	-	-	-	-	-	2
Total	13	57	172	158	178	1	81	4	46	710

Oct-15	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	2	-	-	1	-	-	1	5
Air Asia	-	-	6	4	2	-	-	-	-	12
Vistara	-	-	-	1	2	-	-	-	-	3
Go Air	-	1	3	15	20	-	-	1	20	60
IndiGo	-	3	62	26	54	-	2	-	-	147
Spicejet	-	-	25	25	-	-	20	-	19	89
Jet Airways + JetLite	5	15	58	61	22	-	32	-	10	203
Air India (Dom)	-	5	73	27	88	-	10	-	-	203
Air Pegasus	-	2	-	-	-	-	-	-	-	2
Trujet	-	1	1	-	-	-	-	-	1	3
Total	5	28	230	159	188	1	64	1	51	727

Nov-15	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	-	-	1	-	-	1	2	2	6
Air Asia	2	1	4	4	2	-	-	-	-	13
Vistara	-	-	2	-	-	-	-	-	-	2
Go Air	-	2	5	13	27	-	-	2	118	167
IndiGo	-	5	13	35	68	2	2	-	-	125
Spicejet	-	-	25	25	-	-	14	-	14	78
Jet Airways + JetLite	4	13	68	57	27	-	30	-	12	211
Air India (Dom)	-	13	62	31	122	-	24	-	-	252
Air Pegasus	-	2	-	-	-	-	-	-	-	2
Trujet	-	1	-	-	-	-	-	-	-	1
Total	6	37	179	166	246	2	71	4	146	857

Dec-15	Fare	Refund	Flight Problem	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total
Air Costa	-	1	1	3	-	-	1	-	-	6
Air Asia	-	2	5	5	1	-	-	-	-	13
Vistara	-	-	-	1	-	-	-	-	-	1
Go Air	-	-	13	22	29	-	5	1	23	93
IndiGo	-	3	22	43	76	1	3	-	-	148
Spicejet	-	-	14	16	-	-	18	-	12	60
Jet Airways + JetLite	7	14	80	56	16	-	27	-	15	215
Air India (Dom)	-	16	170	162	174	-	30	-	-	552
Air Pegasus	-	2	-	-	-	-	-	-	-	2
Trujet	1	-	-	-	-	-	-	-	-	1
Total	8	38	305	308	296	1	84	1	50	1091