

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 1939  
(To be answered on the 28<sup>th</sup> July 2016)**

**QUALITY OF FOOD SERVED IN AIR INDIA FLIGHTS**

**1939. SHRI KANWAR SINGH TANWAR**

**Will the Minister of CIVIL AVIATION**

**ताम्र विमानतल मंत्री**

**be pleased to state:-**

- (a) whether the number of complaints regarding the quality of food served in domestic flights of Air India is on the rise;
- (b) if so, the number and details of complaints received during the last three years as well as the current year, year-wise;
- (c) whether Air India has received 292 complaints from passengers in the month of June 2016 out of which most of the complaints were related to food served to them; and
- (d) if so, the action taken on these complaints along with the corrective measures taken in view of these complaints?

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**ताम्र विमानतल मंत्रालय में राज्य मंत्री**

**(Shri Jayant Sinha)**

(a): No, Madam.

(b): Number of Complaints pertaining to quality of meals provided on domestic flights of Air India are as under:-

Period	Number of Complaints
2013	42
2014	44
2015	28
2016 (upto June)	28

(c): As per records, total number of 273 complaints were received in the month of June, 2016. Out of these, only 06 pertained to quality of meals.

(d): Whenever complaints pertaining to meal quality are received, based on the gravity of the complaint, punitive action is taken against the caterer as per the contractual terms. Surprise meal checks are carried out at caterer's premises with regard to quality, quantity, taste, presentation and eye appeal. Periodic Hygiene Audits are also being carried out at caterer's premises to ensure the quality of meals.