

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2066
(To be answered on the 28th July 2016)

CHANGES IN NORMS FOR AIR PASSENGERS

2066. SHRI SATAV RAJEEV
SHRI PONGULETI SRINIVASA REDDY
DR. J. JAYAVARDHAN
SHRI R. GOPALAKRISHNAN

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has received complaints from air passengers that issues concerning them were not being resolved within a reasonable time, if so, the details thereof;
- (b) whether the Government has now proposed extensive passenger friendly measures in air travel rules, if so, the details thereof;
- (c) whether the Government has sought suggestions from stakeholders before finalising and implementation of the new norms, if so, the details thereof and the response thereon;
- (d) whether private airlines are opposing the Directorate General of Civil Aviation's rule to reduce fee for carrying five kg. baggage on flights as 'illegal' and they have also opposed most of the other 'passenger-centric norms, such as enhanced compensation for denying boarding and flight delays;
- (e) if so, the details thereof and the measures the Government has taken/proposed to be taken in this regard; and
- (f) the steps/measures taken by the Government to ensure compliance of these measures by the private airlines operating in the country?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a): Airline wise details of the passenger complaints received and their status, for the year 2015 and current year (Up to May 2016), as submitted by the scheduled airlines is placed at Annexure-1.

(b): Following Civil Aviation Requirements (CAR) and Air Transport Circular (ATC) on passenger facilitation have been amended by the

Directorate General of Civil Aviation (DGCA), in order to comply the Hon'ble Supreme Courts Guidelines and to address the grievances of the passengers travelling by air.

- (i) CAR Section -3, Air Transport, Series-M, Part-I issued on "Carriage of Air Persons with Disability and/or Persons with Reduced Mobility."
- (ii) CAR Section-3, Air Transport, Series-M, Part-II issued on "Refund of Airline Tickets to Passengers of Public Transport Undertakings."
- (iii) CAR Section-3, Air Transport, Series-M, Part-IV issued on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights." and
- (iv) ATC 02 of 2016 issued on "Unbundle of services and fees by scheduled airlines."

(c): The draft amended CARs were uploaded on DGCA website for public comments. Comments/suggestions were received from different organization, individuals which were examined and feasible comments of the stake holders have been incorporated in the final CARs. Amended CARs and ATC were then uploaded on DGCA website after approval of competent authority.

(d) to (f): No such petition have been made by the airlines on the amended CARs as on date.

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	15	15	-
Vistara	2	2	-
Go Air	169	169	-
IndiGo	195	195	-
Spicejet	330	330	-
Jet Airways + JetLite	229	229	-
Air India (Dom)	252	171	81
Total	1197	1116	81

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	14	14	-
Vistara	1	1	-
Go Air	134	134	-
IndiGo	213	213	-
Spicejet	248	248	-
Jet Airways + JetLite	221	221	-
Air India (Dom)	256	173	83
Total	1092	1009	83

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	3	3	-
Air Asia	12	12	-
Vistara	2	2	-
Go Air	325	325	-
IndiGo	198	197	1
Spicejet	207	207	-
Jet Airways + JetLite	225	225	-
Air India (Dom)	222	136	86
Total	1194	1107	87

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	7	7	-
Air Asia	10	10	-
Vistara	1	1	-
Go Air	148	148	-
IndiGo	212	212	-
Spicejet	198	197	1
Jet Airways + JetLite	210	208	2
Air India (Dom)	149	98	51
Total	935	881	54

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	14	14	-
Vistara	1	1	-
Go Air	68	68	-
IndiGo	191	191	-
Spicejet	187	187	-
Jet Airways + JetLite	211	211	-
Air India (Dom)	173	108	65
Air Pegasus	9	9	-
Total	858	793	65

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	4	4	-
Air Asia	14	14	-
Vistara	1	1	-
Go Air	67	67	-
IndiGo	180	180	-
Spicejet	160	160	-
Jet Airways + JetLite	194	194	-
Air India (Dom)	173	110	63
Air Pegasus	26	26	-
Total	819	756	83

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	4	4	-
Air Asia	15	15	-
Vistara	2	2	-
Go Air	74	74	-
IndiGo	186	186	-
Spicejet	133	160	-
Jet Airways + JetLite	210	210	-
Air India (Dom)	174	108	65
Air Pegasus	4	4	-
Total	802	742	60

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	13	13	-
Vistara	2	2	-
Go Air	69	69	-
IndiGo	156	156	-
Spicejet	116	116	-
Jet Airways + JetLite	209	209	-
Air India (Dom)	189	135	54
Air Pegasus	2	2	-
Turejet	9	9	-
Total	770	716	54

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	11	11	-
Vistara	1	1	-
Go Air	51	51	-
IndiGo	149	149	-
Spicejet	98	98	-
Jet Airways + JetLite	199	199	-
Air India (Dom)	191	101	90
Air Pegasus	3	3	-
Turejet	2	2	-
Total	710	620	90

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	5	5	-
Air Asia	12	12	-
Vistara	3	3	-
Go Air	60	60	-
IndiGo	147	147	-
Spicejet	89	89	-
Jet Airways + JetLite	203	203	-
Air India (Dom)	203	106	97
Air Pegasus	2	2	-
Truejet	3	3	-
Total	727	630	97

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	6	6	-
Air Asia	13	13	-
Vistara	2	2	-

Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	6	6	-
Air Asia	13	13	-
Vistara	1	1	-

Go Air	167	167	-
IndiGo	125	124	1
Spicejet	78	78	-
Jet Airways + JetLite	211	211	-
Air India (Dom)	252	123	129
Air Pegasus	2	2	-
Truejet	1	1	-
Total	857	727	130

Go Air	93	93	-
IndiGo	148	148	-
Spicejet	60	60	-
Jet Airways + JetLite	215	215	-
Air India (Dom)	552	377	175
Air Pegasus	2	2	-
Truejet	1	1	-
Total	1091	916	175

Jan-16			
Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	6	6	-
Air Asia	16	16	-
Vistara	4	4	-
Go Air	61	61	-
IndiGo	126	125	1
Spicejet	50	50	-
Jet Airways + JetLite	216	216	-
Air India (Dom)	341	203	138
Air Pegasus	2	2	-
True Jet	2	1	-
Total	823	684	139

Feb-16			
Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	5	4	1
Air Asia	12	12	-
Vistara	2	2	-
Go Air	72	72	-
IndiGo	130	130	-
Spicejet	48	48	-
Jet Airways + JetLite	208	208	-
Air India (Dom)	276	197	79
Air Pegasus	5	5	-
True Jet	1	1	-
Total	759	679	79

Mar-16			
Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	7	7	-
Air Asia	11	11	-
Vistara	2	2	-
Go Air	58	58	-
IndiGo	120	120	1
Spicejet	41	41	-
Jet Airways + JetLite	211	211	-
Air India (Dom)	280	167	113
Air Pegasus	6	6	-
True Jet	1	1	-
Total	737	624	113

Apr-16			
Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	6	6	-
Air Asia	12	12	-
Vistara	2	2	-
Go Air	65	65	-
IndiGo	105	105	-
Spicejet	38	38	-
Jet Airways + JetLite	211	211	-
Air India (Dom)	228	125	103
Air Pegasus	6	6	-
True Jet	1	1	-
Total	674	571	103

May-16			
Airline	Total Complaint	Redressal Status	
		Closed	Open
Air Costa	7	7	-
Air Asia	11	11	-
Vistara	5	5	-
Go Air	56	56	-
IndiGo	109	109	-
Spicejet	49	49	-
Jet Airways + JetLite	303	208	95
Air India (Dom)	21	21	-
Air Pegasus	3	3	-
Total	782	687	95