

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2902
ANSWERED ON:11.08.2003
COMPLAINT BOXES AT AIRPORTS
AMBATI BRAHMANAIAH

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Airports Authority of India has placed complaint or suggestion boxes at all airports;
- (b) if so, the number of complaints or suggestions received at Delhi and Mumbai Airports during 2002-03;
- (c) whether the AAI failed to respond to these complaints/ suggestions properly;
- (d) the level of management at which these suggestions and complaints are processed and action initiated;
- (e) whether some punitive action is proposed to be taken to ensure that these complaints are considered in the right earnest; and
- (f) if so, the details thereof?

Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI RAJIV PRATAP RUDY)

- (a): - Yes, Sir. Airports Authority of India [AAI] has positioned complaint / suggestion boxes at strategic locations in all the operational airports including civil enclaves.
- (b): - A total of 766 and 523 complaints/ suggestions were received at Indira Gandhi International Airport, Delhi and Chattrapati Shivaji International Airport, Mumbai respectively during 2002-03.
- (c): - No, Sir.
- (d): - The complaints/ suggestions pertaining to Airports Authority of India are processed by the concerned Heads of Departments for suitable action and reply to the complainant. Those pertaining to other agencies, like Customs, Immigration and airlines are forwarded to the concerned agency for similar action.
- (e) and (f): - All the complaints are considered in the right earnest. Moreover suggestions/ complaints are discussed in the monthly facilitation meetings, which are attended by senior officials of all the agencies functioning at the airport.