

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:3277  
ANSWERED ON:24.08.2006  
COMPLAINTS AGAINST AIR DECCAN .  
Aaron Rashid Shri J.M.

**Will the Minister of CIVIL AVIATION be pleased to state:**

(a) Whether the Government has received complaints against Air Deccan for not maintaining flight schedules, safety standards, etc; and

(b) If so, the details thereof and the action taken in this regard?

**Answer**

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION ( SHRI PRAFUL PATEL )

(a):- Complaint against airlines including Air Deccan, are received from time to time regarding delay/cancellation of flights and deficient services etc. No complaints on safety standards of Air Deccan have been received.

(b):- The complaints which mostly relate to delays, cancellation, ticket refunds etc. are duly investigated and replied to. Airlines have been asked to host all facilities provided to passengers on their website. The need for prompt response to complaints has been regularly emphasised by this Ministry and DGCA in meetings held with domestic airline operators.