

**GOVERNMENT OF INDIA
COMPANY AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3506
ANSWERED ON:15.12.2006
COMPLAINTS AGAINST AIRLINES
Gadhavi Shri Pushpdan Shambhudan

Will the Minister of COMPANY AFFAIRS be pleased to state:

- (a) the number of complaints received against the private airlines during the last three years ;
- (b) the action taken by the Government thereon ;
- (c) whether the Monopolies and Restrictive Trade Practices Commission and Director General (Investigation & Registration) have also received complaints against the private airlines; and
- (d) if so, the action taken thereon?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMPANY AFFAIRS (SHRI PREM CHAND GUPTA)

- (a) The Ministry of Civil Aviation has informed that they have received large number of complaints from time to time from passengers regarding denial of services or facilities which they expect the airlines to provide. These include delays/cancellation of flights, providing free wheelchair facility, in-flight amenities, meals/snacks for passengers of delayed flights etc.
- (b) The Director General of Civil Aviation (DGCA) has directed the Airlines that comprehensive information on the facilities provided to the passengers free of cost and facilities which are available at a price be included in their website in a conspicuous manner. The need for prompt response to complaints has been regularly emphasized by the Government and DGCA in meetings with domestic airline operators.
- (c) Yes, Sir.
- (d) The details of complaints against private airlines received by the Monopolies and Restrictive Trade Practices (MRTP) Commission and Director General (Investigation & Registration) are annexed at Annex 1 and 2 respectively. The MRTPC is a quasi-judicial body. The enquiries are sub-judice before the Commission. Since the cases referred to above are pending before the Commission at various stages of enquiry, findings of irregularities or action ordered therein, if any, can be known only on the conclusion of the proceedings.