

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2541
ANSWERED ON:30.08.2007
COMPREHENSIVE PASSENGER SERVICES
Chowdhury Shri Adhir Ranjan;Nikhil Kumar Shri

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Indian has decided to improve its services by setting up an comprehensive passenger service system;
- (b) if so, the details thereof;
- (c) whether the passengers are still facing problems of loss of baggage, air tickets at counters and reservations at various airports;
- (d) if so, the details thereof;
- (e) the extent to which the comprehensive passenger services have been found effective in dealing with various problems of passengers; and
- (f) the measures taken/proposed to be taken by the Government in this regard?

Answer

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

(a),(b),(e) and (f): A team of officials from Indian Airlines and Air India now merged into National Aviation Company of India Limited (NACIL) is jointly studying the present and future requirements for setting up of an advanced passenger services system which will facilitate revenue maximization through better inventory management and improves customer service by virtue of its advanced features.

The new system would have features enabling inventory and revenue management, on-line booking through web, on-line servicing of frequent flyers etc. It would also serve as a customer relationship module that would track customers, their preferences and experiences thereby offering improved services to passengers.

(c) and (d): Indian Airlines carried roughly 1 million passengers per month on its domestic and international flights. The details of loss of Baggage/tickets and complaints with regard to reservation during the last four months are as under:

Loss of Baggage - 711
Loss of Air Tickets - 19
Complaints pertaining to Reservation - 04