

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 570
(To be answered on the 6th February 2025)**

MECHANISM FOR RESOLVING CONSUMER ISSUES

570. SHRI HIBI EDEN

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) the details of the mechanism currently existing in the Ministry for resolving consumer disputes on a speedy basis;**
- (b) whether the Government has taken/proposed to take any steps to set up an Aviation Ombudsman in light of the rising consumer complaints relating to the aviation sector in the country; and**
- (c) if so, the details thereof?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

(Shri Murlidhar Mohol)

(a) to (c): As per the prevailing regulations, aggrieved passengers are required to lodge his/her complaint with the concerned airline. For timely redressal of passenger grievances, every airline appoints a Nodal officer and an Appellate Authority and displays the contact details of them on their respective website. If the airlines fail to fulfill their obligations, the passenger may complain to the statutory bodies set up under relevant applicable laws.

The air passengers can also lodge their complaints through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal, Integrated Grievance Redress Mechanism (INGRAM) portal and AirSewa mobile app / web portal of Government of India.

In addition, the air passengers can also address their complaints through emails or physical complaints to the Public Grievance Officer (PGO) of the Ministry of Civil Aviation or its attached / subordinate organizations. The complaints are regularly monitored by the PGO notified by the Ministry of Civil Aviation and its attached / sub-ordinate organization.

As on date, no proposal is underway for setting up an Aviation Ombudsman in the country.
