

(b) Trainee pilots are given flying training to acquire licences from Directorate General of Civil Aviation (DGCA) after meeting the minimum requirement of 200 hours. The number of pilots trained and number of trainees varies for each flying club from time to time. The Ministry does not maintain records of number of pilots trained every year from flying schools.

(c) and (d) DGCA has hired qualified personnel to audit the flying clubs. The approval to flying training institutes is renewed on yearly basis after carrying out inspection as per Civil Aviation Requirements Section 7, Series D, Part II.

(e) Setting up of flying training institutes is an ongoing process based on requirements. The standards prescribed for flying training are in accordance with the guidelines of International Civil Aviation Organisation (ICAO).

Complaints against private airlines

†1885. SHRI KAPTAN SINGH SOLANKI: Will the Minister of CIVIL AVIATION be pleased to state :

(a) the details of the information released by Directorate General of Civil Aviation (DGCA) regarding complaints made by passengers against private airlines;

(b) whether Government has taken any action in this regard; and

(c) if so, the details thereof?

THE MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI): (a) to (c) As informed by private scheduled airlines, the airline-wise details of complaints during the month of June, 2011 are as follows:

Jet Airways-331, JetLite-67, Kingfisher Airlines-197, Spicejet-179, Go Air-98 and IndiGo-175.

The carriage by air is a contractual matter between the passenger and the carrier. The complaints are filed with the airlines by the passenger. Directorate General of Civil Aviation (DGCA) is not concerned with the matter in the normal course. However, some passenger choose to take up the matter with DGCA, which are taken up with the airlines for redressal.

†Original notice of the question was received in Hindi.