

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 825  
(TO BE ANSWERED ON THE 25<sup>th</sup> July 2022)**

**DISSATISFACTION WITH SERVICES PROVIDED BY AIRLINES**

825. SHRI SUSHIL KUMAR GUPTA

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

- (a) whether it is a fact that travel demand in Mumbai and Delhi increased by more than 150 per cent in April?
- (b) whether it is also a fact that some surveys have already revealed that passengers are not happy with services provided by airlines?
- (c) if so, the steps being taken to ensure that carriers in the country do not compromise on passenger comforts?
- (d) whether Government has prepared any report about the names of the most unsatisfactory airlines? and
- (e) if so, the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(GEN. (DR) V. K. SINGH (RETD))

(a): As per information provided by the Scheduled Indian Carriers, the total number of passengers carried to and from Delhi and Mumbai in April 2021 and April 2022 is as per Annexure.

(b) & (c): Ministry of Civil Aviation has launched Air-Sewa Application - a digital platform, for enabling travellers to submit grievances and seek information on air travel in India. Passengers may report their grievances on Air-Sewa Application for expeditious disposal. They are redressed as per the established mechanism / extant guidelines in the matter.

(d) & (e): No such report has been prepared by the Ministry of Civil Aviation.

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<b>Passenger carried to/from Delhi by Scheduled Indian Carriers</b>			
<b>Sector</b>	<b>April, 2021</b>	<b>April, 2022 (P)</b>	<b>% increase</b>
Domestic	22,46,003	39,86,746	77.7
International	2,01,282	4,46,393	121.8
<b>Total</b>	<b>24,47,285</b>	<b>44,33,139</b>	<b>81.1</b>

<b>Passenger carried to/from Mumbai by Scheduled Indian Carriers</b>			
<b>Sector</b>	<b>April, 2021</b>	<b>April, 2022 (P)</b>	<b>% increase</b>
Domestic	9,44,452	25,01,741	164.9
International	55,470	2,14,814	287.3
<b>Total</b>	<b>9,99,922</b>	<b>27,16,555</b>	<b>171.7</b>

P: Figures are provisional.