

Minister Ram Mohan Naidu chairs monthly review meeting with Airlines

Airlines sensitized to keep airfares reasonable during the festive season

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Minister of Civil Aviation, Shri Rammohan Naidu, chaired the monthly review meeting today with domestic airlines to assess their operational and technical performance, with a special focus on safety and passenger facilitation. The meeting was attended by Secretary, Ministry of Civil Aviation, Shri Samir Kumar Sinha, Director General of Civil Aviation, Shri Faiz Ahmed Kidwai and other senior officials.

Majority of the airlines viz Air India, Air India Express, IndiGo, Akasa Air, Alliance Air, Fly91, FlyBig and IndiaOne Air participated and presented their performance metrics including action taken reports on security incidents and passenger grievances. Comprehensive discussions were held on safety oversight, fleet management and passenger-centric initiatives.

Minister Shri Rammohan Naidu emphasized strict adherence to safety protocols and urged the airlines to adopt best practices in passenger convenience and service quality. Detailed discussions were held with each airline on identifying bottlenecks in their operations and addressing their challenges.

During the meeting, Minister Rammohan Naidu also sensitized airlines to ensure that airfares remain reasonable across the sectors during the upcoming festival season. Airlines assured that passenger convenience will remain their top priority and informed that additional flight capacities have been deployed on high-traffic routes to meet festive demand.

The Minister has also directed the DGCA's Tariff Monitoring Unit to maintain strict vigilance on airfares and ensure compliance with the tariff range declared by airlines.

During the interaction, Minister also reviewed grievance redressal done by the airlines and directed them to qualitatively close passenger grievances in a timely manner. The Ministry's passenger grievance redressal portal, AirSewa has also been upgraded for enabling passengers to register complaints related to high airfares also.

Minister Ram Mohan Naidu also encouraged the airlines to embed Hon'ble Prime Minister's vision of Swachhta in their operations, practices and service delivery. He praised the airlines for their collective efforts in making Indian aviation more sustainable through the adoption of advanced technologies and environmentally responsible practices.

These periodic reviews have been institutionalized at the Ministry to strengthen monitoring and coordination on operational matters between the Government and the airlines.

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