

## Complaints Index Report for Air Carriers

January 2025

100,000 Passengers

Least Complaints ----- Most Complaint

Air Carriers ranking according to the number of complaints	· Market State of the state of	T. FlynesF	Wedge Vinter
Complaints rate for this month per 100,000 passenger	26	32	37
Complaints rate for the same month last year per 100,000 passenger	29	21	51
Percentage of complaints Resolved on time for this month	100%	100%	100%
	<b>(</b>	8	\$ <u></u>
Most received complaint's category For this month			<b>₹</b> ®
	\$	E	8

Total number of complaints

1,4861
January 2025

1,410 January 2024

## Complaints Categories for air Carriers



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Flights

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Baggage Services

Tickets

PRM Services Flight Information Display Screen

On-board Services Flight

Customer Service Boarding Services

\* The above statistics has been gathered on 1st of February

0% - 39%

40% - 59%



60% - 89%



90% - 100%

