

## Contact Type

Contact Type: **Airline/Industry**  
Organization Name: **Air India Limited**

## Contact Information

First name: **ANKITA**  
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## Comments

**Feedback: The proposed fee could impose a significant additional financial burden, especially considering the large volume of complaints that can arise due to various operational factors. This fee is nearly equivalent to or exceeds the one-way fare from India to Canada. This is particularly concerning for airlines as we are already navigating the complex challenges of post-pandemic recovery.**

### **1. Exemption for Timely Resolutions and Justified Non-Compensation**

**Airlines should be exempted from any kind of penalties if the following conditions are met:**

- a) They demonstrate timely action and resolution, including proof of payment to passengers within the eight weeks window (as in the case of UKCAA).**
- b) The airlines provide a justified rationale for any decision regarding the non-compensation. This exemption should be further emphasized and applied to all complaints that have been resolved satisfactorily.**

### **2. Consideration of Complexity**

**Not all complaints are equal in complexity. We suggest a tiered or variable fee structure based on the severity and nature of the complaint, which would reflect the actual resources required for resolution. This approach would be fairer than a flat rate.**

### **3. Collaboration and Ongoing Discussions**

**We believe there should be continued discussions with the CTA and airlines to refine the fee structure. The feedback from the airline industry, including concerns about the potential financial strain, should be considered to develop a model that works for both pass**

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