

Contact Type

Contact Type: **Airline/Industry**
Organization Name: **AIR INDIA**

Contact Information

First name: **RADHA**
Last name: **SHARMA**

Comments

Feedback: We request the CTA to reconsider the decision of charging a fee of 790CAD per closed complaint.

Air India has been responding to CTA complaints regularly since the year 2020, however, we still have a backlog of 430 complaints on the portal.

It is unfair to charge this fee from airlines and we would like the CTA to involve the airline community for further discussion regarding the same.

Appreciate your time and attention to this matter and hope for a positive response.

Upload files

Your submission will be considered a public document and may be posted on the CTA website. Please do not put any personal or confidential information in free-form text boxes or attachments you submit.