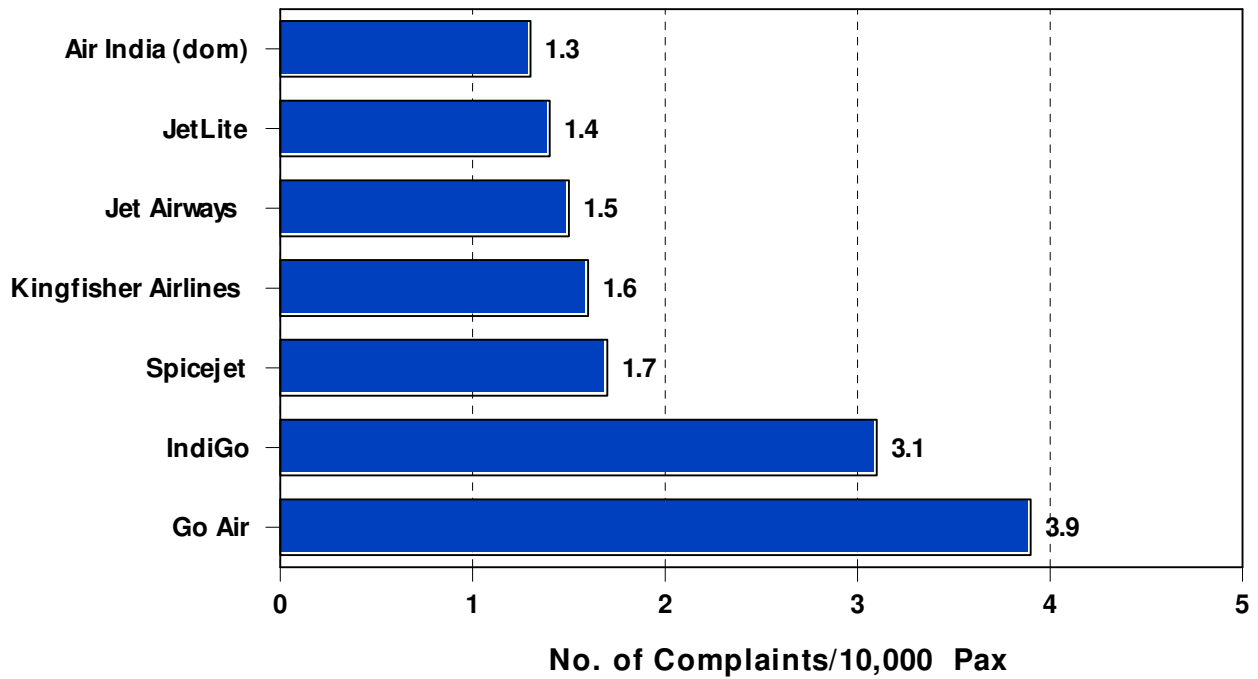


PASSENGER COMPLAINTS OF SCHEDULED DOMESTIC AIRLINES

- Total number of complaints (Dec 2011) - 1099
- Number of passenger related complaints - 2.0
per 10,000 passengers carried



- Total number of complaints (Year 2011) - 12885
- Number of passenger related complaints - 2.2 per 10,000 passengers carried

