

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 178
(TO BE ANSWERED ON THE 1st December 2015)

DELAYS IN AIR INDIA FLIGHTS

178. SHRI HUSAIN DALWAI

Will the Minister of CIVIL AVIATION be pleased to state:-

- (a) the number of complaints received by the Ministry since January, 2015 regarding delays in Air India flights both domestic and international;
- (b) the details of investigations/inquiries initiated by the Ministry on complaints of delay received, since January, 2015;
- (c) how much compensation has been paid by Air India because of delay in flights in the last five years;
- (d) what are some of the most recurring causes for delay in Air India flights; and
- (e) what strategy has been formulated by the Ministry to curb the menace of delay in Air India flights?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Dr Mahesh Sharma)

(a) & (b) : From January 2015 till date, 8 complaints regarding delay in Air India flights have been received. These complaints have been forwarded to AI for necessary action.

(c):DGCA (Directorate general Of Civil Aviation), has issued CAR (Civil Aviation Requirement) to be followed by all the airlines regarding facilities to be provided to passengers on account of cancellations/delay in flights vide Civil Aviation Requirements Section 3-Air Transport, Series M Part IV Issue-I dated 6th August 2010 effective 15th August 2010. The said CAR provides for refreshments/meals to be served to passengers during the waiting period at

the Airport for delayed flights. There is no provision for revenue compensation. Air India complies with the guidelines of the DGCA in this context

(d) : The causes for delay in flights are weather, technical and reactionary largely.

(e) : All possible efforts have been made to ensure On Time Performance (OTP) of AI flights. The OTP is being monitored at the highest level within Air India on daily basis. A video conference is anchored by Integrated Operation Control Centre (IOCC) everyday in which the representatives of operating departments from four regions participate to review the previous day's operation and evolve process improvement wherever possible. Wherever required, issues are taken up with Airport operators, ground handling agencies etc. The Ministry also regularly monitors the OTP of AI.
