

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
RAJYA SABHA
UNSTARRED QUESTION NO : 981
(TO BE ANSWERED ON THE 19th December 2018)

PENALTY PAID BY AIR INDIA TO PASSENGERS FOR FLIGHT DELAY

981. SHRI R. VAITHILINGAM

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

- (a) whether Air India may have to pay a penalty of US dollar 8.5 million to 323 passengers of its May 9, 2018, Delhi Chicago flight which was delayed as a fall out of withdrawal of relaxations given on flight duty time limitation of the crew;
- (b) if so, the details thereof;
- (c) whether it is also a fact that the withdrawal of the variation of duty hours by DGCA following a High Court Order forced the airline to arrange for fresh crew which was transported by road to Milwaukee to take charge of the flight; and
- (d) if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

(a) & (b): The Delhi-Chicago flight was diverted to Milwaukee due to weather conditions at Chicago. Any diversion of flight caused due to any Force Majeure event viz. weather disturbance, geo-political events including bandhs, strikes leading to disruption of road traffic, industrial agitation or natural calamity are exempt from any compensation. No compensation is liable for flight delay, rerouting, cancellation. Airlines are only required to assist passenger to make their own arrangements for alternate travel, or seek refund where applicable.

(c) & (d): As the dispensation was not available to the crew to operate the aircraft from Milwaukee to Chicago after the diversion of aircraft to Milwaukee due bad weather at Chicago, the fresh crew was transported by road from Chicago to Milwaukee.
