

GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
RAJYA SABHA  
UNSTARRED QUESTION NO : 1098  
(TO BE ANSWERED ON THE 13<sup>th</sup> February 2019)

**ON-TIME PERFORMANCE OF AIRLINE OPERATORS**

1098. SHRI MD. NADIMUL HAQUE

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

- (a) whether Government is planning to introduce a new method to compute on-time performance of airlines;
- (b) if so, details thereof and reasons therefor;
- (c) how the new mechanism will be better in comparison to the current one;
- (d) flights cancelled and delayed by airline operators during the last three years, year-wise and operator-wise, along with reasons therefor;
- (e) the passengers affected due to cancellation and delays by airlines operators during above period, year-wise and operator-wise;
- (f) the compensation or other benefits paid or given to passengers by airline operators because of above during the same period; and
- (g) steps taken by Government in this regard?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION

(Shri Jayant Sinha)

- (a) to (c) No such proposal is under consideration.
- (d) Details of flights cancelled and delayed by the airlines during the period 2016, 2017 & 2018 is placed at Annexure-I. Generally, flights are operated as per published schedule. However, at times, flights are delayed and even cancelled due to operational, technical, weather and commercial reasons.
- (e) Number of passengers affected due to cancellation and delays during period 2016, 2017 and 2018 is placed at Annexure-II.
- (f) Amount spent by the airlines on facilitations and compensations due to delays and cancellation during period 2016, 2017 and 2018 is placed at Annexure-III.
- (g) DGCA has issued CAR, Section-3, Series-M, Part-IV titled Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights in order to ensure protection for the air travelers in case of flight disruptions.

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<b>Airline wise cancellation from Jan 2016 to Dec 2018</b>			
<b>Airlines</b>	<b>Year 2016</b>	<b>Year 2017</b>	<b>Year 2018</b>
Air India	1083	1427	2839
Jet Airways and JetLite	1124	870	799
Spicejet	454	568	631
Go Air	204	331	449
IndiGo	2027	1934	3388
Air Costa	637	32	-
Air Asia	164	44	134
Vistara	49	109	90
Trujet	580	415	149
Zoom Air	-	-	930
Air Deccan	-	1	845
Air Odisha	-	-	1184
<b>Total</b>	<b>6322</b>	<b>5731</b>	<b>11438</b>

<b>Airline wise Delay from Jan 2016 to Dec 2018 *</b>			
<b>Airlines</b>	<b>Year 2016</b>	<b>Year 2017</b>	<b>Year 2018</b>
Air India	13924	14416	16973
Jet Airways & Jet Lite	20654	31365	22130
Spicejet	8433	9473	9725
Go Air	7124	8550	7993
Indigo	26537	23883	31095
Air Costa	734	263	-
Air Asia	1444	3067	3577
Vistara	2543	4730	4875
TruJet	-	978	783
Zoom Air	-	25	-
Air Deccan	-	-	222
<b>Total</b>	<b>81393</b>	<b>96750</b>	<b>97373</b>

\* Data pertains to four Metro airports ( Delhi, Hyderabad, Bangalore and Mumbai)

<b>Number of Pax Affected due to Delay and Cancellation of Flights</b>						
<b>Airlines</b>	<b>2016</b>		<b>2017</b>		<b>2018</b>	
	<b>Pax Effected due to delay</b>	<b>Pax Effected due to Cancellation</b>	<b>Pax Effected due to delay</b>	<b>Pax Effected due to Cancellation</b>	<b>Pax Effected due to delay</b>	<b>Pax Effected due to Cancellation</b>
Air India	453621	41676	392879	35925	426087	52514
Jet Airways and JetLite	37616	18587	63625	18071	20463	15758
Spicejet	109638	30476	236964	39149	253231	37525
Go Air	27523	552	25735	3422	24773	2492
IndiGo	299273	11120	535333	52489	781247	175379
Air Costa	8641	10656	1603	1595	-	-
Air Asia	29584	1128	52856	2646	93557	4434
Vistara	30260	2983	66369	8618	82059	15229
Trujet	389	785	24	4870	1705	2736
Zoom Air	-	-	2184	-	-	686
Air Deccan	-	-	-	-	153	720
Air Odisha	-	-	-	-	34	422
<b>Total</b>	<b>996545</b>	<b>117963</b>	<b>1377572</b>	<b>166785</b>	<b>1683309</b>	<b>307895</b>

<b>Compensation paid due to Delay and Cancellation of Flights</b>						
<b>Airlines</b>	<b>2016</b>		<b>2017</b>		<b>2018</b>	
	<b>Compensation paid due to delay (In Lakhs)</b>	<b>Compensation paid due to Cancellation (In Lakhs)</b>	<b>Compensation paid due to delay (In Lakhs)</b>	<b>Compensation paid due to Cancellation (In Lakhs)</b>	<b>Compensation paid due to delay (In Lakhs)</b>	<b>Compensation paid due to Cancellation (In Lakhs)</b>
Air India	664.24	192.03	547.90	190.42	648.22	197.46
Jet Airways and JetLite	-	83.91	2.97	29.90	3.73	15.52
Spicejet	163.73	96.10	535.64	230.30	477.34	191.51
Go Air	-	-	-	-	-	-
IndiGo	-	1.34	-	4.88	-	6.10
Air Costa	30.78	142.63	7.62	43.55	-	-
Air Asia	31.34	30.68	103.37	45.25	188.76	42.18
Vistara	-	21.13	-	7.05	20.14	42.86
Trujet	1.89	12.08	-	73.51	4.37	61.82
Zoom Air	-	-	12.59	-	-	-
Air Deccan	-	-	-	-	0.05	15.05
Air Odisha	-	-	-	-	0.20	8.17
<b>Total</b>	<b>891.98</b>	<b>579.89</b>	<b>1,210.08</b>	<b>624.86</b>	<b>1,342.81</b>	<b>580.67</b>