

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 4803
(To be answered on the 15th December 2016)

AIR INDIA FLIGHT INCIDENT

4803. SHRI GUTHA SUKENDER REDDY

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware that Haj pilgrims coming from Saudi Arabia by Air India flight on 9th October, 2016 were not served food in the flight even after lunch time, which reached Shamshabad airport in Hyderabad at 3 : 40 pm;
- (b) if so, the details thereof;
- (c) whether a written complaint to this effect had been given by people to Air India and sent a copy to Minister also, if so, the details thereof;
- (d) whether the Ministry has enquired into the matter in detail, if so, the details thereof; and
- (e) whether any action has been initiated against the erring Air India personnel, if so, the details thereof and the measures taken by the Ministry to avoid recurrence of such incidents in future?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b): The Haj flight on 9th Oct 2016 was departed from Madina (Kingdom of Saudi Arabia) around 0745 A.M. As per procedures, all flights departing until 0800 A.M. were treated as Breakfast service flights wherein alongwith sumptuous breakfast menu and an additional mini meal was also served. Accordingly, both breakfast and mini meal were served to the passengers.

(c): The feedback was only received through Air India Haj Coordinator-Hyderabad. Upon receipt of the requirement, breakfast menu was immediately replaced with full Lunch on all Haj flights.

(d) & (e): The meal schedule was immediately revised by Air India. Also the meal service is decided as per the departure time of the flight. Any such complaint is addressed by Air India on priority. There was no complaint regarding meals from any of the other Haj flights of Air India.