

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 172
(To be answered on the 2nd February 2017)**

PERFORMANCE OF AIR INDIA

172. **SHRI MUTHAMSETTI SRINIVASA RAO(AVANTHI)**
SHRI C.N. JAYADEVAN
SHRI Y.V. SUBBA REDDY
SHRI K. PARASURAMAN
DR. C. GOPALAKRISHNAN
SHRI P. NAGARAJAN

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the aviation insights company FlightStats has ranked Air India as the third worst global performer in terms of on time operations in 2016;
- (b) if so, the details thereof and reaction of the Government thereto;
- (c) the details of parameters that have been taken into account while arriving at this rank;
- (d) the remedial measures taken by the Government to improve the quality of service and performance of Air India;
- (e) whether the number of passengers going abroad from the country is high in other airlines like Qatar Airways and not even half of them in Air India; and
- (f) if so, the details thereof and the comparative ratio of passengers travelling in Air India to abroad for the last five years and the steps taken by the Government to improve the quality of services and performance of Air India?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) to (c): Yes, Madam. The matter was taken up with M/s FlightStats by Air India. M/s FlightStats has clarified that:

"We understand that a recent article by Bloomberg has portrayed Air India in a negative light and we want to assure you that FlightStats by no means endorsed their portrayal of your performance. While we do highlight exceptional performers, we do not, and have not, highlighted low performance or maintain a list of worst performing airlines".

(d): Air India constantly endeavors to improve/upgrade its services. The following are offered by Air India to meet the competition in the market:

- i. Prepaid Baggage Allowance
- ii. Introduction of B737 Dreamliners
- iii. Preferred seat-selection
- iv. Dynamic pricing & Introduction of Advance Purchase Schemes
- v. Flash sale of seats to increase revenues & PLF
- vi. Introduction of new routes
- vii. Various sales & Making Schemes
- viii. Free Baggage Allowance of 25 kg. on domestic sector of flights and 15 kgs.(ATR/CRJ Flights)

(e) & (f) : No, Madam. The year wise details of carriage of international passengers from India by different Airlines for the last five years are given at Annexure.

AI has taken several steps to improve the quality of services such as offering convenience of economy, business and first class seats on certain domestic sector where it is operating wide bodied aircraft, introduction of various meal option and cuisine on board, through check in facility, seamless connectivity through AI hubs Delhi and Mumbai, airport upgrade scheme for domestic and international airports, etc.

AI has progressively inducted the most technologically advanced B 787 aircraft on some of its services catering to London, Frankfurt, Paris, Hong Kong, Seoul, Osaka, Singapore, Shanghai, and Tokyo. With the replacement of B 777 services with B787 aircraft on these routes, Air India has been able to improve the profitability of the services operated to the above destinations.

Government had approved a Turnaround Plan (TAP) / Financial Restructuring Plan (FRP) for operational and financial turnaround of Air India. The TAP/FRP provides equity infusion of Rs.30231 crores upto 2021 subject to achievement of certain milestones as laid down in the TAP/FRP. The Company has made substantial progress in both Operational as well as Financial Areas as per TAP milestones. As a part of the Turnaround Strategy for Air India Ltd., the company with the overall support of the Govt. has initiated a number of steps in order to cut costs and losses.

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Annexure

Annexure in reference to material for reply to Lok Sabha Unstarred Question no. 172 for 02/02/2017

STATISTICS OF INTERNATIONAL PASSENGERS GOING ABROAD FROM INDIA FOR THE LAST FIVE YEARS

	PASSENGERS (IN NUMBER)				
	2011-12	2012-13	2013-14	2014-15	2015-16
AIR INDIA	2334927	2234600	2452535	2704555	2850129
QATAR AIRWAYS	763500	906565	931220	947676	1004986
OTHER CARRIERS (EXCLUDING AIR INDIA & QATAR AIRWAYS)	16162957	17360813	18530652	19646291	21498397
TOTAL (ALL CARRIERS)	19261384	20501978	21914407	23298522	25353512
RATIO OF PASSENGERS GOING ABROAD FROM INDIA BY AIR INDIA TO TOTAL PASSENGERS GOING ABROAD FROM INDIA BY ALL CARRIERS	0.12:1	0.11:1	0.11:1	0.12:1	0.11:1

