

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3259
(To be answered on the 15th March 2018)

Air India Flight Delay

3259. DR. K. GOPAL

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री

be pleased to state:-

- (a) whether Air India would take action against those who fail to ensure on time flight;
(b) if so, the details thereof;
(c) whether Air India which operates nearly 400 flights every day has been facing flak for delays; and
(d) if so, the details thereof and the steps taken by the Government in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b): Air India (AI) reviews on time performance on daily basis and respective departments are advised for punitive action against the individuals responsible for avoidable delays.

There are total numbers of 47165 departures from 01.11.2017 to 31.01.2018 and out of these flights, 585 flights (which is 1.25% of total departure) were delayed due to various reasons like ATC congestion, unviability of parking bay, aero bridges, ramp activities, connecting pax, technical snags.

Out of 585 delays, 43 delays (which is .09 % of total departures and 7.35% of total delays) are attributed to the human factor. Disciplinary action is taken against these employees as per applicable service regulation.

(c) & (d): AI's on time performance has shown improvement because of sustained efforts to monitor the same. OTP is monitored at higher level by the top management of AI as well as Ministry of Civil Aviation. Further, the following measures are being taken to improve the on-time performance of AI:

- i) On-time Performance of flights are monitored at highest level within AI.
- ii) To ensure better on-time performance, a meeting is conducted every day wherein heads of verticals as well as regional heads discuss the previous day operation and take corrective action in the review.
- iii) Initiatives have been taken to increase the availability of resources in terms of crew and aircraft thereby improving the on-time performance. Extra efforts are being made to ensure passenger connection.
- iv) Steps have been taken for improving availability of aircraft spares to improve aircraft availability.
- v) Steps have been taken for better coordination with airport operators, ground handling agencies wherever required.