GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2751
(To be answered on the 2nd August 2018)

AIR INDIA SOFTWARE GLITCH IN CHECK-IN SYSTEM

2751.   SHRIMATI VASANTHI M.

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री

be pleased to state:-

(a) whether at least 25 Air India flights were delayed globally due to a software glitch that hampered the airline's check in system recently;

(b) if so, the details thereof;

(c) whether the Government has launched an investigation into the incident; and

(d) if so, the details thereof and action 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) and (b): Because of a network issue with the Passenger Service System (PSS) at service provider's (SITA) data centre, check-in systems of Air India were down from 12:08 to 15:10 IST on 23rd June 2018 all over the world. About 125 flights of Air India and its subsidiaries were affected by this software glitch.

(c) and (d): The incident was taken up with CEO of the service provider (SITA) to take necessary steps to avoid repetition of such incidents. The service provider has carried out root cause analysis and initiated action to curb reoccurrence of such incidents in future.

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