

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3687
(To be answered on the 9th August 2018)**

OPERATION OF FLIGHTS

**3687. SHRI BHARAT SINGH
SHRI NAGAR RODMAL**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government has issued any guidelines to the airline companies to adhere to flight schedules in view of the frequent delay in flights departing from Delhi and Mumbai airports;
- (b) if so, the details of the companies to which these guidelines have been issued;
- (c) whether the Government has received complaints regarding delay in flights at Indira Gandhi International Airport (IGI) and Mumbai International Airport;
- (d) if so, the immediate steps taken by the Government to address the said problem; and
- (e) the number of complaints received by the Government since the year 2015 and as on date and the action taken thereon?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) & (b): No Madam. However, in order to mitigate flight delays, Directorate General of Civil Aviation (DGCA) has issued Air Transport Circular (ATC) 05 of 2017 on "Procedure to be followed to mitigate flight delays".

(c) & (d): Airport wise data in respect of flight delays are not maintained by this Ministry. However, references/complaints/suggestions on issues relating to airports are being examined on case to case basis and every effort is made to take the complaint to its logical conclusion.

(e): Number of passengers affected due to delay more than 02 hours & amount spent on facilitation as submitted by the airlines as a part of monthly submission of traffic data for the year 2015, 2016, 2017 and 2018 (up to June) is as under:

Year	No. of Pax affected(In Lac)	Amount Spent on facilitation(Rs.in lac)
2015	7.26	615.78
2016	9.99	891.98
2017	17.36	1335.46
2018(Up to June)	9.86	665.23
