

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3770
(To be answered on the 3rd January 2019)**

CANCELLATION OF FLIGHTS

3770. SHRI SISIR KUMAR ADHIKARI

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether it is a fact that sometimes there have been cancellation of flights for days from different airports of the country;
- (b) if so, the details thereof and the reasons for the past three years and during the current year;
- (c) the impact on seat availability and fares thereof;
- (d) whether the Government has asked for compensation to passengers therein;
- (e) if not, the reasons therefor; and
- (f) the proposal of the Government to run flights on time during the winter and the action taken/proposed to be taken against the air companies for cancellation of trips therefor?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Jayant Sinha)

(a) to (b): The flights cancelled due to various issues such as operational, technical, weather, commercial and consequential effects of all these. The details of the flights cancelled in the last three years are as follows:

Year	Departures	Departures	Flights
	Scheduled	Operated	Cancelled
2016	764206	757034	7172
2017	863624	857453	6171
2018 (till November)	934169	923333	10836

(c): No such analysis has been carried out by this Ministry.

(d) & (e): In order to reduce inconvenience caused to the passengers as a result of the cancellations of the flights on which they are booked for travel, under the provision of the prevailing regulation, airline shall inform the

passengers of the cancellation at least two weeks before the scheduled time of departure and arrange alternate flight / refund as acceptable to the passenger. Aggrieved passengers are free to take up their grievance with Directorate General of Civil Aviation (DGCA) and at Air Sewa, which are taken up with the concerned airlines for redressal in a time bound manner.

In order to facilitate the passengers in case of cancellation, delay and denied boarding, DGCA has issued a Civil Aviation Requirements (CAR), Section 3-Air Transport, Series M, Part IV titled as "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights".

(f): The following steps are taken by the Government in this regard:

(i) CAT- IIIB is installed at Delhi, Amritsar, Lucknow, Kolkata and Jaipur Airports.

(ii) Instrument Landing System (ILS) CAT-IIIB which permits landing (Arrivals) up to Runway Visual Range (RVR) up to 50 mtrs has been installed and operational at Indira Gandhi International (IGI) Airport, Jaipur, Lucknow and Amritsar Airport.

(iii) Low visibility procedures for take-off when visibility/RVR is 550m have been formulated and promulgated at Patna, Bangalore, Varanasi, Ahmedabad and Guwahati Airport.

(iv) Preparatory meetings well before onset of winter season are conducted with all stakeholders and Federation of Indian Airlines (FIA) to ensure that Standard Operating Procedures (SOPs) formulated to minimize cancellation/diversion of flights during fog is followed meticulously.

(v) Advanced surface movement and guidance and control system (ASMGCS) along with surface movement Radar is installed at Delhi, Ahmedabad, Lucknow and Jaipur airports to ensure safety and efficiency of aircraft surface movement.

(vi) In addition to this, Jaipur, Amritsar, Udaipur, Varanasi, Lucknow, Nagpur, Ahmedabad, Indore, Vadodara, Bhopal, Bhubaneswar, Trichy and Kolkata airports have been identified as diversionary airports. Necessary instructions have been issued to these airports for efficient/smooth operation management during fog/low visibility condition.
