

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 3907
(To be answered on the 18th March 2021)**

WORK EFFICIENCY OF AIR INDIA SOFTWARE

3907. SHRI RODMAL NAGAR

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether work efficiency of Air India' Software has outlived its life and consumers are not able to get information regarding online boarding and other online works timely as a result thereof and if so, the details of the steps taken by the Government to rectify it;
- (b) whether the Government proposes to inquire into it and take action against officials responsible for it and if so, the details thereof;
- (c) whether all these linkings are done in connivance with officials of Air India to promote private operators; and
- (d) whether fares of the flights cancelled some months ago has not been refunded to the customers and if so, the reasons therefor along with the details thereof?

ANSWER

Minister of State (IC) in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार)

(Shri Hardeep Singh Puri)

(a) to (c): No Sir, Air India's reservation, ticketing and check-in services are hosted on a third party service provider and are functioning satisfactorily.

(d): Because of COVID-19 and related issues of flight cancellations and drying up of funds from future sale, Air India is following a regulated and phased approach for refunding the customers who had booked on flights which were cancelled. Further, there was an impact on revenue streams of the airline due to the complete stoppage of flights during lockdown period whereas fixed costs had to be incurred. In view of this unprecedented situation, Air India instead of processing automatic refunds in Global Sales Distribution, processed refunds only through Air India's own offices within pre-assigned budgeted amount. Refunds on cancellation of air tickets during COVID-19 lockdown are being processed as per circular issued by DGCA No. 4/1/2020-IR dated 07.10.2020, which was issued pursuant to the Hon'ble Supreme Court of India's order in the case of Pravasi Legal Cell vs Union Of India directing the airlines to issue refund.

The ticket refund is an ongoing process and is being processed by Air India regularly.

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