

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 2866
(To be answered on the 8th August 2024)**

IMPACT OF GLOBAL OUTAGE ON CIVIL AVIATION SECTOR

**2866. SHRI ANTO ANTONY
SHRI VIJAYAKUMAR ALIAS VIJAY VASANTH
PROF SOUGATA RAY
SHRI SACHITHANANTHAM R
SHRI MANICKAM TAGORE B**

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether the Government is aware that the global outage due to Microsoft CrowdStrike software glitch impacted civil aviation sector of the country and if so, the details thereof along with the significant disruptions and delays;
- (b) the details and the number of people stranded at various airports along with the number of flights cancelled in the country due to the said issue, airports and flight-wise;
- (c) the details of the measures taken by the Government to mitigate the effects of the outage on the civil aviation sector ;
- (d) the steps taken/being taken by the Government to avoid such situation and to enhance the resilience of the civil aviation sector against such global outage in future;
- (e) the manner in which the Government coordinated with airlines, airport operators and other stakeholders during and after the outage to ensure minimal disruption to passengers and cargo services;
- (f) the details of the support and assistance provided to passengers affected by the disruptions; and
- (g) the details of the specific protocols in place to address issues such as rebooking, refunds or compensation?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a) & (b): A routine Microsoft software update CrowdStrike significantly disrupted aviation sector worldwide beside other sectors in July, 2024. The

outage disrupted critical systems leading to cancellation and delays in flight operations, difficulties in accessing passenger bookings, passenger manifests, check-in, airport displays etc. A total of 472 flights were cancelled in the country due to this disruption.

(c) to (g): Bureau of Civil Aviation Security (BCAS), the aviation security regulator in the country and Directorate General of Civil Aviation (DGCA), the safety regulator in the country, review the requirements of aviation sector from time to time and make necessary upgrades to make the civil aviation sector more robust and to enhance its resilience.

As per DGCA issued CAR, the cancellations caused due to the disruption are considered to be an act of force majeure, i.e. extraordinary circumstance(s) beyond the control of the airline. In case of any cancellation, airlines have to facilitate the affected passengers to reduce inconvenience. The affected passengers were either accommodated in alternate flights or refunded the fares as applicable.
