

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
UNSTARRED QUESTION NO. : 2132  
(To be answered on the 3<sup>rd</sup> August 2015)**

**FLIGHT DELAYS AND CANCELLATIONS**

**2132. SHRI B. SENGUTTUVAN  
SHRI G. HARI**

**Will the Minister of CIVIL AVIATION  
नागर विमानन मंत्री**

**be pleased to state:-**

- (a) the details of flights of public and private airlines delayed, cancelled, postponed and re-scheduled during each of the last three years and the current year along with the reasons therefor, airlinewise;**
- (b) the details of facilities/amenities for affected passengers along with the compensation provided to them in this regard during the said period;**
- (c) whether the airlines operating in the country have a fool-proof complaint redressal mechanism and if so, the details thereof; and**
- (d) the corrective steps taken by the Government to avoid flight delays and cancellations and make Air India the most preferred airline?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION**

**नागर विमानन मंत्रालय में राज्य मंत्री**

**(Dr Mahesh Sharma)**

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**(a): Details of Flights cancelled & delayed as submitted by the scheduled domestic airlines from January-2012 to June -2015 is placed at Annexure - 1 & Annexure -2.**

**Rescheduling & postponement of flights for the day is carried out at airport level and data in this regard is not maintained by this office.**

**(b): The number of passengers affected & amount spent on facilitation and compensation due to cancellation & delayed of flights for the period January-2012 to June- 2105 by Scheduled domestic airlines is at Annexure -3.**

**(c): As per the prevailing regulation all the schedule domestic airlines**

**are required to appoint Nodal Officer & Appellate Authority for redressal of passenger grievances in a stipulated time frame. Name of the Nodal Officer & Appellate Authority are displayed on the website of the respective websites. If the airlines fail to fulfill their obligations, the passenger may complain to the statutory bodies set up under relevant applicable laws.**

**(d): The steps taken by the Government are as follows:-**

- i) The Government has sanctioned US\$ 300 Million for External Commercial Borrowing (ECB) loan which is earmarked for aircraft maintenance to improve scheduled integration and operations.**
- ii) The Government has also sanctioned additional cabin crew and pilots to overcome the shortage**
- iii) On time Performance is being monitored regularly.**

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## No. of flights Cancelled

Airline	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Air India	442	359	320	462	316	182	282	144	207	302	171	274
Go Air	70	17	13	4	14	34	47	24	24	11	34	43
IndiGo	61	14	15	5	8	6	15	35	64	19	33	68
Jet Airways	163	85	114	75	97	75	156	372	205	34	72	220
Jetlite	69	13	77	18	236	42	54	85	45	7	26	90
Kingfisher Airlines	123	221	262	107	115	212	212	175	133			
Religare								40	44	74	16	37
Spicejet	105	94	106	29	68	113	173	113	235	360	121	190

Airline	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Air India	269	133	52	195	56	158	138	145	123	98	50	100
Costa										68	0	0
Go Air	59	27	10	4	14	15	37	54	55	94	61	121
IndiGo	90	17	38	11	7	10	34	79	29	69	41	149
Jet Airways	171	108	38	29	65	123	69	59	84	123	63	173
Jetlite	40	32	27	16	12	17	37	25	35	39	16	36
Religare	48	2	67									
Spicejet	270	150	180	87	84	126	127	119	122	158	138	154

Airline	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Air India	196	84	62	62	42	75	178	347	189	115	159	232
Air Asia						0	0	0	0	0	12	10
Costa	9	0	2	3	0	0	34	16	52	20	0	0
Go Air	108	43	36	17	19	38	19	7	14	35	14	53
IndiGo	253	62	30	8	5	16	30	48	68	371	21	224
Jet Airways	246	137	105	43	42	193	70	121	71	0	0	0
Jetlite	39	16	36	8	15	42	32	12	16	0	0	0
Spicejet	161	135	151	94	70	65	35	57	87	59	1416	2808

Airline	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Air India	244	73	129	126	38	110
Air Asia	18	8	6	0	0	2
Air Pegasus					0	2
Costa	22	0	0	50	113	4
Go Air	78	27	15	17	5	14
IndiGo	179	23	54	5	1	18
Jet Airways	0	0	0	0	0	121
Jetlite	0	0	0	0	0	4
Spicejet	221	51	107	42	40	81
Vistara	4	9	3	0	0	2

## No. of flights Delayed at Major Airports

Airline	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
Indigo	814	552	267	267	260	203	274	468	1345
Jet Airways & Jet Lite	1315	1481	880	605	600	481	587	1292	1715
Air India	1043	1179	918	793	578	646	844	1629	2161
Go Air	227	209	173	126	230	149	198	396	678
Kingfisher	339	464	205	232	262	244			
Spice Jet	929	1001	740	699	535	647	1004	1002	1178

Airline	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Indigo	1073	481	263	247	318	296	784	633	330	659	1099	1682
Jet Airways & Jet Lite	1751	976	641	386	551	614	1390	1069	669	896	1215	1627
Air India	2043	918	758	409	412	558	988	857	743	1067	1328	1568
Go Air	376	205	150	101	167	124	293	314	240	248	503	641
Spice Jet	1240	1245	699	717	834	843	602	482	420	745	1095	1102

Airline	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Indigo	1901	1262	660	646	847	673	936	840	747	548	434	1836
Jet Airways & Jet Lite	2183	1326	1037	988	1230	1013	1128	777	975	1328	732	2024
Air India	1734	1130	1016	754	864	944	942	1025	941	1483	1078	1634
Go Air	778	434	358	346	501	545	381	332	321	256	265	557
Spice Jet	1238	826	603	511	714	765	992	846	758	706	733	962

Airline	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Indigo	2185	1240	1055	1475	1811	1536
Jet Airways & Jet Lite	2462	1644	1150	1202	1260	1583
Air India	1939	1081	767	743	942	983
Go Air	695	463	421	335	458	463
Air Asia				0	42	57
Air Costa				23	68	49
Air Pegasus				0	4	1
Spice Jet	1208	525	478	530	834	1139
Vistara				22	10	32

## Annexure -3

Month	Delays		Cancellation	
	No. of Pax Affected	Amount spent on Facilities & Compensation	No. of Pax Affected	Amount spent on Facilities & Compensation
Jan-12	167312	36.661akhs	44337	46.19 lakhs
Feb-12	71343	16.75 lakhs	12197	11.46 lakhs
Mar-12	70571	8.57 lakhs	11733	51.18 lakhs
Apr-12	58004	8.72 lakhs	6546	17.11akhs
May-12	58004	27.68lakhs	15985	32.241akhs
Jun-12	28064	7.02lakhs	11263	22.55 lakhs
Jul-12	25677	9.97 lakhs	9814	14.44 lakhs
Aug-12	22169	8.05 lakhs	13290	10.52 lakhs
Sep-12	20974	20.27 lakhs	15688	24.511akhs
Oct-12	21623	9.19 lakhs	10337	15.54 lakhs
Nov-12	63640	25.03 lakhs	14864	34.66 lakhs
Dec-12	82256	43.37 lakhs	26136	61.66 lakhs
Jan-13	52116	38.02 lakhs	25093	53.74 lakhs
Feb-13	36019	23.33 lakhs	9708	34.03 lakhs
Mar-13	20891	43.77 lakhs	7577	21.74 lakhs
Apr-13	13654	12.83 lakhs	6065	13.87 lakhs
May-13	15447	17.411akhs	6485	25.111akhs
Jun-13	28840	31.041akhs	10088	25.58 lakhs
Jul-13	16399	0.25 lakhs	7443	0.28 lakhs
Aug-13	14744	17.611akhs	6928	17.49 lakhs
Sep-13	13057	8.85 lakhs	10595	17.95 lakhs
Oct-13	19113	18.98 lakhs	9578	31.96 lakhs
Nov-13	21081	18.551akhs	8790	36.44 lakhs
Dec-13	63355	34.811akhs	14961	52.14 lakhs
Jan-14	62114	53.73 lakhs	21441	85.52 lakhs
Feb-14	36075	26.02 lakhs	11825	18.04 lakhs
Mar-14	24628	19.171akhs	10689	25.02 lakhs
Apr-14	22485	25.07 lakhs	9258	31.24 lakhs
May-14	23740	26.551akhs	5891	20.281akhs
Jun-14	25040	22.961akhs	9889	46.85 lakhs
Jul-14	21701	21.521akhs	7019	38 lakhs
Aug-14	33904	29 lakhs	9375	35.55 lakhs
Sep-14	24254	24.841akhs	10127	58.5 lakhs
Oct-14	62011	69.4 lakhs	9736	58.2 lakhs
Nov-14	34201	36.02 lakhs	9007	47.79 lakhs
Dec-14	164957	111.85 lakhs	21949	98.96 lakhs
Jan-15	189491	114.78 lakhs	19869	79.72 lakhs
Feb-15	57439	48.8 lakhs	9093	44.90 lakhs
Mar-15	34119	31.99 lakhs	10748	37.94 lakhs
Apr-15	45099	40.331akhs	12593	47.431akhs
May-15	35034	35.46 lakhs	6068	28.36 lakhs
Jun-15	51256	47.05 lakhs	8332	32.39 lakhs

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