

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1303
(To be answered on the 3rd March 2016)**

ARRIVAL/DEPARTURE OF FLIGHTS

1303. SHRI RAYAPATI SAMBASIVA RAO

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) the efforts being made during the last three years to improve the arrival and departure of flights on time and the extent of success achieved therefrom;
- (b) whether any new mechanism has been adopted/proposed to be adopted by the Government to improve the situation;
- (c) if so, the details thereof; and
- (d) the measures taken by the Government during the aforesaid period to improve the passenger amenities at airports across the country?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

(a) to (d): In order to mitigate flight delays, DGCA has issued Air Transport Circular 2 of 2013 "Procedure to be followed to mitigate flight delays". To ensure integrity of the flight schedule, procedure has been laid down in the the circular (Annexure-I). Further, in order to mitigate flight delays due to low visibility, a Technical Committee was set up by DGCA on 9.1.2014 to conduct study on low visibility operations at IGI Airport, Delhi. Based on the recommendations of the Committee, following decisions have been taken by DGCA for compliance by airlines:

- All airlines to ensure that aircraft deployed to/from Delhi during low visibility conditions are CAT-III complaint and both the commander and co-pilot are also CAT-III trained.
- Only CAT-III flight crew to operate the flights to/from Delhi in case weather predictions of CAT-III conditions are made by IMD. Failing to do so, such operations of the defaulting airline will be stopped to/from Delhi during low visibility conditions.
- Airlines must take adequate care of providing basic amenities of water and refreshment to passengers during such conditions if the flights are delayed.
- All stakeholders should have better communication procedure so that level of interaction with passengers increases during the fog and they are aware of flight delays.
- One representative each from DGCA and IMD will be positioned at AOCC, DIAL who will interact with airlines, AAI and DIAL. DIAL will organise conference on daily basis wherein fog forecast for the day and next day will be provided by IMD.

With the efforts of all concerned, there were less cancellations and diversion in the last winter session.

With regard to Facilities/Courtesies to esteemed travelling public at airports, DGCA has issued Air Transport Circular 01 of 2014. In order to facilitate the passengers, particularly senior citizens, expectant mothers, passengers with disability, first time travellers, etc. all the stakeholder are required to ensure that the provision of automated buggies free of charge for all senior citizens, expectant mothers and disabled passengers in the terminal building to facilitate their access to boarding gates located facilitate their access to boarding gates located beyond reasonable walking distance at all airports having annual aircraft movements of 50,000 or more. Improvement in passenger amenities/facilities is a continuous process. At AAI managed Airports facilities are improved regularly to meet international standards and passenger satisfaction. This has resulted in improvement in Airport Services Quality (ASQ) scores and Customer Satisfaction Index (CSI) at the airports.

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GOVERNMENT OF INDIA

OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION

F. No. 23-05/2013-AED

Dated: 30th May 2013**AIR TRANSPORT CIRCULAR 2 OF 2013****Subject: Procedure to be followed to mitigate flight delays.**

Civil Aviation Requirement Section 3, Series C, Part II and VIII stipulates that the operator shall get the flight schedules approved by DGCA at least 30 days in advance and operate services in accordance with the flight schedules so approved.

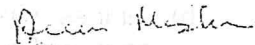
In order to ensure enforcement of the flight schedules, following procedure has been laid down for strict compliance of all concerned:

- a) Departure slots may be distributed evenly within an hour with not be more than five departure slots in 10 minutes and total of 30 per hour.
- b) Airlines shall file flight plan with scheduled time of departure as per approved schedule.
- c) Generally, the flight plan with scheduled time of departure other than approved slot shall not be accepted by ATC. For such cases, alternate slot will be allocated by ATC based on availability of vacant slots. At least four slots per hour may be kept to cater for non-scheduled/VIP/military operations.
- d) Aircraft shall contact Clearance Delivery Unit (CLD) for ATC clearance not more than 45 minutes prior to scheduled time of departure and not later than 15 minutes prior to scheduled time of departure.
- e) Aircraft shall contact Surface Movement Control (SMC) for pushback and start up at least 15 minutes prior to schedule time of departure.
- f) Approval for push back and start up shall be valid for five minutes only. Aircraft not adhering to pushback clearance will go back in the sequence. Subsequent clearance will be given based on available slot.

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- g) Sequence of departures shall be decided by ATC based on the position and readiness of aircraft approaching the entry point of the runway.
 - h) Aircraft shall complete all pre-departure checks and cabin procedures prior to entering the runway and start rolling as soon take-off clearance is issued by ATC.
 - i) Airport operators shall prepare parking plan in such a way that no two aircraft having departure within 20 minutes are parked on the same block of parking bays.
 - j) Airlines shall forward aircraft routing by 1800 hrs the previous day to Airport Operational Control Centre (AOCC) so that aircraft parkings are planned accordingly.
 - k) In case of weather related or emergency related delays, Watch Supervisory Officer (WSO) shall be responsible for allocation of alternate slots.
 - l) Airlines not adhering to the approved time slots shall be liable to lose the historicity in the next schedule.

Note: The above provisions will not be applicable at Airports where Airport-Collaborative Decision Making (A-CDM) has been implemented.

This supersedes the **AIR TRANSPORT CIRCULAR 10 OF 2009**.



(Arun Mishra)

Director General of Civil Aviation

To:

All scheduled airlines/Airport Operators