

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 1321
(To be answered on the 3rd March 2016)**

FLIGHTS DELAY AT AIRPORTS

1321. **SHRI CHANDRA PRAKASH JOSHI
SHRI P.P. CHAUDHARY
SHRI DILIPKUMAR MANSUKHLAL GANDHI
SHRI RAMESH CHANDER KAUSHIK
SHRI NARANBHAI KACHHADIYA**

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री

be pleased to state:-

- (a) whether travellers have not been able to avail of flights due to lack of seats or waiting ticket;
- (b) if so, the details thereof and the reasons therefor;
- (c) the number of times flights have been delayed across the country including flights to Jodhpur from Delhi and Mumbai during the last one year;
- (d) whether there is a proposal to improve airports across the country to increase flight services and/or increase the flight frequency; and
- (e) if so, the details thereof alongwith the steps taken/being taken by the Government in this regard?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION
नागर विमानन मंत्रालय में राज्य मंत्री

(Dr Mahesh Sharma)

(a) and (b): The terminology of 'waiting ticket' in air transport sector is generally not used. However, airlines overbook their scheduled flights to a limited extent in order to reduce the possibility of flights departing with unoccupied or empty seats because of 'No Shows' by booked passengers i.e. passengers who do not report for travel despite firm bookings before the time limit stipulated by the airline, which is a common prevailing practice worldwide. In order to safeguard the interest of passengers for such cases, DGCA has issued Civil Aviation Requirements, Section 3, Series M, Part IV' Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights' for compliance by airlines.

(c): Information on airport-wise flight delays, for more than 15 minutes on four metros, from February 2015 to January 2016 is place at Annexure-I.

(d) and (e): Improvement of Airports 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.

Airline	Feb-15			Mar-15			Apr-15			May-15			Jun-15		
	Bangalore	Delhi	Hyderabad	Mumbai	Bangalore	Delhi	Hyderabad	Mumbai	Bangalore	Delhi	Hyderabad	Mumbai	Bangalore	Delhi	Hyderabad
Indigo	251	318	166	505	172	288	126	461	13	366	287	789	281	453	310
Jet	197	678	81	688	127	478	57	488	6	356	53	787	140	438	79
Air India	99	501	72	409	63	321	60	323	1	317	81	344	67	370	92
Go Air	52	129		282	34	110		277	1	118		216	65	136	
Air Asia									0				29	13	
Air Costa									1		22		46		22
Air Pegasus									0				4		
Spicejet	82	250	109	84	80	239	91	88	7	251	114	158	138	374	146
Vistara									6		1	15	3		1

Airline	Jul-15			Aug-15			Sep-15			Oct-15			Nov-15		
	Bangalore	Delhi	Hyderabad	Mumbai	Bangalore	Delhi	Hyderabad	Mumbai	Bangalore	Delhi	Hyderabad	Mumbai	Bangalore	Delhi	Hyderabad
Airline	137	273	137	681	99	171	111	482	105	107	68	503	128	168	130
Indigo	170	418	101	818	154	309	73	558	138	246	41	482	179	336	50
Jet	104	372	101	534	72	388	99	423	83	193	63	364	92	312	65
Air India	45	133		266	40	93		215	35	77		235	41	65	
Go Air	28	40			42	28			40	24			50	28	
Air Asia	49		23		15		9		22		11		23		18
Air Costa	4				11				44				47		
Air Pegasus	264	377	212	262	198	204	164	132	134	95	132	84	122	139	90
Spicejet	2	32	2	15	8	18	1	12	16	7	1	21	7	18	2
Vistara															

Airline	Dec-15			Jan-16		
	Bangalore	Delhi	Hyderabad	Mumbai	Bangalore	Delhi
Airline	309	585	255	894	404	761
Indigo	273	566	114	716	286	693
Jet	110	659	90	676	89	726
Air India	43	160		250	60	236
Go Air	104	105			137	128
Air Asia	47		46		34	
Air Costa	84				78	
Air Pegasus	243	333	155	212	202	359
Spicejet	8	54	0	33	8	62
Vistara						