

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 286
(To be answered on the 25th February 2016)

DELAY OF AIR INDIA FLIGHTS

286. SHRI VENKATESH BABU T.G.
SHRI MULLAPPALLY RAMACHANDRAN
SHRI R.P. MARUTHARAJAA
SHRI DEVJI M. PATEL

Will the Minister of CIVIL AVIATION
नागर विमानन मंत्री

be pleased to state:-

- (a) the number of complaints received for delayed Air India's flights both domestic and international during the last three years and the current year till January, 2016, yearwise;
- (b) the details of the enquiry conducted by the Government regarding such complaints during the above period;
- (c) the funds given as compensation for delayed flights by Air India during the said period, year-wise;
- (d) the reasons for frequent delayed flights by Air India; and
- (e) the remedial 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) : The total number of passenger complaints pertaining to Delays in Air India flights both Domestic and International, for the years 2013, 2014, 2015 & January 2016 are given below:-

Period	No. of Complaints
Jan to Dec 2013	829
Jan to Dec 2014	1943
Jan to Dec 2015	3507
January 2016	394

(b) : Air India has a well-defined complaint handling procedure in place, wherein all complaints received, whether pertaining to delays or any other area/issue are acknowledged and then sent to the concerned office / section (location of occurrence) for investigation and/or remedial action wherever required. After examining the complaints, a suitable reply is sent to the complainant. Endeavor is made to give a final reply within 21 days.

(c) : As per DGCA guidelines, in case of delays of more than two hours, passengers are to be served meals/refreshments during the waiting period at the Airport. No monetary compensation is paid for delayed flights.

(d) : The detail data of delayed flights for the last three years and the current year till January, 2016 along with reasons for delay are attached as Annexure.

(e) : To ensure better on time performance, a meeting is conducted every day to discuss the previous day operations and take corrective steps based on the review. Block times of flights have been revised to factor in congestion at airports and airspace, so that en-route delays are minimized. Regular meetings are held with other stake holders like ground handlers and airports operator to minimize delays.

In addition to improve on time performance, initiatives have been taken to increase the availability of resources in terms of crew and aircraft.

Annexure

The detailed data of delayed flights for the last three years and the current year till January, 2016 is given as under:

Summary		2013	2014	2015	Jan-16
1	No. of Departures/ Take Offs	Overall			
2	Scheduled	148549	149595	150924	13006
3	Cancelled	1823	2096	1662	169
4	Operated	146726	147499	149262	12837
5	Delays > 15 mins	31219	39355	36033	4144
6	On Time departures	115507	108144	113229	8693
7	On time Percentage	78.7%	73.3%	75.9%	67.7%

No.	IATA DELAY HEAD*	2013		2014		2015		Jan-16	
		Occurrences	Rate (%)	Occurrences	Rate (%)	Occurrences	Rate (%)	Occurrences	Rate (%)
1	Reactionary	22423	15.3%	27672	18.8%	25142	16.8%	2940	22.9%
2	Weather	874	0.6%	1029	0.7%	888	0.6%	212	1.7%
3	Miscellaneous	323	0.2%	292	0.2%	221	0.1%	20	0.2%
4	Airport and Govt Authorities	1584	1.1%	1569	1.1%	1523	1.0%	225	1.8%
5	Technical	1667	1.1%	1972	1.3%	2142	1.4%	189	1.5%
6	Flight Operations and Crewing	995	0.7%	2061	1.4%	1929	1.3%	189	1.5%
7	Air Traffic Flow Management	1713	1.2%	2751	1.9%	2389	1.6%	198	1.5%
8	Passenger and Baggage Handling	703	0.5%	890	0.6%	864	0.6%	106	0.8%
9	Aircraft & Ramp Handling	582	0.4%	722	0.5%	683	0.5%	56	0.4%
10	Damage to Aircraft	102	0.1%	111	0.1%	84	0.1%	0	0.0%
11	EDP Equipment failure	122	0.1%	215	0.1%	114	0.1%	5	0.0%
12	Cargo & Mail Handling	31	0.0%	26	0.0%	14	0.0%	1	0.0%
13	AI Specific Delays	100	0.1%	45	0.0%	40	0.0%	3	0.0%
TOTAL		31219	21.3%	39355	26.7%	36033	24.1%	4144	32.3%

* In case of multiple reasons to a delay in a flight, major delay reason by time has been considered.

$Rate(\%) = (Occurrences / Total Operated) * 100$