

**GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
LOK SABHA  
STARRED QUESTION NO. : 42  
(To be answered on the 25<sup>th</sup> July 2024)**

**DELAYS IN FLIGHT SERVICES**

**\*42. SHRI KODIKUNNIL SURESH**

**Will the Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**be pleased to state:-**

**(a) whether the Government is aware of delays and cancellations of Air India flights in domestic and Gulf sector that has caused heavy monetary losses and loss of employment to many passengers who were unable to report to their offices on time and if so, the details thereof, airport-wise along with the reasons therefor;**

**(b) whether the Government intends to address/resolve the issue by holding discussions with Air India Limited and if so, the details thereof; and**

**(c) whether the Government has taken any other corrective steps to address such situations and provide relief to air passengers and if so, the details thereof?**

**ANSWER**

**Minister of CIVIL AVIATION**

**नागर विमानन मंत्री**

**(Shri Kinjarapu Rammohan Naidu)**

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**(a) to (c): A statement is laid on the Table of the House.**

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**STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (C) IN RESPECT OF LOK SABHA STARRED QUESTION NO. 42 FOR REPLY ON 25.07.2024 REGARDING DELAYS IN FLIGHT SERVICES ASKED BY SHRI KODIKUNNIL SURESH.**

**(a) to (c) : Scheduled airlines, including Air India, operate their flights as per the schedules approved by Directorate General of Civil Aviation (DGCA). Flights are cancelled/delayed due to various reasons, inter alia, weather, technical, operational issues.**

**Air India had a schedule of 19253 flights from six metros (domestic sectors) namely, Delhi, Mumbai, Kolkata, Chennai, Hyderabad and Bengaluru during the period April 2024 to June 2024. Out of this, 0.2% flights were cancelled and 4.5% flights were delayed (flights delayed more than 60 minutes). Air India had a schedule of 1600 flights from India to Gulf during the period 01st April 2024 to 30th June 2024 out of which around 2% flights were cancelled and 4.6% flights were delayed (flights delayed more than 60 minutes).**

**In order to ensure appropriate protection of air travellers in case of flight disruptions, cancellations and delays without due notice to the passengers booked on the flight, DGCA has issued Civil Aviation Requirement (CAR) Section 3, Series M, Part - IV on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays flights".**

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