

**GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
LOK SABHA
UNSTARRED QUESTION NO. : 622
(To be answered on the 25th July 2024)**

CANCELLATIONS OF FLIGHTS AT KERALA AIRPORTS

622. SHRI V K SREEKANDAN

Will the Minister of CIVIL AVIATION

नागर विमानन मंत्री

be pleased to state:-

- (a) whether it is a fact that flight cancellations by Air India Express continued to affect passengers with the airline cancelling flights to and from the four international airports in Kerala and if so, the details thereof;
- (b) whether it is also true that although the employees have called off their strike, the flight disruption continued and if so, the details thereof;
- (c) whether it is also true that Kerala was the most affected State due to flight cancellations as the airline is the largest player in the State's international sector and if so, the details thereof; and
- (d) the steps taken to ensure uninterrupted flight services from and to Kerala?

ANSWER

Minister of State in the Ministry of CIVIL AVIATION

नागर विमानन मंत्रालय में राज्य मंत्री

(Shri Murlidhar Mohol)

(a) : The operations of Air India Express were disrupted during April - June 2024 leading to the cancellation of multiple flights across India, including airports of Kerala, due to technical issues with the aircraft, considerable number of cabin crew reporting sick and migration to new Cabin crew Rostering software.

In order to address the issue of inconvenience to the affected passengers due to cancellation of flight, Directorate General of Civil Aviation (DGCA) has issued Civil Aviation Requirements (CAR) titled "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights" which lays down that , in case of cancellation, the airline shall either provide alternate flight or provide compensation in addition to the full refund of air ticket. The airline shall also provide meals and refreshments to the passengers who have already reported for their original flight at the airport while waiting for the alternate flight.

(b) : The airline has informed that all the employees have reported to work.

However, some flight disruptions continued due to software glitch in migration to new Cabin crew Rostering software .

(c) : During the period April to June 2024, Air India Express had a schedule of 5618 flights from Kerala to the Gulf and vice-versa, out of which 245 flights were cancelled which is 4.36 % of the published schedule.

(d) : The airlines have been advised by DGCA to minimise the disruption of flights to/from Kerala by revising the schedule and operating with standby aircraft and recruiting the crew staff as per the requirement.
