

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:5054

ANSWERED ON:27.04.2000

OFF LOADING OF PASSENGERS FROM LONDON FLIGHT TO IGIA .

ABDUL HAMID;M.V.CHANDRASHEKHARA MURTHY;RAGHUNANDAN LAL BHATIA;RAMESH CHAND TOMAR;RASHID ALVI

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether about 150 passengers were offloaded from Air India flight to London at Indira Gandhi International Airport (IGIA) on February 28, 2000;
- (b) if so, the reasons therefor;
- (c) the place from where these passengers confirmed their booking of journey;
- (d) whether there is any provision to cancel the booking through agents;
- (e) if so, details thereof;
- (f) whether compensation has been paid to the offloaded passengers as penalty; (g) if so, the details thereof; and (h) the steps taken to improve the Air India service?

**Answer**

THE MINISTER OF CIVIL AVIATION

(SHRI SHARAD YADAV)

(a) and (b): Yes, Sir. 185 passengers were off-loaded at IGIAirport on Air India flight to New York via Delhi. These passengers were offloaded due to overbookings.

(c): Local Air India offices wherever applicable and the space control section of Air India Headquarters.

(d) and (e): Bookings are accepted by Air India through various sources including travel agents and Computerised Reservation System. Onlybookings which appear to be fictitious are cancelled by Air India to enable the seats to be recycled for genuine demand. Scanning of flights to weed out fictitious bookings is done by space management section as well as by local Air India Offices.

(f) and (g): However, the passengers were provided lodging and boarding at Air India`s cost. Provision to make STD/ISD/Locaballs were made as per the laid down procedures. Transportation was provided to passengers wishing to go to their residences.

(h): The steps taken to improve the Air India service are

- (i) Improvement in inflight service;
- (ii) Marketing initiatives to increase loads and yields;
- (iii) Focus on route profitability and preference to higher yield stations in allocation of passengers/cargo capacity;
- (iv) Implementation of more vigorous space management techniques to maximise capacity utilisation and revenues; and
- (v) emphasis on total schedule integrity and high on-time performance.