

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1292

ANSWERED ON:31.07.2000

DELAY OF FLIGHTS OF INDIAN AIRLINES AIR INDIA

BHAWANA GAWALI (PATIL);CHANDRAKANT BHAURAO KHAIRE;VSM (RETD.) COL. CHOUDHARY

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

- (a) whether several flights of Indian Airlines and Air India have been delayed and cancelled either on technical reasons or on refusal of Pilots during the last three years;
- (b) if so, the details thereof separately Airlines and year-wise and losses suffered as a result thereof;
- (c) whether the Government propose to take some remedial measures to avoid such situation in future to save valued passengers from inconvenience and harrassment;
- (d) whether the Government propose to take any action against staff responsible for such situation;
- (e) if so, whether the Government propose to pay compensation to Air Passengers for the period of delay;
- (f) if so, the details thereof; and (g) if not, the reasons therefor?

**Answer**

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a) and (b) : While there has been no flight of Indian Airlines delayed due to refusal of pilots, there have been a few flights of Air India which have been delayed/cancelled due to irreponsible acts of some pilots to fly the planes during the last three years. Besides, some flights of AI and IA were delayed due to technial reasons.

(c), (d), (e), (f) and (g) : All flight delays are investigated to pinpoint cause and corrective action is taken wherever necessary. Wherever staff held accountable for delays, necessary action is taken against erring staff. The remedial action taken at stations when there are delays, to try and cut down on the scheduled ground time. Additionally, passengers` requirements such as refreshment, food, hotel accommodation and transportation, if necessary, are provided. Further if alternate flights are available before the delayed departure, the same are offered to the passengers. Personal messages of the passengers are sent to their destination using Indian Airlines communication channels. In addition at certain foreign stations, denied Boarding compensation is also offered to delayed flight pasengers.