

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:2457  
ANSWERED ON:30.08.2007  
PUNCTUALITY OF AI FLIGHTS  
Charenamei Shri Mani

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

- (a) the details of cancellation and delay of Air India (AI) flights, sector-wise with date and hours of delay from January 1, 2007 to July 31, 2007;
- (b) the measures taken to maintain punctuality and stop cancellation of AI flights in future;
- (c) whether passengers flying abroad on Frequent Flyer Scheme are not entitled to get more than one night hotel stay when their flights are cancelled;
- (d) if so, the facts and the reaction thereto; and
- (e) the measures taken/proposed to be taken by the Government in this regard?

**Answer**

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

- (a): The information is being collected.
- (b): The measures taken by Air India to maintain punctuality and reduce cancellation of Air India flights are
  - (i) a Delay Committee meets every day to discuss reasons for delays and provide corrective measures to all operational agencies;
  - (ii) a team of senior level executives work round-the-clock to take care of last minute disruptions of AI flights;
  - (iii) Air India is in the process of evaluating an IT system to enhance punctuality levels;
  - (iv) Air India is in the process of acquiring new aircraft in order to improve the on-time performance; and
  - (v) Airport Managers at all stations have been advised to ensure that all staff under their jurisdiction follow proper flight handling procedures and to adhere to the laid down norms.
- (c), (d) and (e): Passengers flying abroad on Frequent Flyer Scheme are normally not entitled to get more than one night hotel stay, when their flights are cancelled, as all efforts are made to re-book passengers to their destination on alternate flights either on Air India or other Carriers.