

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2000
ANSWERED ON:29.11.2007
DELAY/ CANCELLATIONS OF AI FLIGHTS
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether some flights of Air India International and domestic routes have continuously been delayed/cancelled;
- (b) if so, the reasons alongwith the details of the incidents of delayed/cancelled flights during the last three months till date;
- (c) whether the passengers are facing all sorts of hardships due to delay/cancellation of flights;
- (d) if so, the details and the reasons therefor; and
- (e) the steps being taken by the Government to check the reoccurrence of such incidents in future?

Answer

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

- (a): While there have been some delays/cancellation of flights on the entire domestic and international network of Air India, no specific flight has faced continuous delay/cancellation.
- (b): The delays/cancellations have taken place mainly due to technical and commercial reasons, duty time limitation of the crew, bad weather, consequential delays etc.
- (c), (d) and (e): National Aviation Company of India Limited (NACIL) has Customer Service Counters at all major airports in the country to assist/facilitate passengers, including the passengers on delayed/cancelled flight. In order to minimize the inconvenience to the passengers on cancelled/delayed flights, the following facilities are extended by the Airline:
 - (i) Alternate arrangement to travel to their destination either by air or alternate mode of transport;
 - (ii) Involuntary re-routing through circuitous/long route;
 - (iii) Assistance in making onward/return alternate reservations;
 - (iv) Liaison with other Airlines if the passengers are holding onward reservations with them;
 - (v) Short stay in Hotel and 24 hours hotel accommodation in case of cancellation of flights;
 - (vi) Full refund of ticket if desired by the passengers;
 - (vii) Sending message to stations of destinations using Airlines own network/communication channels; and
 - (viii) in case, the passenger wants to go back to their residence/hotel, transport is provided and where necessary, conveyance charges are reimbursed.