

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:530
ANSWERED ON:25.02.2010
INFORMATION SYSTEM OF AIRLINES
Deka Shri Ramen;Jindal Shri Naveen

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government is aware that information system of airlines in the country is not satisfactory;
- (b) if so, the details thereof alongwith the reasons therefor;
- (c) whether any fool-proof and reliable mechanism has been evolved to accurately inform passengers of their flight cancellations/postponements by telephone/mobile during conditions of extreme fog thereby saving them from grave inconvenience;
- (d) if not, the reasons therefor;
- (e) whether the airlines have been instructed to make satisfactory administrative arrangements for passengers in the event of inescapable cancellations/postponements of their flights; and
- (f) if so, the details thereof?

Answer

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

(a) to (d):- Scheduled domestic airlines have dedicated call centres who provide updated information to passengers on delays/cancellation of flights. Further, airlines also provide information on delays/ cancellation/rescheduling of flights through SMS. Some of the airlines are using auto dialer system wherein passengers contact numbers are fed in the system and pre-recorded messages are received in case of delays/cancellations.

(e) and (f):- Directorate General of Civil Aviation (DGCA) has issued guidelines for aircraft operations during low visibility conditions, whereby airlines have been instructed to observe the following:

Augment their ground staff and position them at the airport with proper briefing for handling various passenger facilitation processes in coordination with the other airport agencies.

Inform the passengers of the delay/rescheduling/ cancellation of their flights in advance through mobile/SMS/other communication mean to avoid congestion at the airport.

Provide facilitation in terms of tea/water/snacks to the passenger of their delayed flights.