

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

STARRED QUESTION NO:236
ANSWERED ON:25.11.2010
DELAYED FLIGHTS
Saroj Smt. Sushila;Upadhyay Seema

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether with the operationalisation of T-3 terminal at Indira Gandhi International Airport (IGIA), Delhi the passengers are facing inconvenience and the flights have been delayed considerably;
- (b) if so, the reaction of the Government thereon;
- (c) whether several flights of National Aviation Company of India Limited (NACIL) got delayed at various airports in the recent past;
- (d) if so, the details thereof;
- (e) whether any compensation is paid to the passengers on account of delayed flights;
- (f) if so, the details thereof; and
- (g) the steps taken to ensure punctuality of flights operated by NACIL?

Answer

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

(a),(b),(c),(d),(e),(f)&(g): A Statement is laid on the Table of the House.

STATEMENT IN REPLY TO PARTS (a),(b),(c),(d),(e),(f)&(g) OF THE LOK SABHA STARRED () QUESTION NO.236 FOR 25.11.2010 REGARDING DELAYED FLIGHTS.

(a) With the operationalisation of T3 for international flight operations w.e.f. 28th July, 2010, some delays attributable to T3 have occurred due to shifting of an activity on a very large scale. The domestic operations of private airlines (barring the 3 low cost carriers viz. Spice Jet, Indigo, Go Air) have been shifted to T3 w.e.f. 14th November, 2010. Along with other private airlines, Air India which shifted its domestic operations of 11 flights to T3 w.e.f. 31st October, 2010 and the remaining domestic flights with effect from 11-11-2010 have faced delays on certain flights.

(b) The position has been closely monitored from time to time and suggested counter measures to remedy the situation to avoid any inconvenience to the passengers.

(c)&(d) The details of the percentage of flights of NACIL operated AI, IC & CD Code got delayed for the last three months are 35%, 30% & 46% for AI Code and 20.4%, 13.6% and 17.9% for IC & CD Code.

(e) & (f) As per the Civil Aviation Requirements issued under Section 3, Series M Part IV, the airlines are to provide facilities as such (a) meals and refreshments in relation to waiting time, and (b) hotel accommodation when necessary (including transfers) for delay beyond 2 hours or more, etc.

(g) NACIL has taken the following remedial steps to maintain `On-Time Performance` like Monitoring and ensuring of timely closures of check-in counters, monitoring and ensuring timely reporting of Crew, Deployment of adequate manpower and equipments to ensure timely departure, liaison with various airport agencies to facilitate on time departures of flight, efforts are made to reduce the turn-around time of delayed flights and all operating departments are sensitized from time to time regarding maintaining of `On Time Performance`.