

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3495
ANSWERED ON:24.08.2011
OUTSOURCING OF WORK BY AI
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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether `Indigo` a private airline company is operating call centres and ticket reservation of Air India for years;
- (b) if so, the details thereof, location-wise;
- (c) whether all seats of Indigo airline remain fully occupied whereas seats in Air India aeroplanes running on the same route remain unoccupied; and
- (d) if so, the reasons for outsourcing the work to call centres instead of managing this affair by Air India itself?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

- (a): No, Madam.
- (b): Does not arise.
- (c): The passenger load factor of Indigo airline and Air India (domestic) during 2010-11 is 83.6% and 70.6% respectively. It is to be noted that Indigo airline is a Low Cost Carrier whereas Air India is full service provider.
- (d): Air India has decided to provide call centre services to both the domestic and international market to utilize their own staff for more important operational tasks while outsourcing these routine tasks.