

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3621
ANSWERED ON:24.08.2011
DIVERSION OF AEROPLANCE ROUTES
Meghwal Shri Arjun Ram

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details and number of aeroplanes whose routes were diverted due to bad weather in the month of May and June,2011;
- (b) the details of the kind of facility made available to passengers on such diversion of routes;
- (c) whether the Government has taken any action on complaints received from passengers on such route diversion;
- (d) if so, the details thereof;
- (e) whether the Government has taken any action on these complaints; and
- (f) if so, the details thereof and if not, the reasons for not taking any action in this regard?

Answer

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

(a): 174 flights were diverted due to bad weather during May and June, 2011.

(b): Whenever diversions take place due to bad weather, Airports Authority of India (AAI) extends the airport watch to accommodate the diverted flights. In addition, passenger amenities like seating, drinking water etc. are also augmented in conjunction with the airlines on need basis. Directorate General of Civil Aviation (DGCA) has also issued Guidelines to be followed by various agencies with regard to facilitation and timely information to be given by airlines to its passengers.

The guidelines contain the following directions for Airlines:

(I) Airlines shall 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.

(II) The Airlines, particularly Low Cost Careers (LCC) shall provide facilitation in terms of tea/water/ snacks to the passengers of delayed flights. At IGI Airport, Delhi, the coupon scheme extended by the airport operator are availed by airlines for the passenger facilitation purpose.

(c): AAI has not received any complaint from passengers regarding route diversion.

(d), (e) & (f): Not applicable in view of above.