GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3635
ANSWERED ON:24.08.2011
SYSTEM FAILURE AT IGI AIRPORT
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether incidents of system/computer failure at IGI Airport, New Delhi have been reported causing inconvenience to the passengers in the recent past;

(b) if so, the details thereof and the reasons therefor, incident-wise;

(c) the details of the flights cancelled as a result thereof;

(d) whether the passengers were informed in advance about the likely delay in flights;

(e) if not, the reasons therefor; and

(f) the steps taken/being taken by the Government to prevent the recurrence of such incidents in future?

Answer

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

(a)&(b): There was an incident of failure of check-in system on 29th June, 2011 at Indira Gandhi International(IGI) Airport, Delhi, wherein some of the check-in counters were not functioning. However, check-in system of major carriers such as Air India, Jet Airways and Kingfisher Airlines etc. were functioning manually thereby reducing passenger inconvenience.

(c): No flights were cancelled on account of failure of Check-in system on 29th June,2011.

(d)&(e): Do not arise.

(f): Airport Operator alongwith WIPRO and Aeronautical Radio, Incorporated (ARINC) team had taken following measures to prevent such incident in future: (i) Re-configured 2 servers in a high availabillity mode and installed a new 3rd server as a cold standby to support Restoration Timelines upto 15 minutes;(ii) Crisis Management Team formed comprising of Sr. Management of ARINC, WIPRO Information Technology and Delhi International Airport Private Limited (DIAL) Information Technology; (iii) Conducted health and sanity check on all system; (iv)Security tightening of infrastructure access to servers (example: passwords); (v) Protected evidence from Closed Circuit Television (CCTV) and access control;(vi)Completed WIPRO technical analysis and investigation on local infrastructure and incident; (vii)Completed ARINC technical analysis and investigation on remote access, logs, script files.