

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1282  
ANSWERED ON:17.08.2012  
FINE SLAPPED ON AIR INDIA  
McLeod Smt. Ingrid

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether a fine has reportedly been slapped by US authorities on Air India for failing to post customer service and tarmac delay contingency plans on its website;
- (b) if so, the details thereof; and
- (c) the action taken/proposed to be taken by the Government in the matter?

**Answer**

MINISTER OF CIVIL AVIATION ( SHRI AJIT SINGH )

(a) and (b): Yes, Madam. A fine of USD 80,000 was imposed on Air India failing to post customer service and tarmac delay contingency plans on its website. An amount of USD 40,000 has been deposited as fine and the balance of USD 40,000 will be waived-off in case Air India does not violate in the next 12 months.

(c): Necessary corrective measures have been taken to prevent such incidence in future. A prominent link 'Optional Fees' on the home page of Air India's website has been provided as part of compliance in order to prevent any further imposition of fine. The information uploaded is constantly monitored and updated by Air India.