

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1303
ANSWERED ON:17.08.2012
DECLINE IN AIR INDIA CUSTOMER SERVICES
Agarwal Shri Rajendra;Mishra Shri Mahabal

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India operated a number of flights with less than one-fourth of its seats occupied during the previous and the current year;
- (b) if so, the details thereof along with the reasons therefor;
- (c) whether any steps were taken to rearrange the flight schedules, raise passenger capacity, lower fares and maintain competitiveness with private airlines;
- (d) if so, the details and the outcome thereof;
- (e) whether there has been a decline in customer services of Air India;
- (f) if so, the details thereof along with the complaints received by the Government, if any, in this regard; and
- (g) the steps taken by the Government to improve the services of Air India to prevent switchover of passengers to private airlines?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

- (a): No, Madam.
- (b): Does not arise.
- (c), (d) and (g): Some of the steps taken by Air India to attract the passengers and improve its services are as under:-
 - (i) induction of brand new aircraft on several domestic & international routes to increase passengers appeal;
 - (ii) All the major domestic and international routes are operated with newly acquired aircrafts.
 - (iii) The timings of international services have been rationalized.
 - (iv) Multiple daily services are offered on all major domestic routes.
 - (v) Non-stop services have been introduced on various India-USA routes.
 - (vi) Hub & spoke services at Delhi and Mumbai for passengers originating at other metro cities.
- (e): No, Madam.
- (f): Does not arise.