

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4410
ANSWERED ON:07.09.2012
STRANDED PASSENGERS ON HYDERABAD FLIGHT
Venugopal Shri P.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether a large number of passengers heading for Hyderabad were left stranded inside their aircraft at the Indira Gandhi International (IGI) Airport for over three hours recently;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Government has received complaints in this regard;
- (d) if so, the details thereof;
- (e) whether any enquiry has been conducted in this regard;and
- (f) if so, the outcome thereof along with the steps taken by the Government to check recurrence of such incident?

Answer

MINISTER OF CIVIL AVIATION (SHRI AJIT SINGH)

(a) and (b): Yes, Madam. On 16th August 2012, AI-126 Delhi-Hyderabad flight was delayed due to technical reasons as informed by the pilot to ATC tower.

(c) to (f): Carriage by air is a contractual matter between the passenger and carrier. The complaints are filed with the airlines by the passenger. However, some passengers choose to take up the matter with Directorate General of Civil Aviation (DGCA) also for redressal. Such complaints are taken up with the concerned airlines for redressal. DGCA has not received any complaints in the matter.