

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:96

ANSWERED ON:05.12.2013

CANCELLATION OF FLIGHTS TO MIDDLE EAST

Shanavas Shri M. I.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India is constantly putting travellers to Middle East destinations in crisis by delaying and cancelling flights;
- (b) if so, the details thereof;
- (c) whether the Government has received any complaints from passengers or representative bodies such as passenger associations in this regard;and
- (d) if so, the details thereof and the action taken/proposed to be taken thereon?

Answer

Minister of State in the Ministry of CIVIL AVIATION (SHRI K. C. VENUGOPAL)

(a) and (b): No, Madam. Air India's Subsidiary Air India Express mainly operates middle east destinations, though AI also operates on same routes. Generally flights are operated as per schedule. However, at times the flights are delayed due to technical, operational, commercial, weather and miscellaneous reasons which are beyond the control of the airlines. The schedule integrity of Air India Express is at present 99.7%

(c) and (d) The complaints received by the Government are forwarded to Air India for necessary action. To handle complaints from individual passengers as well as different associations, there is a well defined Complaint Handling Procedure in Air India and every effort is made to address the complaint promptly. In case of cancellation of flights, the concerned passengers are given option viz. to travel on other Air India flights or on other airlines, subject to seat availability/ full refund of fare/ free rescheduling on Air India flights.