

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3700
ANSWERED ON:13.02.2014
FLIGHTS DELAYED DUE TO FOG
Sugumar Shri K.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India passengers had to wait recently for 13 hours without food as the flight was delayed due to fog if so, the details thereof;
- (b) whether it is true that the Air India has not been taking care of the passengers during such delays caused due to fog every year and if so, the details thereof;
- (c) whether the Government has asked the Air India and other Airlines to take care of the passengers stranded due to fog during winter; and
- (d) if so, the details thereof?

Answer

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

(a) and (b): No, Madam. Air India has been providing food, hotel accommodation, transport etc. to its customers when flight gets delayed, especially during the fog.

(c) and (d): There is a Standard Operating Procedure (SOP) for the fog contingency in place and all such stations are properly briefed on that. Directorate General of Civil Aviation (DGCA) has also issued instructions vide AIC No. 11 of 2009 on the subject. Further, DGCA held a meeting with all stakeholders on 07.01.2014 and gave following direction for compliance of airlines:-

- Airlines must take adequate care of providing basic amenities of water and refreshment to passengers if the flights are delayed.
- All stakeholders should have better communication procedure so that level of interaction with passengers increases during the fog and they are aware of flight delays.
- One representative each from DGCA and IMD will be positioned at AOCC, DIAL who will interact with airlines, AAI and DIAL. DIAL will organise conference on daily basis wherein fog forecast for the day and next day will be provided by IMD.