

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1584

ANSWERED ON:30.11.2011

ACCESS TO INFORMATION ABOUT CANCELLATION DELAY

Pakkirappa Shri S.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the mechanism in place at airports to provide passengers information/relief when their flights are delayed or cancelled;
- (b) whether the passengers are turned away at airports without giving proper information when flights are cancelled or disrupted;
- (c) if so, whether there has been a demand that passengers at airports be given access to airlines directly rather than through the call centres; .
- (d) if so, the details thereof; and
- (e) the steps taken/proposed to be taken in this regard?

Answer

MINISTER OF OVERSEAS INDIAN AFFAIRS & MINISTER OF CIVIL AVIATION (SHRI VAYALAR RAVI)

(a) to (e) Regular announcements are made regarding delay or cancellation of flights and Flight Information Display System are also kept updated accordingly. Passengers of such flight are never denied entry inside the Terminal Building and Airlines staff is always available there to provide proper information and assistance to the passenger. Restaurant and `snack bar are available and in case of prolonged delay, airlines provide meals and accommodation to the passengers.