

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:5478

ANSWERED ON:27.04.2015

AIR ROUTES

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**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) the details of new domestic air routes launched by the public and private airlines including Air India during the last three years;
- (b) whether all the main cities of the country have been connected with air services and if so, the details thereof and if not, the reasons therefor;
- (c) whether the private airlines have taken over certain domestic and international routes operated by Air India;
- (d) if so, the revenue loss to Air India as a result thereof and the steps taken by Air India to recapture these routes; and
- (e) whether any review has been undertaken to know the feedback of air passengers about the services provided by Air India and if so, the details thereof?

**Answer**

Minister of State in the Ministry of CIVIL AVIATION (Dr Mahesh Sharma)

(a) With regard to domestic air transportation, Government has laid down Route Dispersal Guidelines with a view to achieve better regulation of air transport services of different regions of the country. It is, however, up to the airlines to provide air services to specific places depending upon the traffic demand and commercial viability. As such the airlines are free to operate anywhere in the country subject to compliance of Route Dispersal Guidelines (RDGs) issued by the Government. As per prevailing regulation compliance of RDG is required to be submitted by the airlines to Directorate General of Civil Aviation (DGCA). As such compliance status of RDG is maintained by DGCA and data pertaining to introduction of new domestic air routes by scheduled domestic airlines are not maintained separately.

(b) At present, scheduled domestic air transport services are available to/from 76 airports in the country. State wise Air connectivity as per approved summer schedule 2015 is at annexure I.

(c)& (d) Air India continuously monitors the Market developments, performance of its flights and carries out studies with an objective to introduce new routes/withdraw from certain routes or increase / decrease frequency on existing routes.

Following domestic / international links have been withdrawn by Air India from the year 2012 under route rationalization / route restructuring exercise.

Domestic routes (i) Kolkata-Bhubaneswar & w in the year 2012 (ii) Chennai- Vizag-Bhubaneswar-Chennai in the year 2012

(iii) Delhi-Gwalior & w in the year 2013 (iv)Kolkata-Imphal & w in the year 2013 and (v) Chennai-Pune & w in the year 2014.

International Routes (i) Amritsar-Delhi-Toronto and w in May 2012 (ii) Amritsar- Sharjah-Amritsar & Lucknow -Sharjah-Lueknow from April 2013 (The rationalization of routes was done with Air India Express) (hi) Flights to Dammam from Hyderabad, Mumbai and Thiruvananthapuram in the year 2012 (The passengers to Dammam are routed via Delhi Hub) and (iv) Flight on Delhi-Dhaka- Delhi route withdrawn with effect from February 2015.

Air India withdraw/restructure its flights/routes on the basis of continuous monitoring and analyzing the route economic strategic importance of such services to its network and determining the desirability or otherwise discontinuing the services after taking into account, the revenue contribution made by the subject services to its other services by way of feeder traffic.

(e) Air India has introduced on-board feedback forms way back as a means of collecting feedback regarding its services at Reservations, at Airport and On-board for collecting first hand feedback/perception of the travelling elite, passengers by rating its services on the basis of Excellent, Good, Average and Unsatisfactory with some free format to rate Air India on overall flight experience.

Later, a web based system was devised and implemented whereby passenger could access a pre-designed feedback form through its website for any suggestion/feedback. This is monitored at the Regional and Headquarters level and prompts are sent in case any feedback remains unanswered/ closed.

Subsequently, in December 2013, a proactive web-based feedback system was also devised. Under this system a brief questionnaire in the form of an e-mail is generated to the passenger after his journey, whose e-mail address is incorporated at the time of booking the tickets, requesting the passenger to rate their services on the various touch-points on a scale of 4 to 1. The system then collates and generates reports which is forwarded to the concerned departmental heads on a weekly basis.