

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:4254

ANSWERED ON:20.04.2015

FLIGHT DELAYS AND CANCELLATIONS .

Mahendran Shri C.;Sawaikar Shri Advocate Narendra Keshav;Sigrwal Shri Janardan Singh;Singh Shri Dushyant

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

- (a) whether a large number of flights of public and private airlines have been cancelled, re-scheduled, diverted and delayed during the last three years;
- (b) if so, the details of such flights during the period, airline-wise including Air India along with the reasons therefor and the losses incurred by airlines as a result thereof and the compensation paid to the passengers for flight delays and cancellations;
- (c) whether any flights of Air India have also delayed due to cabin crew failing the pre-flight medical tests during the said period and if so, the details thereof;
- (d) whether the Government has made it mandatory for the airlines to submit data on the number of cases of denied boarding, cancellations and delays on a monthly basis; and
- (e) if so, the details thereof and the measures taken or being taken by the Government to avoid flight delays and cancellations?

**Answer**

Minister of CIVIL AVIATION (Shri Ashok Gajapathi Raju Pusapati)

(a) & (b): Generally scheduled airlines operate their flights as approved. However, at times the flights are cancelled, rescheduled, diverted, delayed, due to technical, operational, commercial, weather and miscellaneous reasons which are beyond the control of the airlines. Airline wise details of flight cancellation during 2012, 2013 & 2014 are placed at Annexure-1, Annexure-2 & Annexure-3 respectively. Details of delays for various reasons for the year 2012 (April to December), 2013 & 2014 are placed at Annexure -4.

Details of passengers affected due to flight delays/cancellation and compensation paid to them in this regards for the year 2012, 2013 & 2014 are placed at Annexure -5. Data with regards to re-scheduling flight diversion and consequent losses of Airlines as a result thereof are not maintained by Directorate General of Civil Aviation (DGCA).

(c) : Yes, Madam. Details are at Annexure 6.

(d) and (e): Yes, Madam. DGCA has issued Civil Aviation Requirements (CAR), Section-3/ Air Transport, Series-M, Part-IV on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". Under the provision of the said CAR, airlines are required to submit data on number of cases of denied boarding, cancellations and delays along with the status on a monthly basis to DGCA.

Details of passengers affected due to denied boarding and compensation paid to them for the year 2012, 2013 & 2014 are at Annexure - 7

To avoid delays and cancellation during low visibility, following decisions have been taken by DGCA for compliance of airlines:

All airline to ensure that aircraft deployed to/from Delhi during low visibility conditions are CAT-III compliant and both the commander and co-pilot are also CAT-III trained.

Only CAT-III flight crew to operate the flights to/from Delhi in case whether predictions of CAT-III conditions are made by IMD. Failing to do so, such operations of the defaulting airline will be stopped to/ from Delhi during low visibility conditions.

Airlines must take adequate care of providing basic amenities of water and refreshment to passengers during such conditions if the flights are delayed.

All stakeholders should have better communications procedure so that level of interaction with passengers increases during the fog and they are aware of flights delays.

One representative each from DGCA and IMD will be positioned at AOCC, DIAL who will interact with airlines, AAI and DIAL. DIAL will organize conference on daily basis wherein fog forecast for the day and next day will be provided by IMD.

DGCA has also issued Aeronautical Information Circular (AIC) 11 of 2009 on `Guidelines for aircraft operations during low visibility conditions at IGI Airport, Delhi`

Further, in order to minimize the inconvenience to travelling passengers and to insure safety of operations during low visibility period, DGCA has issued (Annexure-8) issued instructions to airport operators and all Scheduled Domestic Airlines for immediate compliance.