

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3201
ANSWERED ON:17.12.2015
On the Spot Payment of Cash at Airports
Malyadri Shri Sriram

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Air India has introduced/proposes to introduce a scheme to upgrade passengers on the spot payment of cash at airports;
- (b) if so, the details thereof and the steps taken/being taken by the Government to make such schemes more flexible and attractive; and
- (c) the steps proposed to be taken/being taken by the Government to make Air India competitive with private airlines?

Answer

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

- (a) Air India has already introduced a scheme, to upgrade passengers on the basis of spot payment of cash at airports.
- (b) The scheme is called "Get Up Front" and is applicable for both domestic and international sectors. The upgrade at airport is subject to availability of seats and on First Come First Served Basis and also subject to the physical presence of a guest at the check-in counter. The scheme is being publicized through text cards at the Airports.
- (c) The following measures have been taken to make Air India competitive with private airlines:
 - i. Induction of brand new aircraft on several domestic & international routes to increase passenger appeal
 - ii. Phasing out & grounding of old fleet
 - iii. On Time Performance (OTP) is being monitored at the highest level within Air India on daily basis. A video conference is anchored by Integrated Operation Control Centre (IOCC) every day in which the representatives of operating departments from four regions participate to review the previous day's operation and evolve process improvement wherever possible.