

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1303
ANSWERED ON:03.03.2016
Arrival/Departure of Flights
Rao Shri Rayapati Sambasiva

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the efforts being made during the last three years to improve the arrival and departure of flights on time and the extent of success achieved therefrom;
- (b) whether any new mechanism has been adopted/proposed to be adopted by the Government to improve the situation;
- (c) if so, the details thereof; and
- (d) the measures taken by the Government during the aforesaid period to improve the passenger amenities at airports across the country?

Answer

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

(a) to (d): In order to mitigate flight delays, DGCA has issued Air Transport Circular 2 of 2013 "Procedure to be followed to mitigate flight delays". To ensure integrity of the flight schedule, procedure has been laid down in the the circular (Annexure-I). Further, in order to mitigate flight delays due to low visibility, a Technical Committee was set up by DGCA on 9.1.2014 to conduct study on low visibility operations at IGI Airport, Delhi. Based on the recommendations of the Committee, following decisions have been taken by DGCA for compliance by airlines:

- All airlines 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 weather 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 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. With the efforts of all concerned, there were less cancellations and diversion in the last winter session. With regard to Facilities/Courtesies to esteemed travelling public at airports, DGCA has issued Air Transport Circular 01 of 2014. In order to facilitate the passengers, particularly senior citizens, expectant mothers, passengers with disability, first time travellers, etc. all the stakeholder are required to ensure that the provision of automated buggies free of charge for all senior citizens, expectant mothers and disabled passengers in the terminal building to facilitate their access to boarding gates located facilitate their access to boarding gates located beyond reasonable walking distance at all airports having annual aircraft movements of 50,000 or more. Improvement in passenger amenities/facilities is a continuous process. At AAI managed Airports facilities are improved regularly to meet international standards and passenger satisfaction.

This has resulted in improvement in Airport Services Quality (ASQ) scores and Customer Satisfaction Index (CSI) at the airports.