

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4588
ANSWERED ON:11.08.2014
PENALTY ON AIR INDIA
Mohan Shri P. C.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the United States Department of Transportation has imposed any penalty on Air India for failing to post customer service and tarmac delay contingency plans on its website in the recent past;
- (b) if so, the details thereof along with the action taken against the officials responsible for this lapse and the corrective measures taken by Air India to prevent such incidents in future;
- (c) whether there is any proposal to frame any rules/guidelines for foreign airlines to post their flight details on their website; and
- (d) if so, the details and the present status thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Shri Siddeshwara)

- (a) and (b): Yes, Madam. A fine of USD 80,000 was imposed on Air India, for failing to post customer service and tarmac delay contingency plans on its website. An amount of USD 40,000 has been deposited as fine and the balance amount of USD 40,000 was waived off as per the applicable United State of America`s rules and regulations on account of no further violation during the next 12 months. As a corrective measures to prevent such incidence in future, a prominent link on the home page of Air India`s website has been provided as part of compliance and to prevent any further imposition of fine. The information uploaded is being constantly monitored and updated by Air India.;;
- (c) : No, Madam.;
- (d): Does not arise in view of (c) above.;