

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:148

ANSWERED ON:24.11.2014

FLIGHT DELAYS AND CANCELLATIONS

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Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details of flights of public and private airlines delayed, cancelled and re- scheduled during each of the last three years and the current year along with the reasons therefor, airline-wise;
- (b) the details of the complaints received by the Government in this regard during the said period along with the action taken thereon, airline-wise;
- (c) whether a large number of Air India's flights have been merged/cancelled due to poor passenger load in recent times and if so, the details thereof; and
- (d) the corrective steps taken or being taken by the Government to avoid flight delays and cancellations?

Answer

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

(a): The number of flights delayed pertaining to domestic airlines during 2012,2013 and 2014 (Up to October) is placed at Annexure-1, Annexure -2 and Annexure -3 respectively. The number of flights of Scheduled domestic airlines cancelled during 2012, 2013 and 2014 (up to October) is placed at Annexure-4, Annexure-5 and Annexure-6 respectively. Generally Scheduled airlines operate their flights as per approved Summer/Winter Schedule.. However, at times the flights are delayed/ cancelled due to technical, operational, commercial, weather and miscellaneous reasons which are beyond the control of the airlines.

(b) Monthly complaint data received from airlines are being analyzed on a continuous basis and taken up with concerned airlines for redressal.As a part of continued effort for improvement, Directorate General of Civil Aviation (DGCA) has issued Air Transport Circular 01 of 2014 on ` Facilities / Courtesies to esteemed traveling public at airports.

(c) There were nil combinations/cancellations of Air India Flights due to poor passenger load for the period from 1st to 31st Oct 2014.

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

i) All airlines will have 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.

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

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

iv) 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.

v) One representative each from DGCA and IMD will be positioned at Airport Operation Control Centre (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.

All these decisions have been implemented with immediate effect.