

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL):
(a) and (b) Out of 156 flights per week operated by Air India Express, 108 flights are operated to/from the Gulf sector.

(c) The total revenue earned from the passenger/cargo flights by Air India Express during the financial year 2009-10 was Rs.1710 crores and for the first quarter of 2010-11 (estimated) is Rs.461.6 crores.

Cancellation of Air India flight in the Kerala-Gulf sector

10. DR. T.N. SEEMA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Air India/Air India Express has cancelled many of its scheduled flights to the Gulf Sector in the last three months;

(b) if so, the number of flights cancelled and the reasons therefor; and

(c) whether there is any plan to reduce the number of flights scheduled in the Kerala-Gulf sector in the coming months?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL):
(a) and (b) Air India/Air India Express has after rationalization reduce 22 flights per week after 20th September, 2010 on the Kerala-Gulf route since it was not economically viable to operate these flights due to the traditional lean season and the minimal bookings.

(c) No, Sir.

Help to the passengers of delayed/cancelled flights

11. SHRI SYED AZEEZ PASHA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether there has been a consistent demand from the Forum on Social and Human Rights that passengers at airports be given access to airlines directly rather than through the call centres;

(b) whether it is a fact that passengers are turned away at airports without any explanations when flights are cancelled or disrupted;

(c) whether Government has any machinery in place at airports to help passengers get information and relief from airlines when their flights are delayed or cancelled; and