

(e) the action proposed to be taken against the officials responsible for this fault?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL) : (a) In the month of October, 2010 Delhi-Bhubaneswar flight operated by Air India was delayed on 10 occasions by less than 30 minutes.

(b) to (e) The flight IC-877 of November, 02, 2010 was delayed by 4hrs. 5 minutes due to non-availability of cabin crew, shortage of staff and consequential reasons. The Chief Minister of Orissa was travelling on this flight and his protocol officer was constantly updated about the delay and status of departure of the flight. The Company is being advised to recruit necessary staff and to avoid such delays in future.

Punctuality of flights at metro airports

1401. SHRIMATI VASANTHI STANLEY : Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that there are huge delays both in departure and arrivals at major metro airports across the country;

(b) if so, what is the major cause for these delays;

(c) whether it is also a fact that private operators are the major defaulters for these delays;

(d) whether there is no proper coordination between the airlines officials and the passengers causing undue hardships to passengers; and

(e) what steps are being taken to control this mess at airports for smooth travel in flights?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) and (b) No, Sir. Scheduled airlines generally operate the flights as per approved slots. However, flight delays and congestion occur primarily due to bad weather watch hour restrictions, technical reasons, mandatory security checks, etc. These factors are beyond the control of the airlines. Sometimes airlines are also not able to adhere to the approved slots due to operational/commercial reasons.

(c) No, Sir.

(d) and (e) In order to mitigate delays and to ensure adherence to the approved slots by schedule airlines, necessary instructions have been issued by Directorate General of Civil Aviation

(DGCA) vide Air Transport Circular No. 10/2009 for compliance by airlines, Air Traffic Control Units and airport operators. As a result, the On-Time-Performance (OTP) of all airlines, in general, has improved significantly.

Airport Co-ordination Committee (ACC) has also been constituted at some of the metro airports with a view to ensure the smooth and efficient operation of the airport and to facilitate interaction and co-ordination between the Airport Operator and other concerned agencies.

In addition, scheduled domestic airlines have dedicated call centres who provide updated information to passengers on delays/cancellation of flights. Some airline are using auto dialer system wherein passengers contract numbers are fed in the system and pre-recorder messages are received in case of delays/cancellations. Furthermore, good facilities are available at all metro airports such as seating chairs in all areas of the Terminal, availability of food and beverages, airline lounges, flight information displays and announcements, rest rooms, passenger-friendly help-desks.

Losses incurred by Airports in Tamil Nadu

1402. SHRIMATI JAYANTHI NATARAJAN : Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that the airports at Madurai, Salem, Tiruchirapalli, Tuticorin and Vellore in the State of Tamil Nadu are consistently incurring losses;

(b) if so, the details thereof and the reasons for such losses; and

(c) what remedial measures including privatization, Government proposes to take to make these airports viable and profitable?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL) : (a) Yes, Sir.

(b) Due to low volume of flights these airports are making losses. The Profitability Statement for last three years is given in the Statement (*See below*).

(c) Airports Authority of India (AAI) has been making efforts with the various airlines to have more flights to these airports and to earn more non-aeronautical revenue.