

- (a) whether Government proposes to build new airports particularly in Uttar Pradesh State;
- (b) if so, the details thereof, as on date; and
- (c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI K.C. VENUGOPAL): (a) to (c) Yes, Sir. Government of India has granted 'in principle' approval in 2011 to Government of Uttar Pradesh for setting up of a Greenfield airport at Kushinagar in Uttar Pradesh. Necessary action for the project development, including land acquisition, availability of mandatory clearances, financial closure, etc., is to be taken up by the Government of UP. The State Government has informed that they have issued Request for Qualification (RFQ) for the implementation of the project.

Losses due to delays in Air India flight schedules

1878. SHRI NARESH AGRAWAL: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether there have been complaints of regular delays in Air India flight schedules;
- (b) the estimated loss to Air India from flight delays;
- (c) whether Air India has taken any steps to address the issue and improve service quality;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI K.C. VENUGOPAL): (a) Generally flights are operated as per schedule. However, at times the flights are delayed due to technical, operational, commercial, weather and miscellaneous reasons which are beyond the control of the airlines.

- (b) The estimated loss to Air India as a result of delays to its flights during the last three years is as under:

2009-10	Rs. 13.44 crores
---------	------------------

2010-11 Rs. 15.75 crores

2011-12 Rs. 19.48 crores

(c) to (e) Air India takes continuous measures to improve performance of its operations. As regards network and schedules following actions have been taken by AI:

1. Multiple daily services with uniform timings are offered on all major domestic routes providing convenient same day return facility.
2. The timings of international services have been rationalized.
3. Conveniently scheduled non-stop services have been introduced on India-N America routes;.
4. All the major domestic and international routes are operated with newly acquired aircrafts.
5. The aircraft on AI's fleet are also standardized in term of in-flight comforts and facilities.
6. In order to handle complaints, there is a well defined Complaint Handling Procedure put in the airlines and every effort is made to take the complaint to its logical conclusion at the earliest. In case of cancellation of flights, the concerned passengers are given option viz. to travel on other Air India flights or on other airlines, subject to seat availability/full refund of fare/free rescheduling on Air India flights.

Perishable cargo at Ahmedabad airport

1879. SHRI NATUJI HALAJI THAKOR: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether Airports Authority of India (AAI) has allotted land for development of Centre for Perishable Cargo (CPC) at Ahmedabad airport;
- (b) if so, the name of agency;
- (c) whether AAI has issued NOC to the agency;
- (d) if so, the details thereof;
- (e) if not, it is pending since how long; and