

Statement-III*Airline-wise Details of Complaints*

Airlines	Fare Refund	Flight Protection	Baggage	Customer Service	Disability	Staff Behaviour	Catering	Others	Total Complaints	
July, 2014										
Air Costa	-	-	2	-	-	-	1	1	1	5
Air Asia	-	7	4	1	3	-	-	-	-	15
Vistara	-	-	-	-	2	-	-	-	-	2
GoAir	-	-	40	44	60	-	5	3	17	169
Indigo	-	2	36	103	52	-	2	-	-	195
Spicejet	-	162	116	43	-	-	9	-	-	330
Jet	4	12	89	40	26	-	32	-	26	229
Air India	-	13	80	43	95	-	21	-	-	252

Non-profitable operations of Air India

2089. SHRIMATI GUNDU SUDHARANI:

SHRIMATI VIPLOVE THAKUR :

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the details of efforts the Ministry is putting to make Air India flights profitable;
- (b) whether it is also a fact that more than 350 of its flights, international and domestic, are incurring losses;
- (c) if so, the reasons therefor;
- (d) whether Government is contemplating to cut plying of AI in the non-profit routes; and
- (e) if so, the details thereof and the steps taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (DR. MAHESH SHARMA): (a) The following initiatives have been taken to make Air India's flights profitable:-

1. Seasonal adjustment to its schedule to increase or decrease the flights to cater to the seasonal requirements.

2. Launching of promotional and competitive fares.
3. Joining Star Alliance to give Air India leverage to get good load.
4. Offering Corporate House Schemes to promote business in the market.
5. Increasing passengers facilities like web check-in, flight tracking etc.

(b) to (e) Since the route profitability/loss on various sectors is confidential and will harm the commercial interest of the Company, the information regarding profit/loss of domestic and international flights of Air India cannot be revealed. Air India has withdrawn flights which were not meeting their fuel/variable cost. However, Air India analyses the reasons for the losses and based on the strategic importance of such services to its network arrives at a decision whether to continue or withdraw such services. While determining the desirability or otherwise of discontinuing services of loss making services, Air India takes into account the revenue contributions made by the subject services to its other services by way of feeder traffic. As such non-profitability of anyone flight is not taken in isolation as the sole barometer of its financial performance.

Accordingly, several measures to improve and restructure Air India's schedules and improve its performance have been taken.

Aircrafts status in Air India fleet

†2090. DR. VIJAYLAXMI SADHO: Will the Minister of CIVIL AVIATION be pleased to state:

- (a) the number of aircrafts in the fleet of Air India along with the types of the aeroplanes and the details thereof;
- (b) the service life of aircrafts for their operation;
- (c) whether Government is aware of the fact that the aircrafts of Air India are being operated even after outliving their usefulness and the details of the number of such aircrafts and the expiration of their service life; and
- (d) whether Air India is replacing the outlived aircrafts with new ones and if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (DR. MAHESH SHARMA): (a) The current fleet of Air India with details of the aircraft type is given in Statement (*See below*).

† Original notice of the question was received in Hindi