

Fire Fighting (ARFF) category is VIII and has not been reduced to VII.

(b) No operational facility has been curtailed at Calicut Airport as on date.

(c) Required ARFF category for the commercial operations is always ensured and maintained by Airports Authority of India so that no hardship is faced by passengers including migrants.

Bugs in Newark-Mumbai Air India flight

2419. SHRI JOSE K. MANI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the national carrier Air India, struggling to court global bidders for divestment, has been found to have its passengers on Flight No. AI 144 Newark Mumbai suffer from bug bites in its Business Class on 19 July, 2018;

(b) whether Air India is examining a formal complaint lodged by the parents of an infant covered in bug bites and found bleeding during the 17-hour flight; and

(c) whether the incident left business class passengers enraged with the onward journey of the flight's Mumbai-Delhi leg getting delayed by four hours?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) Bed bugs were reported by a passenger on Air India Flight No. 144 (Newark Mumbai) of 18th July 2018. On arrival of aircraft at Mumbai, bed bug treatment (intensive spraying of Chlorophosphide, Protex and Ektara) was carried out on the airplane before further flight.

(b) Air India has received a complaint from the passenger. The concerned passenger was refunded the ticket cost.

(c) Mumbai-Delhi flight got delayed by 03:16 hrs. due to intensive spraying treatment for bed bug at Mumbai, prior to further flight.

Reforms in airline ticket cancellation policy

2420. SHRI SUSHIL KUMAR GUPTA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government proposes to reform airline ticket cancellation policy;

(b) if so, what are the details in this regard;

(c) whether Government would consider free cancellation of airline tickets if done within 24 hours of booking; and

(d) what are the guidelines at present issued to the airlines for cancellation of air tickets?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) to (c) Directorate General of Civil Aviation (DGCA) has proposed amendments in CAR Series M, Part-II, titled "Refund of Airline Tickets to Passengers of Public Transport Undertakings" which will be finalized after following due procedures. Salient features of proposed changes to regulations are as follows:—

- Introduction of compensation for passengers who miss their connecting flights due to delay, cancellation or denied boarding.
- Option of full refund to passenger in case of delay beyond 6 hours of original departure time.
- Airline to provide Lock-in option for 24 hours after booking ticket where ticket can be cancelled without any charges.
- No additional charge for correction in name (same person) within 24 hours of booking the ticket.

(d) DGCA has issued Civil Aviation Requirements (CAR), Section-3, Series M, Part-II on "Refund of Airline Tickets to passengers of Public Transport Undertakings".

Progress of UDAN scheme

2421. SHRIMATI SAROJINI HEMBRAM: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government's UDAN (Ude Desh Ka Aam Naagrik) Scheme has gained its momentum and is doing profitable business in various domestic sectors of various States of the country; and

(b) if so, which sectors have attracted the maximum number of passengers till date and which State has generated the highest revenue during the last one year?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI JAYANT SINHA): (a) and (b) In the 1st and 2nd round of bidding under Regional Connectivity Scheme (RCS)-UDAN, 115 (92 for fixed wing+23 for Helicopter) network/proposals were awarded to 17 Selected Airline Operators. Out of these, operations on 92 RCS routes have commenced.

As per Information received from Selected Airline operators, the following sectors have generated the maximum passengers:—