

**GOVERNMENT OF INDIA**  
**MINISTRY OF CIVIL AVIATION**  
**Rajya Sabha**  
**UNSTARRED QUESTION NO. : 42**  
**TO BE ANSWERED ON THE 22nd July 2024**

**FLIGHT CANCELLATION BY DOMESTIC AIRLINES**

**42. SHRI JOSE K. MANI**

**Will the Minister of CIVIL AVIATION be pleased to state:-**

- (a) whether Government has details regarding the number of flights canceled by various domestic airlines over the last two years.**
- (b) if so, the details thereof;**
- (c) the data on the performance of domestic airlines in terms of on-time performance and customer service, and**
- (d) the steps which are being taken to address passengers grievances?**

**ANSWER**

**Minister of State in the Ministry of CIVIL AVIATION  
(Shri Murlidhar Mohol)**

**a) to (b): Yes, The total number of flights cancelled by the various domestic airlines from the year 2022 till 31.05.2024 are as under:**

<b>Year</b>	<b>No. of flights cancelled</b>
<b>2022</b>	<b>6413</b>
<b>2023</b>	<b>7427</b>
<b>2024</b>	<b>7030 (till 31.05.2024)</b>

**The airline wise cancellation details are at Annexure I.**

**(c): The monthly On-Time Performance data in respect of Scheduled domestic Airlines for the year 2024 is at Annexure II.**

**(d): As per the prevailing regulations, airline/airport operators are required to appoint a Nodal officer and Appellate Authority to settle the grievances of the passengers in a time bound manner. Airline/Airport Operators are required to conspicuously display the details of the Nodal Officers and Appellate Authorities indicating their names, contact numbers and email addresses on their respective websites and display them in a conspicuous**

**manner at key areas of the airport. Airlines/airport operators are required to ensure that the grievances from the passengers are acknowledged immediately and redressed at the earliest. The passengers can also register their grievance through the "AirSewa" web-portal / mobile application.**

**\*\*\*\*\***

**Year wise no. of flights cancelled by Scheduled domestic airlines**

<b>2022</b>		
<b>Airline</b>	<b>Total Scheduled Departures</b>	<b>No. of flights cancelled</b>
Air Asia	54451	<b>104</b>
Air India	87191	<b>379</b>
Akasa Air	4343	<b>14</b>
Alliance Air	35674	<b>614</b>
Fly Big	5848	<b>278</b>
Go First	72338	<b>49</b>
Indiaone Air	80	<b>0</b>
IndiGo	559476	<b>4071</b>
Spice Jet	89883	<b>533</b>
Star Air	6098	<b>70</b>
Trujet	420	<b>44</b>
Vistara	80451	<b>257</b>
<b>Total</b>	<b>996253</b>	<b>6413</b>

<b>2023</b>		
<b>Airline</b>	<b>Total Scheduled Departures</b>	<b>No. of flights cancelled</b>
Air Asia	70072	<b>110</b>
Air India	105999	<b>488</b>
Akasa Air	39879	<b>84</b>
Alliance Air	38735	<b>1068</b>
Fly Big	5394	<b>180</b>
Go First	22468	<b>15</b>
Indiaone Air	3243	<b>556</b>
Indigo	615633	<b>4258</b>
Spice Jet	59986	<b>432</b>
Star Air	7890	<b>62</b>
Vistara	89867	<b>174</b>
<b>Total</b>	<b>1059166</b>	<b>7427</b>

<b>2024</b>		
<b>Airline</b>	<b>Total Scheduled Departures</b>	<b>No. of flights cancelled</b>
Air Asia	24563	<b>200</b>
Air India	58201	<b>696</b>
Akasa Air	18170	<b>26</b>
Alliance Air	13889	<b>530</b>
Fly Big	816	<b>147</b>
Fly91	396	<b>3</b>
Indiaone Air	1670	<b>90</b>
Indigo	269567	<b>4423</b>
Spice Jet	23102	<b>422</b>
Star Air	5517	<b>31</b>
Vistara	40924	<b>460</b>
Zoom	104	<b>2</b>
<b>Total</b>	<b>456919</b>	<b>7030</b>

**Annexure – II**

**Monthly On Time Performance data of major Scheduled domestic airlines for 2024**

<b>Airline</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>
Air Asia	59.8	73.5	83.0	79.5	74.9
Air India	47.6	56.4	71.9	72.1	68.4
Akasa Air	71.8	72.9	84.5	89.2	85.9
Alliance Air	51.0	48.3	48.6	49.5	58.7
Indigo	60.3	72.7	81.3	76.1	72.8
Spice Jet	37.9	59.1	63.6	64.2	60.7
Vistara	67.8	67.4	76.6	76.2	81.9