

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3273
ANSWERED ON:14.12.2006
COMPENSATION TO PASSENGERS
Kharventhan Shri Salarapatty Kuppusamy

Will the Minister of CIVIL AVIATION be pleased to state:

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- (a) Whether the Government is aware that an Air India flight took 30 hours to complete its journey from Pune to Dubai a few months ago ;
- (b) If so, the details and the reasons therefor ;
- (c) Whether Air India has provided adequate compensation to the passengers of that flight ;
- (d) If so, the details thereof; and
- (e) If not, the reasons therefor ?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a),(b),(c), (d) and (e): Air India Flight No.AI-719 of 18 August, 2006 operated on Mumbai/Pune/Dubai sector, arrived Pune at 1740 hours. At Pune, when the Commander was about to start the engines for take off at 1810 hours, he noticed that one of the air-conditioning units was not functioning. Attempts were made to rectify the snag. When the problem persisted, passengers were deplaned and accommodated in subsequent flights from Mumbai. Those passengers who were to fly on the morning connecting flights were served snacks at the airport and those who were to fly on the afternoon Air India flight were provided hotel accommodation with breakfast and lunch.