



Corporate Communications Directorate

THE TIMES OF INDIA

AHMEDABAD

5 DECEMBER 2024

Fairfax India to buy 10% more in BIAL

TIMES NEWS NETWORK

Bengaluru: Canadian billionaire Prem Watsa's Fairfax India is acquiring an additional 10% stake in Bangalore International Airport from Siemens Project Ventures.

The transaction, valued at \$255 million, will increase Fairfax's ownership to 74% in the airport venture. Following the transaction, Fairfax India's wholly-owned subsidiary will own 30.4%, and the remaining 43.6% will be held by its subsidiary Anchorage Infrastructure Investments Holdings.

"This additional investment in BIAL is a testament to our belief in the continued growth opportunities presented by BIAL and a phenomenal track record demonstrated by Hari Marar and his management team in capitalising on those opportunities," Watsa said.

The transaction is expected to close in the first quarter of next year. The agreed purchase price will be disbursed in three separate payments, with the first payment scheduled upon deal completion in the first quarter of next year. The subsequent payments

are scheduled for Aug 2025 and July 2026, respectively.

The transaction is subject to approval by Fairfax India's shareholders at a special meeting of shareholders expected to be held in Jan next year. The stakes held by Airports Authority of India and Karnataka State Industrial and Infrastructure Development Corporation in BIAL continue to be maintained at 13% each. Last year, Fairfax acquired a 7% stake for \$175 million, increasing its stake to 64%.

BIAL, a private company based in Bengaluru, under a

concession agreement with govt until 2068, has the exclusive rights to carry out the development, design, financing, construction, commissioning, maintenance, operation, and management of the Kempegowda International Airport Bengaluru through a public-private partnership. BIAL clocked \$305 million in revenue last year.

In June 2019, Fairfax India floated Anchorage Infrastructure Investments Holdings — its flagship investment vehicle for airports and other infrastructure investments in the country.



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CHENNAI

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THE TIMES OF INDIA

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एयरपोर्ट को यमुना एक्सप्रेसवे से जोड़ने वाला इंटरचेंज तैयार

15 के बाद ट्रायल रन के आसार, आवागमन की सुविधा बेहतर होगी

अमर उजाला ब्यूरो

ग्रेटर नोएडा। नोएडा एयरपोर्ट को यमुना एक्सप्रेसवे से जोड़ने वाला इंटरचेंज तैयार कर लिया गया है। निर्माणाधीन एयरपोर्ट परिसर में सड़क निर्माण का काम पूरा होने के बाद इसका ट्रायल रन शुरू होगा। ट्रायल रन पूरा होते ही करीब 800 मीटर लंबे इंटरचेंज के जरिये एयरपोर्ट की मथुरा, आगरा, दिल्ली, गाजियाबाद, गुरुग्राम समेत एनसीआर के अन्य शहरों से सीधी कनेक्टिविटी हो जाएगी। अधिकारियों के मुताबिक, 15 दिसंबर के बाद इस इंटरचेंज का ट्रायल रन कराए जाने के आसार हैं।

दरअसल, ग्रैप लागू होने के बाद इंटरचेंज पर काम की रफ्तार सुस्त हो गई थी। इसके चलते फिनिशिंग का काम पूरा होने में थोड़ा समय और लग सकता है। यमुना एक्सप्रेसवे पर बन रहे इंटरचेंज से एयरपोर्ट परिसर तक लगभग 1300 मीटर सड़क का निर्माण किया जा चुका है। एयरपोर्ट



एयरपोर्ट को ग्रीनफील्ड और यमुना एक्सप्रेसवे से जोड़ने के लिए तैयार इंटरचेंज। संवाद



एक्सप्रेसवे से एयरपोर्ट की कनेक्टिविटी के लिए बन रहा इंटरचेंज तैयार हो चुका है। फिनिशिंग का काम जारी है। एयरपोर्ट परिसर में बन रही सड़क भी जल्द ही पूरी हो जाएगी, जिसके बाद इसका ट्रायल होगा। - शैलेंद्र भाटिया, ओएसडी, यमुना प्राधिकरण

के अंदर प्रवेश करते ही एयरपोर्ट प्राधिकरण ने अंदर की सड़कें और मुख्य प्रवेश द्वार से एंट्री के साथ ही गोलचक्कर का निर्माण कार्य शुरू कर दिया है। यहां पर मिट्टी के अलावा पत्थर की गिट्टी विछाने का तक का काम कर लिया गया है जल्द ही सड़क निर्माण पूरा कर लिया जाएगा। इंटरचेंज पर अलग-अलग

रास्तों से एक दूसरे पर आवाजाही के लिए 8 सड़कों का निर्माण किया गया है। कर्व के माध्यम से इंटरचेंज पर उतार और चढ़ाव बनाए गए हैं। इन सभी सड़कों पर लाइटिंग और रेलिंग लगाने के अलावा यमुना एक्सप्रेसवे के ऊपर बनाए गए पुल पर रखे लोहे के 24 गार्डर के ऊपर आरसीसी की सड़क तैयार कर ली गई है।

ग्रीनफील्ड एक्सप्रेसवे का काम भी अंतिम चरण में

एयरपोर्ट को दिल्ली-मुंबई एक्सप्रेसवे से जोड़ने के लिए नेशनल हाईवे अथॉरिटी ऑफ इंडिया (एनएचएआई) भारतमाला परियोजना के तहत 2414 करोड़ की लागत से 31 किमी लंबे ग्रीनफील्ड एक्सप्रेसवे के निर्माण कर रही है। हरियाणा के डीएनडी, फरीदाबाद, बल्लभगढ़ बाईपास के एमपी लिंक से 22 किमी के हिस्से का हरियाणा की सीमा में भी किसानों के धरना समाप्त करने के बाद काम शुरू हो चुका है। लगभग 9 किमी का हिस्सा जेवर के 6 गांव की जमीन पर बनाया जा रहा है। इसका निर्माण कार्य भी अंतिम चरण में चल रहा है। छह लेन के ग्रीनफील्ड एक्सप्रेसवे के रास्ते एयरपोर्ट को यमुना एक्सप्रेसवे से जोड़ने के लिए दयानतपुर गांव के समीप इंटरचेंज का निर्माण लगभग पूरा कर लिया गया है।



Corporate Communications Directorate

BUSINESS LINE

DELHI

6 DECEMBER 2024

Fairfax India to increase stake in BIAL by 10% for \$255 million

Our Bureau
Bengaluru

Fairfax India Holdings is set to acquire an additional 10 per cent stake in Bangalore International Airport Ltd (BIAL), increasing its total shareholding to 74 per cent. The transaction, valued at \$255 million, is expected to close in Q1-CY25, said the company in a release.

Fairfax is purchasing the additional stake from Siemens Projects Ventures. Commenting on the deal, Prem Watsa, Founder, Fairfax India, said, "This additional investment is a testament to our belief in the continued growth opportunities presented by BIAL and a phenomenal track record demonstrated by Hari Marar and his management team in capitalising on those oppor-



Fairfax Financial Holdings Ltd Chairman and Chief Executive Officer Prem Watsa REUTERS

tunities."

The payment will be paid in three instalments, with the first instalment due upon the transaction's completion, the company added. The second and third instalments are expected to be paid on or around August 31, 2025, and July 31, 2026, respectively.

With inputs from PTI



Corporate Communications Directorate

HINDUSTAN

DELHI

6 DECEMBER 2024

एयरपोर्ट को जोड़ने वाला इंटरचेंज तैयार

ग्रेटर नोएडा। नोएडा इंटरनेशनल एयरपोर्ट को ग्रीन फील्ड एक्सप्रेसवे से जोड़ने वाला इंटरचेंज लगभग तैयार हो गया है। इसकी गुणवत्ता परखने के लिए दिसंबर में ही अगले सप्ताह या फिर कभी भी हल्के वाहनों से ट्रायल किया जा सकता है। इस इंटरचेंज से दिल्ली और एनसीआर के अलावा आगरा, मथुरा से एयरपोर्ट के लिए लोगों की राह आसान हो जाएगी। प्राधिकरण के अधिकारी ने बताया कि इंटरचेंज पर फिनिशिंग का काम चल रहा है, जो एक सप्ताह में पूरा हो जाएगा।



Corporate Communications Directorate

HINDUSTAN

DELHI

6 DECEMBER 2024

छह हवाईअड्डों को पट्टे पर दिया गया : नायडू

नई दिल्ली। नागरिक उड्डयन मंत्री के राममोहन नायडू ने गुरुवार को कहा कि छह हवाईअड्डों को पूरी तरह प्रतिस्पर्धी और पारदर्शी तरीके से अडानी समूह को पट्टे पर दिया गया था। सरकारी स्वामित्व वाली भारतीय विमानपत्तन प्राधिकरण (एएआई) ने छह हवाईअड्डों लखनऊ, अहमदाबाद, मंगलुरु, जयपुर, गुवाहाटी और तिरुवनंतपुरम को अदाणी समूह को दिया है।

Damaged trolleys at airport leave several flyers fuming

While the airport has adequate trolleys, most of them are rendered useless by defective wheels; tenders will be floated to procure about 26,000 wheels that will be fixed by March, says official

The Hindu Bureau
CHENNAI

For a passenger hurriedly heading to the terminal at Chennai airport, the chances of picking a trolley with defective wheels are high. While there are adequate trolleys at the airport, most of them cannot be used as the wheels are wobbly or damaged.

Harinee, a passenger, said it was particularly difficult for international flyers as most of them need trolleys. “The first few trolleys I took couldn’t be used as the wheels were damaged. Finally even the one that I ended up taking had



AAI officials said they are weeding out the trolleys with damaged wheels. PHOTO USED FOR REPRESENTATIONAL PURPOSE

to be pushed quite a bit. With a hand baggage and two check-in bags, it was pretty tough to handle the trolley,” Ms. Harinee said.

Fixing trolleys

An Airports Authority of India official said they were weeding out trolleys with

damaged wheels. “Since August 2024, 7,750 baggage trolley wheels have been replaced. Another 2,709 trolley wheels are expected to be received by January first week. We will also float tenders to procure another 26,000 wheels and these will be in

place by March 2025,” an AAI official said.

S. Manikandaraj, an air passenger posted on X: “@aaichnairport, please repair or replace those damaged trolleys. Most of them are damaged. Hyderabad has introduced some smart trolleys and we are still having damaged, old style trolleys!!”

Ashwin K. Rao, another passenger, posted: “Dear @aaichnairport, most of the luggage trolleys are defective, especially wheels. Even in International terminal. Not sure if this is among the first set of impression one must get as soon as people land in Chennai airport.”



Corporate Communications Directorate

MINT

DELHI

6 DECEMBER 2024



The deal will take Fairfax India's total shareholding in Bengaluru airport operator BIAL to 74%. MINT

Fairfax India to buy 10% more in BIAL

Fairfax India Holdings will buy an additional 10% stake in Bengaluru airport operator BIAL, hiking its overall shareholding to 74%.

Bangalore International Airport Ltd (BIAL) is a joint venture between Fairfax India, Airports Authority of India (AAI) and Karnataka State Industrial and Infrastructure Development Corporation Ltd. The latter two entities have 13% stake each.

"The transaction is expected to close in Q1 2025, upon which the additional 10% equity interest in BIAL will be acquired by Fairfax India for, in aggregate, \$255.0 million. The purchase price will be payable in three instalments, with the initial instalment to be paid on the closing date in Q1 2025," Fairfax India said in a release. The second and third instalments are to be paid on or around 31 August 2025 and 31 July 2026, respectively. **PTI**



Corporate Communications Directorate

THE MORNING STANDARD

DELHI

6 DECEMBER 2024

HYD AIRPORT SIGNS MOU WITH SKILL VARSITY

GMR Hyderabad International Airport Ltd has signed a MoU with Young India Skill University (YISU) to enhance aviation skill development among youth. The management stated that the partnership will provide various aviation training programmes.

#risingrajasthan

एयरपोर्ट पर राजस्थानी परम्परा से होगा मेहमानों का स्वागत, हेल्प डेस्क भी बनेगी

जयपुर इंटरनेशनल एयरपोर्ट पर पांच दिन तक रहेगा फुल वीवीआइपी मूवमेंट



धरा पर उतरे निवेश

पत्रिका न्यूज नेटवर्क
patrika.com

जयपुर. जयपुर इंटरनेशनल एयरपोर्ट पर रविवार से गुरुवार तक पांच दिनों तक पूरी तरह से वीवीआइपी मूवमेंट रहेगा, जिससे यहां जहाजों का मेला लगेगा और इस दौरान सुरक्षा इंतजाम भी मजबूत किए जाएंगे। खास बात यह है कि देसी और विदेशी मेहमानों का राजस्थानी परंपरा से स्वागत किया जाएगा। दरअसल, जगतपुरा स्थित जेईसीसी में 9 से 11 दिसंबर तक आयोजित हो रहे राज्जिंग राजस्थान



ग्लोबल समिट 2024 में हिस्सा लेने के लिए देश-विदेश से करीब एक हजार से अधिक लोग जयपुर इंटरनेशनल एयरपोर्ट से आवाजाही करेंगे। इनमें करीब 300 वीवीआइपी मेहमान शामिल हैं। एयरपोर्ट प्रशासन के अनुसार, पांच दिनों में एयरपोर्ट पर लगभग 100 चार्टर प्लेन की आवाजाही होगी। इन मेहमानों का

स्वागत माला और साफा पहनाकर, राजस्थानी परंपरा से किया जाएगा। कच्ची घोड़ी, कालबेलियां नृत्य जैसी पारंपरिक प्रस्तुतियों का आयोजन भी किया जाएगा। पूरा माहौल राजस्थानी संस्कृति से सराबोर होगा। इन तैयारियों को लेकर एयरपोर्ट प्रबंधन और प्रशासन के बीच बैठक हो चुकी है।

हेल्प डेस्क बनेगी, समस्याओं का समाधान तुरंत

बताया जा रहा है कि एयरपोर्ट पर एक हेल्प डेस्क बनाई जाएगी, जिसमें एयरपोर्ट स्टाफ के अलावा प्रशासनिक अधिकारी भी मौजूद होंगे, जो मेहमानों का स्वागत करेंगे। स्वागत के बाद उन्हें पोर्च में गाड़ी में बैठाकर जेईसीसी पहुंचाया जाएगा और उनकी वापसी के दौरान भी यही व्यवस्था

होगी। हेल्प डेस्क पर उनकी समस्याओं का समाधान भी किया जाएगा। ज्यादातर यात्री एयरपोर्ट के टर्मिनल संख्या दो से आवाजाही करेंगे। मेहमान रविवार से आना शुरू होंगे और गुरुवार तक वापस लौटेंगे, हालांकि अधिकतर लोग 9 से 11 दिसंबर के बीच ही आएंगे।

चाक-चौबंद होगी सुरक्षा, नहीं होगी परेशानी

रविवार से गुरुवार तक एयरपोर्ट पर सुरक्षा व्यवस्था चाक-चौबंद रहेगी। एयरपोर्ट सिक्योरिटी के साथ-साथ राज्य सिक्योरिटी भी व्यवस्था संभालेगी। समिट में प्रधानमंत्री नरेंद्र मोदी के आने से पहले एसपीजी एयरपोर्ट की सुरक्षा

की कमान संभाल लेगी। एयरपोर्ट प्रशासन का कहना है कि वीवीआइपी मूवमेंट के दौरान आम यात्रियों को किसी प्रकार की कोई परेशानी नहीं होगी, उनकी आवाजाही सामान्य दिनों की तरह ही जारी रहेगी।

3,200 से अधिक पुलिसकर्मी व अधिकारी संभालेंगे सुरक्षा व्यवस्था

जयपुर. राज्जिंग राजस्थान इवेंट्स समिट में प्रधानमंत्री नरेंद्र मोदी के साथ-साथ देश-विदेश के अतिथि शामिल होंगे। इनकी सुरक्षा व्यवस्था में 3,200 से अधिक पुलिसकर्मी और अधिकारी तैनात किए गए हैं। एंड्रिशनल पुलिस कमिश्नर डॉ. रामेश्वर सिंह ने बताया कि थानाधिकारियों को पहले ही निर्देश दिए गए हैं कि वे अपने-अपने क्षेत्र में होटल, गेस्ट हाउस, धर्मशाला सहित बाहरी लोगों के ठहरने वाले सभी स्थानों की सर्चिंग करें और सदिग्ध व्यक्तियों पर नजर रखें। शहर के बस स्टैंड और रेलवे स्टेशन पर बाहर से आने-जाने वालों पर भी निगरानी रखी जा रही है। उन्होंने बताया कि 9 से 11 दिसंबर तक आयोजित राज्जिंग राजस्थान इवेंट्स समिट की सुरक्षा व्यवस्था के लिए 11 आइपीएस अधिकारी, 36 एंड्रिशनल पुलिस और डीसीपी, 67 डिप्टी एसपी और एसपी, 182 इंसपेक्टर, 320 एसआइ-एसएसआइ, 2,750 जवान और 4 कंपनी आरएसी के जवानों की तैनाती की गई है। इन पर एयरपोर्ट, कार्यक्रम स्थल, वीवीआइपी मार्ग और शहर के अन्य प्रमुख स्थलों पर सुरक्षा व्यवस्था की जिम्मेदारी होगी।



Corporate Communications Directorate

THE TIMES OF INDIA

DELHI

6 DECEMBER 2024

Wild claims, says minister as TMC MP alleges norms flouted to let Adani bag six airports

Aviation minister K Rammohan Naidu on Thursday rejected TMC's Dum Dum MP Sougata Ray's allegation that six airports were leased out to the Adani group in violation of norms and despite objections raised by Niti Aayog and finance ministry.

"Whatever the member is saying are wild allegations. There is no fact in all of that," Naidu said while responding to Ray's question raised during the question hour in Lok Sabha.

"Question does not arise because when leasing out of these six airports was done, a thorough process was followed, and an empowered group of secretaries (EGoS) was also formed headed by CEO of Niti Aayog. Secretary of economic affairs was also a part of it" the minister said.

Ray had said that six airports built at a cost of Rs 5,260 crore have been handed over to private parties. "I would like to know from the minister if the name of such a private party is Adani. If so, whether they are being given any further airports to bolster their kitty," he asked, demanding a JPC on the issue. TNN



Corporate Communications Directorate

THE TIMES OF INDIA

BANGALORE

5 DECEMBER 2024

Fairfax India to acquire add 10% stake in BIAL

TIMES NEWS NETWORK

Bengaluru: Canadian billionaire Prem Watsa's Fairfax India is acquiring an additional 10% stake in Bangalore International Airport Ltd (BIAL) from Siemens Project Ventures. The transaction, valued at \$255 million, will increase its ownership to 74% in the airport venture.

Following the transaction, Fairfax India's wholly-owned subsidiary owns 30.4%, and the remaining 43.6% is held by its subsidiary, Anchorage Infrastructure Investments Holdings.

"This additional investment in BIAL is a testament to our belief in the continued growth opportunities pre-

74% OWNERSHIP

► Fairfax India's additional 10% stake (valued at \$255m) in BIAL will increase its ownership to 74% in the airport venture

► BIAL, which clocked \$305m in revenue last year, has exclusive rights to operate and manage Kempegowda int'l airport

► Between 2017 and 2018, Fairfax India invested \$653m to acquire 54% stake; acquired an additional 10% in 2023

sented by BIAL and a phenomenal track record demonstrated by Hari Marar and his management team in capitalising on those opportunities," said Prem Watsa, founder of Fairfax India.

► Transaction to close, P 13

Transaction to close by Q1 in next fiscal

► Continued from page 1

The transaction is expected to close in the first quarter of next year. The agreed purchase price will be disbursed in three separate payments, with the first payment scheduled upon deal completion in the first quarter of next year. The subsequent payments are scheduled for August next year and July 2026.

The stakes held by Airports Authority of India and Karnataka State Industrial and Infrastructure Development Corporation in BIAL

LTIMindtree invests \$6mn in Voicing.ai

Bengaluru: LTIMindtree USA, a wholly-owned subsidiary of LTIMindtree, invested \$6 million in AI startup Voicing.AI. Voicing.AI's proprietary technology brings human-like voice capability across more than 20 languages with conversational, contextual, and emotional intelligence, in what is typically referred to as agentic AI. LTIMindtree will help clients integrate Voicing.AI with their custom tools, knowledge bases—both structured or unstructured—CRM systems, and leading call management platforms and systems. "Our investment with Voicing.AI aims to redefine how businesses interact with their customers through intelligent automation and AI," said Debashis Chatterjee, CEO and MD of LTIMindtree. tnn

continue to be maintained at 13% each. Last year, Fairfax acquired a 7% stake for \$175 million, increasing its stake to 64%. In June 2019, Fairfax India floated Anchorage In-

frastructure Investments Holdings, which was Fairfax India's flagship investment vehicle for airports and other infrastructure investments in the country. Between 2017 and 2018, Fairfax India invested \$653 million to acquire 54% of BIAL, implying an equity value of around \$1.2 billion for the company, its 2023 annual report showed. Last year, Fairfax India acquired – in two tranches – an additional 10% of BIAL from Siemens for \$250 million, resulting in a total investment of \$903 million for 64% of BIAL.



Corporate Communications Directorate

THE ASIAN AGE

DELHI

5 DECEMBER 2024

■ 109 airlines surveyed ■ Brussels, Qatar, United among top 3 **IndiGo is ranked among worst airlines globally in new survey**

AGE CORRESPONDENT
NEW DELHI, DEC. 4

India's IndiGo was one of the worst rated airlines while Brussels airlines, Qatar and United were rated among top three in a survey conducted by AirHelp. Air India was ranked 61 in the survey. Among the airports Chennai was ranked 55, followed by Cochin at 81 and Lucknow at 92.

AirHelp, which facilitates compensation for passengers by processing customer service claims for flight disruptions and lost luggage, released its annual analysis of the best and worst performing airlines.

The airlines were surveyed for on time performance, customer opinion and claim processing.

The top three airlines - Brussels, Qatar and United - had an AirHelp score of 8.12, 8.11, and 8.04,

We consistently scored high on punctuality: IndiGo refutes survey

New Delhi, Dec. 4: IndiGo on Wednesday said it has consistently scored high on punctuality, and refuted a survey that claimed the airline is among the worst on the basis of certain parameters, including punctuality.

The survey was done by AirHelp, an EU claim processing agency. It compared the world's biggest and most popular airlines and rated them according to their punctuality, quality of service, and how well they handle claims for compensation.

respectively. Air India had an overall score of 6.15 with rating of 6.5 for on time performance, 7.8 customer opinion, and 4.1 for claim processing. Compared to them, IndiGo

In a statement, IndiGo said the data published in the survey does not report the sample size from India, and neither takes into account the methodology or compensation guidelines used by the global aviation industry, "casting a doubt on its credibility".

As per statement, the airline has consistently scored high on punctuality and has the lowest customer complaint ratio for an airline of its size and scale of operations.

— PTI

had an overall score of 4.80 with 6.6 rating for on time performance, 7.5 for customer opinion, and 0.3 for claim processing. A total of 109 airlines were covered in the survey

AirHelp said for the scoring it gathers arrival and departure statistics for every plane and calculates how many of an airline's flights are on schedule. "We asked thousands of air passengers from over 54 countries to rate the food, comfort, and crew of the airlines they flew with. Our data tells us how efficiently airlines handle claims, including how likely they are to pay out compensation," AirHelp said.

Among the airports Chennai was ranked 55, followed by Cochin at 81 and Lucknow at 92 while Doha Hamad (Doha), Cape Town (South Africa) and Nagoya Chubu (Japan), Osaka Itami (Japan), Brasilia Presidente Juscelino Kubitschek (Brasilia) were the top five. The airports were ranked for on time performance, customer opinion, and food and shops.



Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

5 DECEMBER 2024

DOMESTIC BUDGET CARRIER RANKED 103RD AMONG 109 AIRLINES

Not among world's worst, insists IndiGo

Low-cost airline IndiGo on Wednesday refuted findings of a report which claimed that IndiGo has been ranked among the world's worst airlines this year. The 'AirHelp Score report 2024' placed the domestic carrier near the bottom at 103rd place out of 109 analysed. The report also ranked Air India at 61st and AirAsia at 94th. In a statement, IndiGo said that India's aviation regulator, Directorate General of Civil Aviation (DGCA), publishes data on airline punctuality and customer complaints

monthly. "IndiGo has consistently scored high on punctuality and has the lowest customer complaint ratio for an airline of its size and scale of operations," said



the airline. It further stated that the data published in the survey by AirHelp, an EU claim processing agency, "does not report the sample size from India, and neither takes into account the methodology or compensation guidelines used by the global aviation industry - casting a doubt on its credibility". "As India's most preferred air-

line, IndiGo refutes the findings of this survey and reiterates its promise of on-time, affordable, courteous and hassle-free travel experience for its customers," said the aviation major. According to the DGCA data, during the nine-month period (January-September), budget carrier IndiGo carried more than 7.25 crore passengers, clocking a market share of 61.3 per cent, followed by Tata Group-run Air India flying over 1.64 crore passengers with 13.9 per cent share.

Did you Know?

With its fleet of more than 380 aircraft, the airline is operating around 2,100 daily flights and connecting over 85 domestic destinations and more than 30 international destinations.



Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

5 DECEMBER 2024

IndiGo says it has consistently scored high on punctuality; refutes survey findings

PTI
NEW DELHI

IndiGo on Wednesday said it has consistently scored high on punctuality, and refuted a survey that claimed the airline is among the worst on the basis of certain parameters, including punctuality.

The survey was done by AirHelp, an EU claim processing agency. It compared the world's biggest and most popular airlines and rated them according to their punctuality, quality of service, and how well they handle claims for compensation.

In a statement, IndiGo said the data published in the survey does not report the sample size from India, and neither takes into account the methodology or compensation guidelines used by the global aviation industry - "casting a doubt on its credibility".

According to the statement, the airline has consistently scored high on punctuality and has the lowest customer complaint ratio for an airline of its size and scale of operations. "As India's most preferred airline, IndiGo refutes the findings of this survey," it added.



Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

5 DECEMBER 2024

DGCA to streamline norms for Indian airlines' wet-leased plane ops

PTI
NEW DELHI

Aviation watchdog DGCA will soon come out with streamlined regulations for wet-leasing of planes by Indian airlines that will also entail enhanced oversight of the aircraft, amid airlines looking to operate more planes to meet rising travel demand.

With persisting supply chain woes, there is a delay in aircraft deliveries and to meet the near-term needs, carriers are opting for planes on dry and



wet leases. A senior official in the know told PTI that the efforts are on to streamline the regulations for wet-leasing of planes to assist in the growth of the aviation.

"Realities of the engine problems cannot be wished away suddenly and on the other side,

the possible routes are also increasing all the time," the official said. Many planes of IndiGo are on the ground due to Pratt & Whitney engine issues and the number of such aircraft is slowly coming down.

Generally, wet-leasing of an aircraft involves the leasing of foreign aircraft, along with crew, maintenance and insurance. The plane is also under the operational control of the foreign operator (lessor) and subject to regulatory requirements of the foreign civil aviation authority concerned.



Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

5 DECEMBER 2024

Air India told to pay ₹25k for lost baggage

Pranali Lotlikar

MUMBAI

The South Mumbai District Consumer Dispute Redressal Commission has directed Air India to pay Rs25,000 to a passenger for the loss of his baggage. Additionally, the airline has been ordered to pay Rs10,000 as compensation for the complainant's mental agony, the time spent pursuing the matter, and litigation costs.

However, the commission rejected the complainant's claim of Rs1,33,500 for the alleged loss of items in the baggage. It noted that the complainant, who described himself as a qualified technocrat, textile professional, and a Golden Edge Member of Air India's Flying Returns Reward Program, failed to provide any documentary evidence to substantiate his claim for the contents of the lost baggage. Kamal Nayan Singh had filed a consumer complaint alleging that he lost his checked-in baggage while traveling from Mumbai to Delhi on an Air India flight in December 2015. Singh, who had paid Rs4,353 for the ticket, handed over his baggage containing clothes and valuable items at the Mumbai airport but didn't get the baggage from the conveyor belt.



Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

5 DECEMBER 2024

offgrid

Indigo crash-lands at the bottom of global survey



FPJ News Service

MUMBAI

The 'AirHelp Score report 2024' – which gives the global annual ranking of the world's best airlines – has placed the domestic carrier Indigo near the bottom, at 103; the worst ranked is at 109. The report also ranked Air India at 61 and AirAsia at 94.

Bottom up, the ten airlines were: Tunisair, Buzz, Bulgaria Air, Pegasus Airlines, El Al Israel Airlines, Nouve-

lair, Tarom, IndiGo, Air Mauritius, Sky Express.

From a list of over 800 airlines around the world, Airhelp selected the biggest in terms of passenger numbers and popularity and data from "every flight between 1st January and 31st October 2024" was analysed.

Airhelp explained the metrics used in the assessment. On-time performance, which it explained was any flight arriving within 15 minutes of its published arrival time. Airhelp claimed it has

Ranked 103 of 109 airlines surveyed, Indigo disagreed with the findings

collected its data from multiple commercial vendors.

To assess the quality of service, Airhelp "ran hundreds of surveys" with travellers from more than 54 countries giving their input. Passengers rated airlines on five benchmarks: cabin

crew, comfort, cleanliness, food offering and entertainment onboard – on a scale from 'very good' to 'very bad'.

Airhelp also took into consideration claim processing. Here the factors at play were: how likely an airline was to pay compensation for a valid claim; whether claims were resolved quickly, or required additional effort; total volume of claims an airline processes.

▶ **Contd on | nation**

Indigo...

Indigo, via a statement on Wednesday, disagreed with the ranking it received, discounting the survey. It pointed out that India's aviation regulator, Directorate General of Civil Aviation (DGCA), publishes data on airline punctuality and customer complaints monthly. "IndiGo has consistently scored high on punctuality and has the lowest customer complaint ratio for an airline of its size and scale of operations," said the airline. It stated that the data published in the survey by AirHelp, an EU claim processing agency, "does not report the sample size from India, and neither takes into account the methodology or compensation guidelines used by the global aviation industry – casting a doubt on its credibility".



Corporate Communications Directorate

HINDUSTAN

DELHI

6 DECEMBER 2024

किफायती किराए वाले हवाई मार्ग पहचाने जाएंगे

उड़ान 2.0 में हवाई सेवा का होगा व्यापक विस्तार

नई दिल्ली, विशेष संवाददाता। केंद्र सरकार वर्ष 2026 से लागू होने वाली उड़ान 2.0 योजना का मसौदा तैयार कर रही है। इसमें विमानन क्षेत्र से जुड़े नियमों में छूट प्रदान किए जाने पर विचार हो रहा है, जिससे एयरलाइंस व हेलीकॉप्टर ऑपरेटर किफायती किराए के साथ अपनी सेवाएं दे सकें। ऑपरेटर को ऐसे रूट देने पर ध्यान रहेगा, जिससे उन्हें यात्रियों की कमी न रहे।

साथ ही, ऐसे क्षेत्रों (दो या अधिक शहरों के बीच रूट) की पहचान की जाएगी, जिसमें अधिक संख्या में यात्री विमानन कंपनियों को मिले। वर्तमान में केंद्रीय उड्डयन मंत्रालय सभी पक्षों से सुझाव ले रहा है। आने वाले कुछ महीनों तक मंत्रालय हर बिंदु पर सुझाव लेगा। सभी पक्षों से पूछा जा रहा है कि नई योजना में क्या उपाय किए जाएं, जिससे देश में हवाई कनेक्टिविटी का विस्तार किया जाए।

योजना का उद्देश्य 100 से अधिक हवाई पट्टियों की पहचान करना और उनके विकास के लिए विस्तृत रोडमैप तैयार करना है, जिन्हें 2036 तक तैयार किया जाएगा। हवाई पट्टियां उन इलाकों में होनी चाहिए, जहां आसपास अच्छी आबादी हो। आबादी, उद्योग और पर्यटन स्थल के तौर पर इन हवाई



नियमित परिचालन हो

सूत्रों का कहना है कि उड़ान 2.0 में सबसे अधिक ध्यान उड़ान सेवा को नियमित तौर पर संचालित करने पर रहेगा। दरअसल उड़ान 1.0 में कुछ रूट पर उड़ान सेवा नियमित तौर पर संचालित नहीं हो पा रही है। एक वरिष्ठ अधिकारी बताते हैं कि इस बार पूरा ध्यान रहेगा कि अगर किसी हवाई पट्टी का विकास किया जा रहा है तो उससे नियमित तौर पर उड़ान सेवा संचालित हो।

पट्टियों से वित्तीय रूप से नियमित उड़ान सेवा को संचालित करने की पूरी क्षमता हो। सरकार ने वर्ष 2016 में 10 वर्ष के लिए उड़ान योजना को शुरू किया था, जिसका उद्देश्य था कि देश में सस्ती दर पर लोगों को हवाई यातायात की सुविधा दी जाए। आर्थिक, पर्यटन और सामरिक रूप से महत्वपूर्ण शहरों एवं क्षेत्रों को भी हवाई कनेक्टिविटी के रूप में सीधे जोड़ा जाए।



Corporate Communications Directorate

THE HINDUSTAN TIMES

DELHI

6 DECEMBER 2024

Parl clears bill to replace 1934 aviation legislation

NEW DELHI: Parliament, on Thursday, passed the Bharatiya Vayuyan Vidheyak, 2024 bill. The bill, which was passed in the Lok Sabha in August this year, seeks to replace the 'pre independence' era law enacted in 1934.

According to civil aviation minister Ram Mohan Naidu, the bill, aims to regulate and control the design, manufacture, maintenance, export and import of aircraft. The Bill was initiated after a suggestion by the International Civil Aviation Organization (ICAO) to amend the principal act.

However, it was criticised by the opposition for its title. On Tuesday, Congress MP Syed Naseer Hussain pointed out that 60% of the population is non-Hindi speaking and that the naming the bill in Hindi creates an exclusionary trend.

The opposition continued to protest the title on Thursday as well. However, Naidu said the change in the title of the bill from English to Hindi was done to showcase India's heritage and culture. He emphasised that no constitutional rule was violated by changing its title. "It will be difficult to pronounce the name of the bill in Hindi initially but one will get used to it," he added.

As per the new bill, regulatory authorities such as the Directorate General of Civil Aviation (DGCA), the Bureau of Civil Aviation Security (BCAS), and the Aircraft Accident Investigation Bureau (AAIB) will continue to function under the central government's oversight. The bill will have stronger penalties for activities that endanger flight safety or airport security. [HTC](#)



Corporate Communications Directorate

HINDUSTAN TIMES

MUMBAI

5 DECEMBER 2024

Protect yourself from flight delays & cancellations

Shipra Singh

shipra.singh@livemint.com

NEW DELHI: If you plan to fly to or within north India in the next month or two, you should be prepared for fog-related delays and cancellations. After all, flight disruptions due to adverse weather affected about four lakh passengers last December.

According to the aviation ministry's passenger charter, fliers are entitled to refreshments, free hotel stays and even monetary compensation, depending on the length of the delay. However, adverse weather is among the factors for which airlines aren't required to provide free accommodation or monetary compensation if a flight is delayed for over 24 hours.

This means you may have to book a hotel and an alternative flight with your own cost. To prevent this, consider buying travel



While most travel policies cover delays and missed connections, few cover flight delays or cancellations due to extreme weather. HT

insurance if you plan to fly in December end or in January.

What does travel insurance cover?

Travel insurance pays a fixed, predetermined amount if your flight is delayed. The amount of cover and the stipulated length of the delay differ across policies.

Delayed flights: This is paid when a flight is delayed after the passenger has checked in. It does not apply when the airline

informs passengers about the delay at least six hours before departure.

Vivek Chaturvedi, CMO and head of direct sales, Go Digit General Insurance, said a common carrier delay cover pays out if the flight is delayed beyond the duration specified in the policy.

He added that passengers should check how the insurer calculates delay times when buying such a policy.

The payout under this cover can vary from ₹2,000 to ₹10,000, depending on whether the flight is domestic or international.

Missed connections: A fixed benefit is also paid in case you miss your connecting flight because the initial flight was delayed. "The insurer will pay for reasonable extra accommodation and travel costs....," said Chaturvedi. The payout is much higher for missed connecting flights, but the conditions are also more stringent.

Default plans don't cover cancellation

It's common to see fog-delayed flights being cancelled eventually. While most travel policies cover delays and missed connections, few cover flight delays or cancellations due to extreme weather.

When booking flights through online travel agencies, it is common to find the option to buy a basic travel insurance that cov-

ers lost baggage, delays, missed connections and trip cancellations by the passenger on account of emergencies. However, such policies don't cover weather-related cancellations by airlines, so passengers should buy this 'cancellation by operator' cover separately.

Note that airlines are liable to pay monetary compensation for cancelled or missed connecting flights only when it is their fault. The airline must inform passengers of a cancellation up to 24 hours before departure and give them the choice of an alternative flight or a full refund. If it doesn't, the passenger is entitled to compensation. This also applies when the passenger misses a connecting flight because of the airline's fault. The compensation is ₹5,000 for flights with a block time of up to one hour, ₹7,500 for between one and two hours, and ₹10,000 for more than two hours.

Bharatiya Vayuyan Vidheyak to replace 90-year-old Aircraft Act

RS passes Bill by voice vote, LS cleared it on August 9

EXPRESSNEWS SERVICE
NEW DELHI, DECEMBER 5

THE RAJYA Sabha on Thursday passed a Bill to replace the 90-year-old Aircraft Act to further improve the ease of doing business in the fast-growing aviation sector.

The Bharatiya Vayuyan Vidheyak, 2024 was passed in the Rajya Sabha by voice vote. It was cleared by the Lok Sabha on August 9. The Bill seeks to remove redundancies and replace the Aircraft Act, 1934, which has been amended 21 times.

Replying to the debate on the Bill in the Upper House, Civil Aviation Minister K Ram Mohan Naidu said the change in title of the Bill from English to Hindi, to which many members raised objections, was done to showcase India's heritage and culture, and there was no violation of constitutional rule. "It will be difficult to pronounce the name of the Bill in Hindi initially but one will get used to it," he said.

The Bill focuses on enhancing safety, regulatory oversight and consumer protection while aligning with international standards. The Bill also promotes



**Civil Aviation Minister
Kinjarapu Ram Mohan
Naidu in LS, Thursday. ANI**

self-reliance in aircraft manufacturing, encourages investment and establishes robust governance structures for civil aviation authorities.

Responding to concerns of some MPs over skyrocketing airfare, the minister said the government has worked on improving accessibility to a certain extent through the Udan scheme and is committed to making it affordable for passengers. He further said the air ticket pricing mechanism is deregulated and it remains a win-win situation for everyone. He explained that airfares have been deregulated globally and in India since 1994.

"The Civil Aviation Ministry monitors ticket pricing and a meeting was held with the airlines on the issue in August. Airfares were lower two days before Diwali this year compared to the same period last year," Naidu said, adding that in major sectors ticket prices came down by 2% to 42%.

Naidu said a clause in a circular issued in 2010 by the Directorate General of Civil Aviation (DGCA) will be removed. According to the circular, the price mechanism for one month has to be sent to the regulator in advance. "In that very circular there was a clause that you (airline) can change the price in 24 hours. That was seen to be favouring the airlines... The government is committed to bringing in the affordability factor."

CPI(M) member AA Rahim urged the government to rename the Bill Indian Aircraft Act and expressed concern over the government having no control over the aviation sector. "Our Indian aviation sector is controlled by three men — Tata, Indigo and Adani. Almost all major airports are in Adani's hands, while the skies are dominated by Tata and Indigo," he said.





Corporate Communications Directorate

MINT

DELHI

6 DECEMBER 2024

Bharatiya Vayuyan Vidheyak passed, to replace Aircraft Act

BLOOMBERG



New Delhi: Parliament on Thursday passed a bill to replace the 90-year-old Aircraft Act to further improve the ease of doing business in the fast-growing aviation sector. The Bharatiya Vayuyan Vidheyak 2024 was passed in the Rajya Sabha by a voice vote. It was cleared by the Lok Sabha on 9 August. The bill seeks to remove redundancies and replace the Aircraft Act, 1934, which has been amended 21 times.

PTI



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MINT

DELHI

6 DECEMBER 2024

Airbus cuts over 2,000 defence and space jobs

Reuters
feedback@livemint.com
PARIS

Airbus announced just over 2,000 job cuts in defence and space, or about 5% of its second-largest division, as it reels from US competition in the satellites sector but the cuts were not as severe as the European group had first warned.

More than half of the 2,043 total job reductions, affecting 1,128 positions, will fall in the space systems business following heavy losses on satellites, Europe's largest aerospace group said, adding there would be no compulsory redundancies. Airbus builds satellites and transporters and has key shares in European missile, fighter and space-launch programmes.

It brought forward a statement confirming the figures after *Reuters* reported the cuts, following the first of two days of closed-door briefings for the aerospace company's unions on the results of a lengthy efficiency review.

In October, Airbus announced plans to cut up to 2,500 jobs in defence and space, or 7% of the workforce, after €1.5 billion of writedowns in satellites led by troubled OneSat.



Corporate Communications Directorate

MILLENNIUM POST

DELHI

6 DECEMBER 2024

Bharatiya Vayuyan Vidheyak: Parliament clears Bill to replace 90-yr-old Aircraft Act

The Bill focuses on enhancing safety, regulatory oversight, and consumer protection while aligning with international standards

OUR CORRESPONDENT

NEW DELHI: Parliament on Thursday passed a Bill to replace the 90-year-old Aircraft Act to further improve the ease of doing business in the fast-growing aviation sector.

The Bharatiya Vayuyan Vidheyak 2024 was passed in the Rajya Sabha by a voice vote. It was earlier cleared by the Lok Sabha on August 9.

The Bill seeks to remove redundancies and replace the Aircraft Act, 1934, which has been amended 21 times.

Replying to the debate on the Bill in the Upper House, Civil Aviation Minister K Ram-mohan Naidu said the change in title of the Bill from English to Hindi, to which many members raised objections, was done to "showcase the India's heritage and culture", and "there was no violation of Constitutional rule".

It will be difficult to pronounce the name of the Bill in Hindi initially but one will get used to it, he added.

The Bill focuses on enhancing safety, regulatory oversight, and consumer protection while aligning with international standards. The Bill also promotes self-reliance in aircraft manufacturing, encourages investment, and establishes robust governance structures for civil aviation authorities.

Responding to concerns of some MPs over skyrocket-

It promotes self-reliance in aircraft manufacturing, encourages investment & establishes robust governance structures for civil aviation authorities

ing airfare, the minister said the government has worked on improving accessibility to a certain extent through Udan scheme and is committed to making it affordable for passengers.

"Through Udan scheme, we have kind of addressed the accessibility. We are now addressing the affordability factor," he said. Naidu further said the air ticket pricing mechanism is deregulated and it remains a "win-win situation for everyone".

He also stressed on the need to develop local airports to accommodate more passengers.

He explained that the airfares are deregulated globally and in India since 1994. However, the ministry monitors the airfares and airlines have liability to inform it before they decide a fare for a particular route. The civil aviation ministry monitors the ticket pricing

and a meeting was held with airlines on the issue of airfares in August.

Airfares were lower during the two days before Diwali this year compared to the same period last year, Naidu said, adding that in major sectors, ticket prices came down by 2 to 42 per cent.

"We are making tariff monitoring unit robust so that they cannot act according to their whims and fancies as if they are in a closed room and can do whatever they want. We are keeping a watchful eye on them," he said, adding that airlines have liability to inform it before they decide a fare for a particular route.

Among other efforts, Naidu said a clause in a Directorate General of Civil Aviation (DGCA) circular issued in 2010 will be removed. As per the circular, the price mechanism for one month had to be sent to the regulator in advance.

"In that very circular, which was released in 2010, there was a clause that you (airline) can change the price in 24 hours. That was seen to be favouring the airlines... the government is committed to bring in the affordability factor.

"We are removing that clause and whatever fare is there within one month they have to address it to us. We feel this kind of mechanism is going to address a little bit

about irregularities that we see in airfares," the minister said.

According to the 2010 circular, airlines are required to furnish to the DGCA a copy of the route-wise tariff across its network on the first day of every month.

Since the biggest chunk of the airfares is fuel price and VAT on it imposed by the state governments, the minister said some states have reduced it on the Centre's request.

However, states like Delhi, West Bengal, and Tamil Nadu still maintain higher VAT on aviation fuel.

He suggested that MPs request these states to reduce VAT to give relief to passengers.

The minister outlined the success of Udan scheme under which 609 routes were started in eight years. About 86 regional airports have been operationalised, of which 66 are unserved.

Stating that the safety and security is the top priority of the government, Naidu said the number of threat calls increased between October 10 and November 24 and the government has stepped up surveillance.

On data safety of Digiyatra, the minister said the details of Aadhaar and other data are stored on passengers' phones and airports are informed only when the boarding-related information is updated.

Corporate Communications Directorate

THE MORNING STANDARD

DELHI

6 DECEMBER 2024

Hi-tech track monitoring in all zones soon: Vaishnaw

RAJESH KUMAR THAKUR @ New Delhi

UNION Minister of Railways Ashwini Vaishnaw, along Railway Board chairman Satish Kumar, inspected the Integrated Track Monitoring System (ITMS) at New Delhi Railway Station on Thursday.

The system is installed on Track Recording Cars (TRC) and road-cum-rail inspection vehicles. During the inspection, Vaishnaw announced that the integrated track monitoring system will be implemented across all railway zones to enhance comprehensive track monitoring.

"The initiative aims to enhance the safety and efficiency of the railway network by leveraging advanced technology to improve track inspection and maintenance," he stated, emphasizing the potential for improved outcomes in the related operational sectors.

Interacting with the media during the inspection, Vaishnaw highlighted the significance of adopting modern technology for track maintenance to benefit trackmen and other railway workers. He noted that the integrated track monitoring system and road-



Ashwini Vaishnaw inspects the integrated track monitoring system | EXPRESS

cum-rail inspection vehicles provide real-time data access, making their work more straightforward, secure and effective. Explaining the system's capabilities, he said, "ITMS is designed to monitor and record various track parameters in real-time, while running at speeds between 20 and 200 kilometre per hour."

Additionally, he inspected the road-cum-rail inspection vehicles at the station.

Describing the ITMS,

Vaishnaw remarked, "This is a system installed on a track recording car. It has the capability to record and monitor track parameters in the speed range of 20-200 km/h. ITMS combines various technologies to monitor and measure railway track parameters, making rail operations safe and efficient."

An official elaborated that the ITMS is integrated with the Indian Railways' Track Management System (TMS), ensuring that reports from each track

recording run are accessible via the TMS portal. The official added that during 2022-23 and 2023-24, three ITMS were introduced in Indian Railways. "These track recording cars are part of the Research Designs and Standards Organisation's fleet of seven TRCs required for mandatory track recording for the annual liability of 2.54 lakh km of track length. This system is extremely helpful for P-way officials as it provides real-time alerts via SMS and emails for immediate attention to track issues," the source said.

Another official noted that the ITMS incorporates advanced components such as non-contact laser sensors, high-speed cameras, LIDAR, IMU, encoders, accelerometers, and GPS for enhanced efficiency. "The system uses data analytics and integrated software to collect, analyze, and process data from these devices," the official stated. The inspection was attended by Railway Board Member (Infrastructure) Naveen Gulati, Northern Railway General Manager Ashok Kumar Verma, and senior officials from the Railway Board, Northern Railway, and RDSO.



रैंकिंग में इंडिगो का बेहद खराब प्रदर्शन: रिपोर्ट

राजेश कुमार | नई दिल्ली

एयरहेल्प द्वारा जारी अंतरराष्ट्रीय एयरलाइनों और हवाई अड्डों की वार्षिक रैंकिंग में भारत की सबसे बड़ी एयर ट्रांसपोर्टर इंडिगो एयरलाइंस ने बेहद खराब प्रदर्शन किया है। हवाई उपयोगकर्ताओं की प्रतिक्रिया के आधार पर जारी रिपोर्ट के अनुसार, इंडिगो को 109 एयरलाइनों में से 103वें स्थान पर रखा गया है, जो इसे सबसे खराब प्रदर्शन करने वाली एयरलाइनों में से एक बनाता है। रैंकिंग सामने आने से पहले ही एयरलाइनर को सोशल मीडिया पर भारी आलोचना का सामना करना पड़ा, जिसमें नेटिव्स (उपयोगकर्ताओं) ने अपने अनुभवों को याद किया, जिनमें से कई ने चालक दल और ग्राउंड स्टाफ के व्यवहार पर प्रतिक्रिया दी और साथ ही बोर्ड पर परोसे जाने वाले भोजन की गुणवत्ता पर सवाल उठाए।

हालांकि टाटा की एयर इंडिया का प्रदर्शन थोड़ा बेहतर रहा, जो दावा निपटान के लिए 4.1/10 स्कोर के साथ 61वें स्थान पर रही। सूची में सबसे ऊपर, ब्रसेल्स एयरलाइंस को सर्वश्रेष्ठ एयरलाइन नामित किया गया है, उसके बाद कतर एयरवेज है। भारत की सबसे बड़ी फ्लैग वाहक, जिसे 4.80/10 रेटिंग दी गई है। कम रेटिंग का कारण ग्राहकों की संतुष्टि में कमी और उड़ान में व्यवधान के दावों को ठीक से न संभाल पाना है। एयरलाइनों के लिए रैंकिंग तीन मानदंडों पर आधारित है, समय पर प्रदर्शन, ग्राहकों की राय और मुआवजे के दावों की प्रक्रिया। एयरहेल्प के अनुसार, तीनों मानदंड एयरलाइन के स्कोर (शेष पृष्ठ 9)

प्रतिशत है। विश्लेषण में जनवरी से अक्टूबर तक के डेटा को शामिल किया गया है, जिसमें समय पर प्रदर्शन, ग्राहकों के दावों की प्रक्रिया और भोजन, आराम और सेवा पर 54 देशों के यात्रियों से फीडबैक शामिल है। रिपोर्ट में उड़ान की समयबद्धता, ग्राहक सेवा की जवाबदेही और दावा समाधान दक्षता सहित प्रमुख प्रदर्शन संकेतकों का विश्लेषण किया गया है। शोधकर्ताओं द्वारा एकत्रित आंकड़ों के आधार पर कि कैसे एयरलाइनें उड़ान व्यवधानों को कैसे संभालती हैं, मुआवजे के दावों का प्रबंधन करती हैं और अंतरराष्ट्रीय मार्गों पर लगातार सेवा प्रदान करती हैं। विश्लेषण में न केवल परिचालन दक्षता, बल्कि हवाई यात्रा के मानवीय अनुभव पर भी विचार किया गया है, जिसमें चालक दल की सेवा की गुणवत्ता, भोजन की पेशकश और यात्री आराम जैसे कारक शामिल हैं। रैंकिंग पर प्रतिक्रिया देते हुए, इंडिगो ने कार्यप्रणाली की आलोचना करते हुए कहा कि सर्वश्रेष्ठ भारत से नमूने के आकार का खुलासा नहीं करता है, इसलिए सर्वश्रेष्ठ की विश्वसनीयता पर संदेह होता है। अपने बयान में, इंडिगो ने बताया कि सर्वश्रेष्ठ में भारत से सीपल साइज का खुलासा नहीं किया गया या वैश्विक विमान उद्योग द्वारा अपनाई गई कार्यप्रणाली और मुआवजा दिशा-निर्देशों पर विचार नहीं किया गया, जिससे इसकी विश्वसनीयता पर संदेह पैदा होता है। एयरलाइन ने अपने मजबूत टूक रिकॉर्ड पर जोर देते हुए कहा कि यह लगातार समय को पाबंदी पर उच्च स्कोर करता है और समान आकार और परिचालन पैमाने की एयरलाइनों के बीच इसका ग्राहक शिकायत अनुपात सबसे कम है। ब्रसेल्स एयरलाइंस को 2024 के लिए दुनिया की सर्वश्रेष्ठ एयरलाइन का ताज पहनाया गया है, जिसने 10 में से 8.12 के प्रभावशाली समग्र स्कोर के साथ शीर्ष स्थान हासिल किया है। बेलजियम के इस वाहक ने समय की पाबंदी, सेवा की गुणवत्ता और मुआवजा दावा निपटान में असाधारण प्रदर्शन के माध्यम से खुद को प्रतिष्ठित किया। कतर एयरवेज ने 8.11 के शानदार स्कोर के साथ दूसरा स्थान हासिल किया। दोहा स्थित एयरलाइन ने लगातार दसवीं बार पहला स्थान हासिल करने से चूक गई, लेकिन लक्जरी और ग्राहक संतुष्टि के लिए अपनी प्रतिष्ठा बनाए रखी। यूनाइटेड एयरलाइंस ने 8.04 स्कोर के साथ तीसरे स्थान पर पहुंचने के लिए प्रभावशाली सात स्थानों की छलांग लगाई, जबकि अमेरिकन एयरलाइंस तीन स्थानों की छलांग लगाकर चौथे स्थान पर पहुंच गई, जिसने भी 8.04 स्कोर किया।

आइसलैंड की प्ले एयरलाइंस सबसे उद्वेगनीय नवगंतुक के रूप में उभरी, जो 7.89 स्कोर के साथ पांचवें स्थान पर रही।

रैंकिंग में...

में समान रूप से योगदान करते हैं, या प्रत्येक 33.33

IndiGo Airlines crashlands as one of the worst ranked: report

RAJESH KUMAR ■ NEW DELHI

India's largest air transporter, IndiGo Airlines, has fared poorly in an annual ranking of international airlines and airports released by AirHelp. As per the reports based on air users feedback, IndiGo has been ranked at 103rd out of 109 airlines, making it one of the worst performers. Sooner the rankings surfaced the airliner faced a heavy backlash on social media with netizens reminiscing about their experiences with many of them cast aspersions on behaviour of crew and ground staff as well questioning the quality of meals served on board.

Tata's Air India fares slightly better, standing at 61st with a 4.1/10 score for claim handling. At the top of the list, Brussels Airlines has been named the best airline, followed by Qatar Airways. India's largest domestic carrier, rated 4.80/10. The low rating is attributed to underwhelming customer satisfaction and poor handling of flight disruption claims.

The rankings for airlines are based on three criteria, on-time performance, customer opinion, and processing of compensation claims. According to AirHelp, the three criteria contribute to the airline's score in equal measure, or 33.33 per cent each. The analysis covers data from January to October, incorporating on-time performance, customer claims processing, and feedback from passengers across 54 countries on food, comfort, and service.

The report analyses key performance indicators



including flight punctuality, customer service responsiveness, and claim resolution efficiency. Researchers collected data on how airlines handle flight disruptions, manage compensation claims, and deliver consistent service across international routes. The analysis considers not just operational efficiency, but also the human experience of air travel, including factors like crew service quality, meal offerings, and passenger comfort.

Responding to the ranking, IndiGo criticised the methodology, saying the survey does not disclose the sample size from India, "casting doubt on the survey's credibility." In its statement, IndiGo pointed out that the survey did not disclose the sample size from India or consider the methodology and compensation guidelines followed by the global aviation industry, "casting a doubt on its credibility". The airline emphasised its strong track record, noting that it consistently scores high on punctuality and has the lowest customer complaint ratio among airlines of similar size and operational scale.

Continued on page 2

IndiGo Airlines crashlands as one of the worst ranked...

From page 1

Brussels Airlines has been crowned the world's best airline for 2024, securing the top position with an impressive overall score of 8.12 out of 10. The Belgian carrier distinguished itself through exceptional performance across punctuality, service quality, and compensation claim handling. Qatar Airways claimed the second spot with an outstanding 8.11 score. The Doha-based airline narrowly missed a tenth consecutive first-place finish, maintaining its reputation for luxury and customer satisfaction.

United Airlines jumped an impressive seven places to claim third place with an 8.04 score, while American Airlines moved up three places to fourth, also scoring 8.04. Play Airlines from Iceland emerged as the most notable newcomer, ranking fifth with a 7.89 score.

यात्री हो रहे हैं परेशान

जयपुर से वाराणसी जाने वाली फ्लाइट दूसरे दिन भी रद्द

जयपुर @ पत्रिका. जयपुर इंटरनेशनल एयरपोर्ट से वाराणसी के लिए उड़ान भरने वाली फ्लाइट बुधवार को लगातार दूसरे दिन भी रद्द रही, जिससे यात्रियों को परेशानी का सामना करना पड़ा। जानकारी के अनुसार, स्पाइसजेट एयरलाइन की यह फ्लाइट बुधवार सुबह 8:25 बजे जयपुर से वाराणसी के लिए रवाना होनी थी और सुबह 10:35 बजे वाराणसी पहुंचनी थी। लेकिन, ऑपरेशन संबंधी कारणों के चलते इसका संचालन आखिरी वक्त पर रद्द कर दिया गया, जिससे यात्रियों को परेशानी उठानी पड़ी।

हालांकि, एयरलाइंस कंपनी द्वारा सभी यात्रियों को रिफंड दिया गया, लेकिन आखिरी वक्त पर फ्लाइट रद्द होने की वजह से कई यात्री अपने निर्धारित समय पर गंतव्य तक नहीं पहुंच सके। जयपुर से वाराणसी के लिए टिकट बुक करने वाले अमित अग्रवाल ने बताया, 'स्पाइसजेट ने आखिरी वक्त पर मेरी फ्लाइट कैंसल कर दी। अब मैं तय समय पर वाराणसी नहीं पहुंच पाऊंगा। एयरलाइंस का यह रवैया बिल्कुल सही नहीं है। इस मुद्दे पर सरकार को ठोस निर्णय लेना चाहिए, ताकि पैसेंजर्स को फ्लाइट कैंसलेशन से राहत मिल सके।'



रोटेशन और ऑपरेशन कारणों से फ्लाइट लेट

स्पाइसजेट एयरलाइंस के राजस्थान प्रवक्ता मनीष सेनी ने कहा कि रोटेशन और ऑपरेशन कारणों के चलते फिलहाल वाराणसी फ्लाइट को रद्द किया गया है। उन्होंने बताया कि 6 दिसंबर से फ्लाइट का संचालन नियमित रूप से किया जाएगा। सेनी ने यह भी कहा कि फ्लाइट कैंसलेशन की प्रक्रिया सामान्य है और यह आमतौर पर सभी एयरलाइंस में होती है। बता दें कि 15 नवंबर से जयपुर एयरपोर्ट से वाराणसी के लिए हर दिन सुबह 8:25 बजे फ्लाइट प्रस्तावित है, जो 10:35 बजे वाराणसी एयरपोर्ट पर लैंड करेगी। वापसी में वाराणसी से सुबह 10:55 बजे उड़ान भरेगी और 1:10 बजे जयपुर एयरपोर्ट पर लैंड करेगी। 15 नवंबर से अब तक यह फ्लाइट पांच से ज्यादा बार रद्द हो चुकी है, जिससे यात्री परेशान हैं।



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THE STATESMAN

KOLKATA

5 DECEMBER 2024

**IndiGo refutes report
which rated it among
world's worst airlines:**

Low-cost airline IndiGo on Wednesday refuted findings of a report which claimed that IndiGo has been ranked among the world's worst airlines this year. The 'AirHelp Score report 2024' placed the domestic carrier near the bottom at 103rd place out of 109 analysed. The report also ranked Air India at 61st and AirAsia at 94th. In a statement, IndiGo said that India's aviation regulator, Directorate General of Civil Aviation (DGCA), publishes data on airline punctuality and customer complaints monthly. "IndiGo has consistently scored high on punctuality and has the lowest customer complaint ratio for an airline of its size and scale of operations," said the airline.



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THE TIMES OF INDIA

DELHI

6 DECEMBER 2024

New aviation bill passed after heated debate over Hindi title

New Delhi: Parliament on Thursday passed the Bharatiya Vayuyan Vidheyak, 2024 — a bill that replaces the Aircraft Act, 1934 — to improve ease of doing business in the fast-growing aviation sector.

The bill was passed by voice vote in Rajya Sabha on Thursday. It was approved by Lok Sabha in the previous session in Aug.

The debate on the bill in RS saw the name of the legislation in Hindi become a point of heated discussion with members of certain opposition parties objecting to it. BJP netas refuted the charge, alleging that the reaction of the opposition members reflects their “colonial mindset”.

YSRCP’s S Niranjana Reddy asked govt to reconsider the nomenclature of the bill and said he was saying so not because he is opposing “Hindi imposition” but because there is a constitutional requirement. CPI’s

Sandosh Kumar P also demanded that the title of the bill be amended, claiming that it is in contravention of the Constitution. TMC’s Sagarika Ghose and DMK’s Kanimozhi NVN Somu also opposed the bill’s name.

Replying to the debate, civil aviation minister K Rammohan Naidu

LANGUAGE TROUBLE

said there was no violation of any Constitutional rule in the change in title of the bill from English to Hindi. He added that it was done to “showcase India’s heritage and culture”.

Responding to concerns of some MPs over skyrocketing airfares, Naidu said, “Through the Udan scheme, we have kind of addressed the accessibility. We are now addressing the affordability factor.” He said under the scheme, 609 routes were started in eight years. TNN



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THE TIMES OF INDIA

CHENNAI

5 DECEMBER 2024

2 int'l flights diverted to B'luru due to fog

TIMES NEWS NETWORK

Chennai: Two international flights — one from Kuala Lumpur and the other from Dubai — could not land at Chennai airport on Wednesday morning due to poor visibility caused by fog. The flights were diverted to Bengaluru.

An Air Asia flight from Kuala Lumpur with 152 passengers on board was scheduled to land in Chennai at 7.25am. However, due to extreme foggy conditions, the flight was diverted to Bengaluru. The flight was scheduled to return to Chennai late in the evening.

Its outbound service, initially set for 8.05am, was delayed to 12.15am on Thursday.

Passengers who reached the airport on Wednesday morning to go to Kuala Lumpur were instructed to return on Wednesday night.

An Emirates flight from Dubai with 254 passengers on board, scheduled to land in Chennai at 8.15am, faced similar challenges and was diverted. The flight returned to

Chennai around 12.40pm and departed to Dubai at 1.20pm, after a delay of more than three hours.

KUALA LUMPUR, DUBAI FLIGHTS

Meanwhile, a Chennai-bound British Airways flight from London returned due to technical snag. The flight, which was to arrive in Chennai at 5.30am, was delayed by eight hours.