



## Corporate Communications Directorate

DECCAN HEROLD

BANGLORE

22 FEBRUARY 2025

# Committed to building airport in Hosur: TN tells industry leaders

**CHENNAI, DHNS:** The Tamil Nadu government on Friday assured industry associations in Hosur that it was committed to building an exclusive airport for the industrial town, as announced by Chief Minister MK Stalin on the floor of the Assembly in June 2024.

Industries Minister T R B Rajaa, on a two-day visit to Hosur, also said the city would witness exponential growth in the next five years due to a continuous investment flow in various sectors, especially electronics and electric vehicles.

Sources told *DH* that Rajaa, during his meeting with Hosur Small and Tiny Industries Association (HOSTIA) representatives, said the government

had fast-tracked the process of choosing the airport's location and that there was no change in its announcement.

“He was categorical that the government will build an airport in Hosur and that a final decision on the location will be made once the Airports Authority of India (AAI) submits a final report on the feasibility of building the airport in two shortlisted locations,” an entrepreneur who attended the meeting told *DH*.

A source said the AAI is currently undertaking a detailed study of the two locations, including villages close to Belagondapalli, where Taneja Aerospace and Aviation Limited (TAAL) operates a private airport.



## Corporate Communications Directorate

HINDU

CHENNAI

22 FEBRUARY 2025

# Airport runway gets new landing system

AAI officials say it helps guide an aircraft during approach and landing, particularly during low visibility and bad weather



The system has been installed at the Guindy and Pallavaram ends of the runway. FILE PHOTO

**The Hindu Bureau**  
CHENNAI

**T**he Airports Authority of India (AAI) has installed a new instrument landing system (ILS) at the Chennai airport to ensure safe landing of flights even in low visibility conditions.

In June last year, the work to replace the old ILS began at the Guindy end of the main runway and continued for four months. After the installation was completed, the AAI's aviation safety team inspected the facility, and it became operational subsequently.

AAI officials said the ILS

was a critical system for flight as it helped guide an aircraft during approach and landing. "There are two components in this system – a localiser and a glidepath. While the localiser aids an aircraft and directs it accurately to the centre line of the runway, the glidepath assists in en-

suring a smooth descent and landing. This is vital for an aircraft, particularly during low visibility and bad weather conditions," an official said.

"The ILS is available for both ends of the runway – the Pallavaram end and Guindy end," the official added.

LIMITLESS HORIZONS

# Multiple airports help city develop in all directions

They will aid in developing hinterland, boost regional connectivity

BENGALURU, DHNS

**W**hen there can be multiple railway terminals, bus stands and Metro stations, why should Bengaluru have just one airport? Experts – who were part of a panel at the *DH*'s Bengaluru 2040 summit – weighed in on their thoughts with some panelists batting for more than two airports for Bengaluru, citing examples of cities like London, New York, Washington DC and even Istanbul.

Captain G R Gopinath, aviation pioneer, Khushboo Goel Chowdhary, Managing Director of Karnataka State Industrial and Infrastructure Development Corporation Ltd (KSIIDC), M G Balakrishna, president of Federation of Karnataka Chambers of Commerce and Industry, Vivek Menon, Civic Activist and Serial Entrepreneur were part of the panel on 'How many airports does Bengaluru need?'

Multiple airports, Gopinath said, will not only improve regional connectivity by design, nature and tender but also develop the hinterland. "While we need marble palaces, which make us proud, we must also have low-cost airports. London has six interna-



Aviation pioneer Captain G R Gopinath speaks at the panel discussion on 'How many airports does Bengaluru need?' at DH Bengaluru 2040 summit, in Bengaluru on Friday. (From left) M G Balakrishna, President, FKCCI, Khushboo Goel Chowdhary, Managing Director, KSIIDC, Vivek Menon, civic activist & serial entrepreneur and Gautham Machaiah, senior journalist, are seen. DH PHOTO

tional airports including one in the central business district. We must have airports on the north, south, east and west of Bengaluru so it grows in all directions," he said.

Gopinath said the government should not have shut the HAL airport when the Kem-

pegowda international airport was opened. "When Hosur airport comes, we should not object to it as it will be good for Bengaluru's economy. We must have airports competing with each other," he said.

Terming the terminal 1 and 2 of KIA

"world class," Vivek Menon said the connectivity to the airport is still an issue and Hebbal continues to be a chokepoint.

"What we have to do is focus on planning. Decades ago, Bengaluru South was initially chosen for the international airport as it is close to Electronics City, which is a big driver for growth and Harohalli industrial area. But it did not see the light of the day. The northern parts face water scarcity. When we identify the location for second airport, we have to see its environmental impact."

Khushboo said a lot of parameters such as technical, connectivity and environmental impacts are being considered while selecting the location. "The government is yet to shortlist the location. Once that happens, it will be sent to the Centre for approval," she said, adding that the opening of HAL airport would have no bearing on the plan to establish the second international airport.

Balakrishna asked the government to first create infrastructure like roads, mass transit solutions before finalising location for second airport. He said it will be difficult to widen the roads at the later stage as value of land would shoot up.

"The government must come up with a comprehensive plan to support industries and infra well in advance," he stressed.



### CHINGRIGHATA STRETCH ALONG EM BYPASS

# ‘Kolkata Metro’s airport corridor stuck over traffic clearance issues’

**KOLKATA:** Metro Railway Kolkata has said certain bottlenecks in Chingrighata stretch along EM Bypass are hampering the progress of the Orange Line, which will connect the southern part of the city with the airport.

The stretch, extending from Ruby Crossing (Hemanta Mukhopadhyay) to Biman Bandar (Airport), will link New Garia with the city airport.

Citing delays in securing permission for traffic diversion along EM Bypass in Chingrighata, a Metro Railway official said Rail Vikas Nigam Limited (RVNL) has already constructed a diversion road through Captain Bheri and Dhapa Lock Pumping Station (DLPS) to Chingrighata.

This was done after multiple consultations with the Kolkata Municipal Corporation (KMC) and traffic department officials to facilitate segment

## The Details

» After addressing all observations from the Traffic department regarding groundwork in this stretch, RVNL requested permission for night-time traffic diversion from February 3 to 12. However, the Traffic department did not grant approval at the time'



» The stretch, extending from Ruby Crossing (Hemanta Mukhopadhyay) to Biman Bandar (Airport), will link New Garia with the city airport

launching work, the official added. "After addressing all observations from the Traffic department regarding groundwork in this stretch, RVNL requested permission for night-time traffic diversion from February 3 to 12.

However, the Traffic department did not grant approval at the time," the official told a

news agency on Friday. "RVNL officials met the police commissioner on February 11, who assured them that permission would be granted within two days. They also approached the joint commissioner of police (Traffic) on February 12, requesting a no-objection certificate (NOC) for segment launching work. But the

NOC has not been granted," he regretted. Metro Railway general manager P Uday Kumar Reddy and minister Sujit Bose inspected the site with senior RVNL officials on February 16. They also held a meeting to resolve the issues and obtain the necessary permission for traffic diversion so that segment launching work can commence early, the official said.

"This work is crucial for completing the 366-metre viaduct on this stretch. To ensure smooth traffic flow and commuter safety during the work, RVNL has already committed to taking necessary precautions. However, unnecessary delays are hampering the progress of the Orange Line project," he added.

The delay is prolonging the connectivity between Salt Lake and Rajarhat-New Town up to the airport (Jai Hind Bimanbandar) station from Kavi Sub-

hash station via EM Bypass, he added. Segment launching work for Pier Nos. 317, 318 and 319 at Chingrighata Crossing has been stalled due to the lack of traffic diversion approval, which has been pending since last year.

A senior Kolkata Traffic Police official said the department is working toward a feasible solution that balances the need for smooth vehicular movement along the Chingrighata-Belegghata More-Metropolitan stretch on EM Bypass with the execution of the Metro project. "We want the Metro project to be completed in a time-bound manner, but we also have to ensure that vehicular traffic is not severely disrupted," the official said.

Bose, who recently inspected the site with Metro officials and the local MLA, was unavailable for comments. AGENCIES



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SUNDAY STANDARD

DELHI

23 FEBRUARY 2025

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### ***CANADIAN COUPLE DETAINED AT TIRUCHY AIRPORT***

A Canadian couple waiting to fly back to their country from the Tiruchy international airport was detained on Friday night for inquiries after a bullet was found in their luggage. The Airport police allowed them to continue their journey on Saturday.



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TIMES OF INDIA

BANGLORE

22 FEBRUARY 2025

# B'luru-London traffic soared 171% in Dec '24

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**Bengaluru:** Air passenger traffic from Bengaluru to London skyrocketed by 171% in Dec 2024 compared to the same period in 2023.

According to the latest United Kingdom Civil Aviation data, this surge highlights the growing importance of the city's Kempegowda International Airport (KIA) as a major travel hub.

According to statistics, 39,843 passengers travelled between KIA and Heathrow in Dec 2024, a massive jump from 14,707 flyers in Dec 2023. This significant growth far outpaces the overall 16% rise in India's total international passenger traffic last year, positioning Bengaluru as a key driver in the country's aviation expansion.

Airport officials say the increase in demand between Bengaluru and London is on account of expanding capacity, offering more frequent direct flights between the two countries.

"Due to increase in demand, BLR-LHR connectivity has expanded from a single daily flight to three a day. Previously, British Airways was the sole carrier operating this route daily. In April 2024, Virgin Atlantic introduced its daily service, followed by Air India's daily flights in Aug 2024, significantly enhancing connectivity between Bengaluru and London. As demand

**This significant growth positions Bengaluru as a key driver in the nation's aviation expansion**



for international travel grows, BLR airport continues to strengthen its role as a key hub for connectivity and economic growth," said Satyaki Raghunath, COO of Bangalore International Airport Ltd (BIAL).

The anticipated UK-India Free Trade Agreement (FTA) and deeper economic ties have encouraged business and investor travel. Bengaluru's tech-driven workforce is increasingly collaborating with UK-based firms, prompting more professional travel, said an airport source. "Additionally, Bengaluru's affluent are increasingly travelling to the UK for education, leisure and work-related opportunities. With more Indian students enrolling in UK universities, family visits and academic exchanges have grown substantially."

Given the Heathrow success, airlines may now explore new long-haul destinations such as New York, Frankfurt, and Sydney, the airport source explained.

# Flyers at RGIA fume as illegal cab touts take many for ride

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**Hyderabad:** Despite multiple cases against cab touts, the problem continues to plague travellers at the Rajiv Gandhi International Airport (RGIA) who end up being fleeced by these illegal cabbies misrepresenting themselves as legitimate taxi drivers, coercing travellers into shared rides and overcharging them.

According to RGIA police, 429 cases of cab touting were reported between Jan 1, 2024, and Feb 17 this year. This was in spite of the state govt enacting the Telangana State Prevention of Touting and Malpractices Against Tourists and Travellers Act in 2021 to curb such activities.

Passengers have had to take to social media to express their ire over being taken for a ride by illegal cabbies.

On Jan 13, a user named Deepa posted on X, tagging CM Revanth Reddy: "A taxi operator at Hyderabad's Airport deceived passengers by falsely presenting as legitimate drivers. They coerce travellers into shared rides without prior consent, leading to extended journeys and inflated costs (sic)."

Many highlighted how these unauthorised drivers mob travellers as soon as they exit the airport ramp.

Acknowledging the issue, GMR Hyderabad International Airport Ltd said steps have been taken to address it.



**PROBLEM PERSISTS**

"The Hyderabad airport has been working with various stakeholders to ensure smooth travel through our airport. We have been sensitising travellers to avoid using unauthorised cab services," a spokesperson said.

### 31 anti-touting staff in place

Officials said they have deployed 31 anti-touting security personnel at multiple touchpoints. A special patrol team in collaboration with police is deployed, they said.

RGIA officials said authorised transport options including radio taxis, app-based cabs, prepaid taxis, car rentals, EVs and Pushpak buses were available round the clock. Real-time cab availability is displayed at baggage belt area and display boards detailing transport options have been placed at strategic locations. Passenger service associates are also stationed at cab zones to assist travellers. A help desk near Aero-plaza is available for further assistance, they said.

The TGSRTC Pushpak boarding point has also been relocated to pick-up point D, reducing the distance for those opting for bus, officials said.



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AMAR UJALA

DELHI

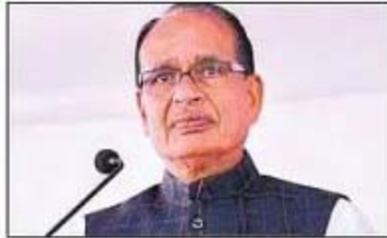
23 FEBRUARY 2025

# कृषि मंत्री को एअर इंडिया की उड़ान में मिली टूटी सीट

शिवराज बोले- यह अनैतिक, पूरा किराया लेकर खराब सीट क्यों ■ एअर इंडिया ने मांगी माफी, कहा-अब नहीं होगी गलती

भोपाल। केंद्रीय कृषि मंत्री शिवराज सिंह चौहान को एअर इंडिया की उड़ान में टूटी और धंसी हुई सीट पर सफर करना पड़ा। इसके लिए उन्होंने कड़ी नाराजगी जताई और सोशल मीडिया पर पोस्ट लिखकर इसे यात्रियों के साथ अनैतिक व्यवहार बताया। शिवराज ने लिखा, विमानन कंपनी यात्रियों से पूरा किराया वसूलती है और फिर खराब सीटों पर बैठा देती है। यह सरासर गलत है। शिवराज की पोस्ट के बाद एअर इंडिया ने अस्सुविधा के लिए माफी मांगी और कहा कि भविष्य में ऐसी गलती नहीं होगी।

सोशल मीडिया पोस्ट में शिवराज ने कहा कि उन्हें पूसा में किसान मेले का उद्घाटन करने, कुरुक्षेत्र में प्राकृतिक खेती मिशन की बैठक में



भाग लेने और चंडीगढ़ में किसान संगठन के प्रतिनिधियों के साथ चर्चा करने के लिए भोपाल से दिल्ली जाना था। वह एअर इंडिया की फ्लाइट एआई436 में सवार हुए। चौहान ने पोस्ट में लिखा, मुझे सीट नंबर 8सी आवंटित की गई थी। जब मैं अपनी सीट पर पहुंचा और

लोगों ने अपनी सीट की पेशकश की, पर मुझे ठीक नहीं लगा : शिवराज ने कहा, कुछ साथी यात्रियों ने मुझे अपनी सीट की पेशकश की ताकि मैं आराम से यात्रा कर सकूँ। लेकिन मैं अपने आराम के लिए अपने किसी दोस्त को परेशान नहीं करना चाहता था। इसलिए, मैंने उसी सीट पर अपनी यात्रा पूरी करने का फैसला किया।

बैठा, तो पाया कि यह टूटी और धंसी हुई थी। चालक दल से बात करने पर उन्हें बताया गया कि प्रबंधन को इसके बारे में जानकारी दी गई है और उनसे इसे यात्रियों को आवंटित नहीं करने के लिए कहा गया है। उन्होंने दावा किया कि कई सीटें इसी तरह की स्थिति में थीं। व्यूरो

मुझे लगा कि टाटा के पास जाने के बाद हालत सुधरेगी, पर मैं गलत था

शिवराज ने कहा, मुझे लगा कि टाटा प्रबंधन के अधिग्रहण के बाद एअर इंडिया की सेवा में सुधार होगा, पर मैं गलत था। मुझे अपनी अस्सुविधा की चिंता नहीं है, पर यात्रियों से पूरा किराया वसूलना और फिर उन्हें खराब सीटों पर बैठाना अनैतिक है। क्या यह यात्रियों से धोखा नहीं है? नागरिक उड्डयन मंत्री राम मोहन नायडू ने शिवराज की शिकायत के बाद तुरंत एअर इंडिया को आवश्यक कार्रवाई करने का निर्देश दिया। उन्होंने चौहान से भी इस मुद्दे पर बात की। नायडू ने बताया कि डीजीसीए ने मामले में विमानन कंपनी से रिपोर्ट मांगी है।

## Corporate Communications Directorate

BUSINESS LINE

DELHI

23 FEBRUARY 2025

# Sought report from AI on seat issue of Shivraj Chouhan: Aviation Minister

**Rohit Vaid**

New Delhi

The Centre has sought a report from Air India on the issue of an allegedly broken seat that was offered to Union Agriculture Minister Shivraj Singh Chouhan on a flight from Bhopal to Delhi on Saturday.

Speaking to *businessline*, Civil Aviation Minister Ram-mohan Naidu said the Ministry directed Air India to take immediate action on the issue. According to senior Civil Aviation Ministry officials, the report will seek to identify the deficiency in the seat and if the airline violated any provisions by selling such a product.

“We will take action only if the required safety and quality standards are not met,” the official told *businessline*.

### **BROKEN SEATS**

Per a 2022 DGCA directive, airlines are barred from selling broken or unserviceable seats. Sources in Air India told *businessline* that the seat in question was not sub-standard and thorough



checks have been made to determine its quality.

“The aircraft is just two years old. The seat has been verified to be of a standard quality; there may be some concerns regarding the design, but it is not broken,” a senior Air India official said. An exclusively sourced video of the seat by *businessline* showed that the seat reclined and wasn’t broken.

Industry insiders sided with Air India, and pointed out that the cushioning might have been a problem. *businessline* was not able to verify this assertion.

The issue surfaced after Chouhan tweeted on Saturday morning, stating that while travelling from Bhopal to Delhi, he was allotted seat number 8C on AI 436 which was “broken and sunken in”.

“It was uncomfortable to sit. When I asked the airline staff why the seat was allotted to me if it was bad, they told me that the management had been informed earlier that this seat was not good and its ticket should not be sold. There are not just one such seat but many more,” he wrote on his social media handle at X. In an official statement, an Air India spokesperson said, “Air India deeply regrets the inconvenience caused to Union Minister Shivraj Singh Chouhan on his flight from Bhopal to Delhi. This does not reflect the standard of service we strive to provide to our guests, and we are conducting a thorough investigation into the matter to ensure that such incidents are not repeated.”



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DANIK BHASKAR

DELHI

23 FEBRUARY 2025

### नाराजगी डीजीसीए ने एयरलाइन से मांगा जवाब शिवराज को विमान में टूटी सीट मिली, बोले-ये यात्रियों से धोखा

एजेंसी | भोपाल/नई दिल्ली

केंद्रीय मंत्री शिवराज सिंह चौहान ने एअर इंडिया की फ्लाइट में टूटी सीट मिलने पर नाराजगी जताई है। एयर इंडिया ने तत्काल माफी मांगते हुए जांच के आदेश दिए हैं। वहीं, नागरिक उड्डयन मंत्री राममोहन नायडू ने एयरलाइन को तुरंत कार्रवाई को कहा है।



डीजीसीए ने भी मामले में रिपोर्ट मांगी है।

शिवराज सिंह चौहान ने शनिवार को एक्स पर लिखा कि उन्होंने भोपाल से दिल्ली जाने के लिए एयर इंडिया की फ्लाइट एआई436 में यात्रा की। उन्हें सीट नंबर 8सी दी गई,

जो टूटी और धंसी हुई थी। उन्होंने लिखा, 'यह तत्कालीनफदायक था। सहायत्रियों ने मुझे बहुत आग्रह किया कि मैं उनसे सीट बदल कर अच्छी सीट पर बैठ जाऊं लेकिन मैंने फैसला किया कि मैं इसी सीट पर बैठकर अपनी यात्रा पूरी करूंगा।' चौहान ने कहा कि उन्हें उम्मीद थी कि टाटा ग्रुप के अधिग्रहण के बाद एयर इंडिया की सेवाएं बेहतर होंगी, लेकिन ऐसा नहीं हुआ। उन्होंने कहा, 'मुझे अपनी असुविधा की चिंता नहीं, लेकिन यात्रियों से पूरा किराया लेकर उन्हें खराब सीट देना गलत है। क्या यह यात्रियों के साथ धोखा नहीं है?' वहीं, एयर इंडिया ने इस घटना पर माफी मांगते हुए कहा, 'हम असुविधा के लिए खेद व्यक्त करते हैं। हम इस मामले की गहन जांच कर रहे हैं, ताकि भविष्य में ऐसी घटनाएं न हों।'



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DANIK BHASKAR

DELHI

23 FEBRUARY 2025

लोकल सक्रिल सर्व

प्रयागराज महाकुम्भ में पवित्र स्नान करने पहुंचे देश के 303 जिलों के 49 हजार लोगों ने सर्वे में हिस्सा लिया

# महाकुम्भ में मुनाफाखोरी

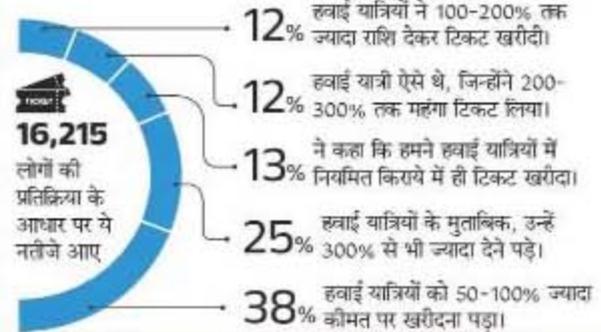
## 87% हवाई यात्रियों और 67% श्रद्धालुओं को आने-जाने, रुकने और ट्रांसपोर्ट पर 50-300% ज्यादा खर्च करने पड़े

भास्कर न्यूज | नई दिल्ली

प्रयागराज महाकुम्भ में 41 दिनों के भीतर करीब 60 करोड़ श्रद्धालु पवित्र स्नान कर चुके हैं। इसमें अभी 4 दिन और बाकी हैं। ऐसे में अंकड़ा और बढ़ सकता है। मगर, इस दौरान मुनाफाखोरी भी धड़ल्ले से चल रही है। 87% हवाई यात्रियों का कहना है कि उन्हें नियमित किराये के मुकाबले 50-300% तक ज्यादा रकम खर्च करनी पड़ी।

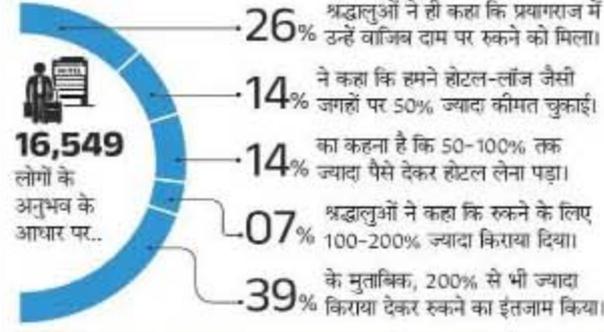
वहीं, 67% श्रद्धालुओं ने कहा, होटल, लॉज आदि में ठहरने, स्थानीय परिवहन और बोट राइड आदि के लिए उनसे 50-300% ज्यादा राशि वसूली गई। लोकल सक्रिल ने देश के 303 जिलों में 49,276 लोगों पर किए गए सर्वे में ये नतीजे निकाले। सांसद प्रमोद तिवारी ने संसद में भी प्रयागराज के लिए महंगे हवाई किराये का मुद्दा उठाया था। सर्वे में शामिल लोगों में 62% पुरुष और 38% महिलाएं थीं। टियर-1 शहरों के 44%, टियर-2 के 25% और टियर 3,4,5 व ग्रामीण इलाकों के 31% लोगों ने सर्वे में हिस्सा लिया।

38% ने 50-100% महंगे टिकट खरीदे...



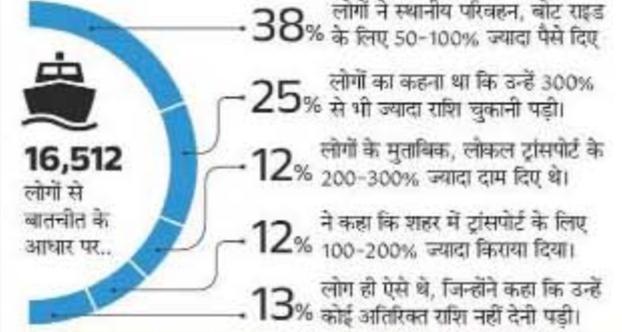
- दिल्ली से प्रयागराज के लिए 40,000 रु., चेन्नई से प्रयागराज 53 हजार रु. और कोलकाता से हवाई किराया 35 हजार रु. तक पहुंच गया था।
- हालांकि, उड़्डयन मंत्रालय के हस्तक्षेप के बाद दिल्ली से किराया घटकर 15 हजार हो गया था, पर 11 फरवरी से किराया फिर बढ़ गया।

18% बोले- रुकना 300% से ज्यादा महंगा



- प्रयागराज में होटल किराया 2,500-3,000 रु. से बढ़कर 6-7 हजार रु. तक पहुंच गया। मौनी अमावस्या, वसंत पंचमी और माघी पूर्णिमा स्नान पर तो यह 22 हजार रु. तक पहुंच गया था। प्राइवेट टेंट में एक रात का किराया 15 हजार रु. से बढ़कर 45 हजार रु. तक पहुंच गया था।

25% बोले- बोट राइड के तिगुने दाम दिए



- बाइक वालों ने 2-3 किमी के लिए 500-1000 रु. तक लिए। बोट राइड के लिए 1000-5000 रु. तक वसूले गए। भारी भीड़ से जाम में फंसने के कारण लोगों को खाने-पीने के लिए कई-कई गुना रकम देनी पड़ी। मसलन, एक परटे के लिए भी 300-400 रु. तक लिए गए।



**भारतीय विमानपत्तन प्राधिकरण**  
**AIRPORTS AUTHORITY OF INDIA**

# Corporate Communications Directorate

DESHBANDHU

DELHI

23 FEBRUARY 2025

## घरेलू हवाई यात्रियों की संख्या जनवरी में बढ़कर 1.5 करोड़ रही

नई दिल्ली, 22 फरवरी (एजेंसियां)। भारत में घरेलू हवाई यात्रियों की संख्या जनवरी में 1.5 करोड़ रहने का अनुमान है। यह जानकारी एक रिपोर्ट में दी गई।

जनवरी 2025 में घरेलू हवाई यात्रियों की संख्या में मासिक आधार पर 0.7 प्रतिशत और पिछले साल की समान अवधि की तुलना में 14.5 प्रतिशत का इजाफा देखने को मिला है। आईसीआरए की रिपोर्ट में बताया गया कि एयरलाइन ट्रैफिक इस साल जनवरी में प्री-कोविड स्तर (जनवरी 2020) के आंकड़े से 17.9 प्रतिशत अधिक था।

रिपोर्ट के अनुसार, वित्त वर्ष 25 के पहले 10 महीनों (अप्रैल 2024 से लेकर जनवरी 2025 तक) में कुल 13.72 करोड़ यात्रियों ने घरेलू मार्गों पर उड़ान भरी है। इसमें सालाना आधार पर 7.5 प्रतिशत की वृद्धि दर्ज की गई है और यह वित्त वर्ष 20 के प्री-कोविड स्तरों से 13 प्रतिशत अधिक है। जनवरी में भारतीय विमान कंपनियों में अंतरराष्ट्रीय यात्री यातायात का प्रदर्शन भी मजबूत रहा है।

वित्त वर्ष 2025 के पहले नौ महीनों में विमानों में अंतरराष्ट्रीय ट्रैफिक 2.48 करोड़ यात्रियों तक पहुंच गया, जो सालाना आधार पर 14.5 प्रतिशत की वृद्धि और पूर्व-कोविड स्तरों की तुलना में 41.7 प्रतिशत की वृद्धि को दर्शाता है। रिपोर्ट के



### ■ सालाना आधार पर 7.5 प्रतिशत की वृद्धि दर्ज

मुताबिक, घरेलू एविएशन इंडस्ट्री का पैसेंजर लोड फैक्टर (पीएलएफ) जनवरी 2025 में 92.1 प्रतिशत रहा है, जो कि जनवरी 2024 में 89.2 प्रतिशत था। हालांकि, यह जनवरी 2020 (प्री-कोविड) में 85 प्रतिशत पर था। ईंधन लागत, एयरलाइन परिचालन व्यय का एक महत्वपूर्ण घटक है, इसमें कुछ राहत देखी गई है। अप्रैल से जुलाई 2024 तक एटीएफ की कीमतें सालाना आधार पर 5.3 प्रतिशत अधिक थीं और अगस्त 2024 से फरवरी 2025 तक इसमें सालाना आधार पर 14.7 प्रतिशत की कमी आई है। रिपोर्ट में बताया गया है कि कुल मिलाकर अप्रैल 2024 से फरवरी 2025 की अवधि में एटीएफ की कीमतों में पिछले वित्त वर्ष की समान अवधि की तुलना में 8.1 प्रतिशत की कमी आई है।



**भारतीय विमानपत्तन प्राधिकरण**  
**AIRPORTS AUTHORITY OF INDIA**

# **Corporate Communications Directorate**

DANIK JAGRAN

DELHI

23 FEBRUARY 2025

## **घरेलू हवाई यात्रियों की संख्या 14.5 प्रतिशत बढ़ी**

**नई दिल्ली:** जनवरी में घरेलू हवाई यात्रियों की संख्या 150.30 लाख तक पहुंच गई। यह पिछले साल जनवरी के मुकाबले 14.5 प्रतिशत अधिक है। इक्रा के अनुसार, इस साल जनवरी में यातायात कोरोना पूर्व स्तर यानी जनवरी, 2020 से 17.9 प्रतिशत अधिक रहा। वित्त वर्ष 2025 के पहले 10 महीनों में घरेलू हवाई यातायात कुल 1,372.1 लाख रहा। (आइएनएस)

## Corporate Communications Directorate

DANIK JAGRAN

DELHI

23 FEBRUARY 2025

# शिवराज को विमान में मिली टूटी सीट, जांच का आदेश

राज्य ब्यूरो नईदुनिया, भोपाल : केंद्रीय कृषि मंत्री शिवराज सिंह चौहान को भोपाल से दिल्ली यात्रा के दौरान शनिवार को एअर इंडिया के विमान में टूटी सीट मिली। यात्रा को तकलीफदायक बताते हुए उन्होंने एक्स पर लिखा कि मेरी धारणा थी कि टाटा प्रबंधन के हाथ में जाने के बाद एअर इंडिया की सेवा बेहतर हुई होगी, लेकिन यह भ्रम निकला। मंत्री की पोस्ट के बाद एअर इंडिया की सेवा पर सवाल उठे तो उड़्डयन मंत्रालय ने जांच का आदेश दिया है। इस बीच, शिवराज की पोस्ट पर प्रतिक्रिया में कई यात्रियों ने भी फ्लाइट में अपनी यात्रा के खराब अनुभवों को साझा किया है।

शिवराज ने पोस्ट में लिखा- 'मुझे भोपाल से दिल्ली जाना था। एअर इंडिया के विमान (एआइ 436) में टिकट बुक कराया था। मुझे सीट संख्या 8सी मिली। मैं जाकर बैठा तो सीट टूटी और अंदर धंसी थी। बैठना तकलीफदायक था। जब



शिवराज सिंह चौहान • फाइल फोटो

- कृषि मंत्री ने कहा, क्या यात्रियों की मजबूरी का ऐसे फायदा उठाएंगे या कदम उठाएंगे
- शिवराज की शिकायत के बाद एअर इंडिया ने अपनी गलती स्वीकारते हुए माफ़ी मांगी

मैंने विमानकर्मियों से पूछा कि सीट खराब थी तो आर्वाटिब क्यों की तो उन्होंने बताया कि प्रबंधन को सूचित कर दिया था, इसका टिकट नहीं बेचना चाहिए। ऐसी और भी सीटें हैं। मुझे बैठने में कष्ट की चिंता नहीं, लेकिन पैसा वसूलने के बाद यात्रियों को खराब और कष्टदायक

## मंत्रालय के आदेश ताक पर रख बेची जा रही हैं टूटी सीटें

जागरण ब्यूरो, नई दिल्ली : पिछले वर्ष ही नागरिक उड़्डयन मंत्रालय ने देश की एविएशन कंपनियों को टूटी सीटों की बिक्री नहीं करने को कहा था। इसके बावजूद विमानन कंपनियों के कानों पर जूं नहीं रेंग रही। घरेलू और अंतरराष्ट्रीय दोनों पैसेंजर ऐसी शिकायत लंबे अरसे से कर रहे हैं। बिजनेस क्लास में भी टूटी कुर्सी पैसेंजर को अलाट कर दी जाती है। कृषि मंत्री चौहान की तरफ से इस मामले को उठाने के बाद नागरिक उड़्डयन महानिदेशालय (डीजीसीए) ने एयर

इंडिया को नोटिस जारी कर टूटी सीट बेचे जाने पर जवाब मांगा है। इस मामले पर नागरिक उड़्डयन मंत्री राम मोहन नायडू ने कहा- 'कृषि मंत्री की तरफ से मामला उठाए जाने के तुरंत बाद मैंने इस बारे में एअर इंडिया से बात की और उन्हें आवश्यक कदम उठाने के निर्देश दिए हैं। डीजीसीए भी इस मामले को देख रहा है। मैंने चौहान से भी बात की है।' मंत्रालय के प्रवक्ता की तरफ से यह जानकारी दी गई है कि इस प्रकरण पर एअर इंडिया के सीईओ और एमडी कैम्पबेल विल्सन से भी बात की गई है।

सीट पर बैठाना अनैतिक है। एअर इंडिया प्रबंधन कदम उठाएगा या यात्रियों की जल्दी पहुंचने की मजबूरी का फायदा उठाता रहेगा।' उधर, कांग्रेस की मध्य प्रदेश इकाई के अध्यक्ष जीतू पटवारी ने कहा कि देशभर के किसान अपनी जमीन बचाने का संघर्ष कर रहे हैं, लेकिन

कृषि मंत्री जी टूटी कुर्सी को कोस रहे हैं।

वहीं एअर इंडिया ने अपनी गलती स्वीकारते हुए माफ़ी मांगी है। उसकी ओर से कहा गया है कि हम पूरे मामले की जांच कर रहे हैं ताकि ऐसी घटना फिर से न हो। प्रकरण को सेवा गुणवत्ता के तौर पर नहीं लेना चाहिए।

# Corporate Communications Directorate

FINANCIAL EXPRESS

DELHI

23 FEBRUARY 2025

## Chouhan gets 'broken & sunk' seat on AI flight

**UNION AGRICULTURE MINISTER** Shivraj Singh Chouhan on Saturday slammed Tata Group-owned Air India for allotting him a "broken and sunk" seat, prompting his ministerial colleague K Rammo-han Naidu to instruct the airline to take "necessary action". Chouhan described the incident as an "unethical" practice.

Continued on Page 2

## Chouhan gets 'broken & sunk' seat on AI flight



**THE AIRLINE CHARGES** passengers full fare and then makes them occupy defective seats, Chouhan said in a post on X, adding he had boarded the Delhi-bound Air India flight AI 436 from Bhopal. "I was allotted seat number 8C. When I reached my seat and sat down, I found that it was broken and sunk. Sitting was uncomfortable," he wrote on X.

When he confronted the crew over the allotment of a defective seat, he was told that the management had been apprised about the condition of the seat, which shouldn't be sold to passengers. The minister claimed several seats on the flight were in a similar condition. "Fellow passengers insisted that I exchange seats with them and take a better one, but I didn't want to trouble any of my friends for my own comfort. So, I decided to complete my journey on the same

seat," he stated.

Chouhan said he assumed Air India's service would have improved after being taken over by the Tata management, but he was mistaken. "Isn't this a form of deception towards passengers?" he asked.

The civil aviation minister's office in a statement said the minister has taken "swift action" following Chouhan's post regarding Air India. "We spoke to Air India immediately on this issue and instructed them to take necessary action. From our side DGC will also be looking into details of the matter promptly. And I have personally spoken to Shivraj ji also," Naidu said in a statement.

Meanwhile, a senior Directorate General of Civil Aviation (DGCA) official said it has sought a report from Air India over the incident. However, it did not elaborate further.

After Chouhan shared his

experience on X, Air India apologised for the "inconvenience" and ordered a "thorough" probe into the incident.

"Air India deeply regrets the inconvenience caused to Hon'ble Union Minister, Shri Shivraj Singh Chauhan ji on his flight from Bhopal to Delhi. This does not reflect the standard of service we strive to provide to our guests, and we are conducting a thorough investigation into the matter to ensure that such incidents are not repeated," an Air India spokesperson said.

Also, taking note of Chouhan's post, Air India replied on X, "Dear Sir, we apologize for the inconvenience caused. Please be rest assured that we are looking into this matter carefully to prevent any such occurrences in the future. We would appreciate the opportunity to speak with you, kindly DM us a convenient time to connect."

—PTI

# Amid crashes, what passengers should know about airplane safety

A spate of airplane crashes has raised travellers' anxieties about flying. Experts say aviation remains less risky than other forms of transport

CHRISTINE CHUNG

**A DEADLY MIDAIR** collision involving a commercial airplane and an army helicopter. Multiple crashes in various countries. Planes catching on fire and even flipping upside down.

Over the last two months, global commercial air travel has been rocked by more than a half dozen unusual accidents that have raised concerns about the state of aviation safety. And in the United States, this comes amid an alarming number of near-misses and continued concerns about a adequate air traffic control staffing.

With each incident, video footage circulates near instantaneously and widely online, traumatising more travellers,



who say that the recent spate of airplane incidents has amplified their flight anxieties. Jaimee Rindy, a 28-year-old who lives in Atlanta, said she developed a fear of flying a few years ago. This feeling has grown more intense in recent months, she said.

"It's difficult to feel safe when you're completely out of control and when you really have no sense of what's happening while you're in the aircraft," Rindy said.

"Ultimately, that's the scariest part of being a passenger. It's that loss of trust in the industry." Is flying getting more dangerous? And what, if anything, can passengers actually do to stay safer during an emergency? We consulted several experts to learn more. The recent incidents, which are still being investigated, span different countries and types of airplanes.

Over the last two months, deadly

crashes have occurred in South Korea, the United States, and Azerbaijan. In the United States, some incidents involved commercial airplanes, while others were on smaller private planes subject to less stringent safety requirements. Of all aircraft, large commercial airplanes are required to meet the strictest safety regulations.

Not all incidents were fatal. All 80 people aboard a Delta Air Lines flight

that crash-landed at Toronto Pearson International Airport on Monday afternoon survived, even after the plane flipped upside down on the tarmac, with its right wing and tail shorn off.

Jeff Guzzetti, a former accident investigator for the Federal Aviation Administration and National Transportation Safety Board, said it was too early to determine the common factors connecting the recent accidents involving US carriers, which included the midair collision at Reagan National Airport on January 29 and the crash of a 10-person commuter plane in Alaska on February 6. "Myriad issues," including weather and FAA policies, were involved, he said.

Experts stressed that flying is by far the safest form of travel. Arnold Barnett, a professor of statistics at the MIT Sloan School of Management, said the risk of dying on a flight is close to zero. The high-profile accidents of late are a coincidence, he said. "Twelve million people board planes every day, on average, each year," Barnett added. "The overwhelming majority of days not a single passenger is injured let alone killed."

The lifetime odds of dying in a car crash are about 1 in 95, according to the National Safety Council.

But the recent accidents should prompt careful analysis and vigilance about "potential deficiencies in the system," Guzzetti said. The DC collision was the deadliest accident involving a US airline to occur in more than a decade.

Whether safety in commercial aviation is degrading is a possibility that needs to be considered, said Kyra Dempsey, who writes about aviation accidents in a blog, Admiral Cloudberg. She added that FAA cuts are a factor to monitor. The most important safety tip? Wear your seatbelt at all times. Experts recommend wearing your safety belt throughout the entire flight. Listening to the safety briefings delivered by flight attendants is another critical precaution, said Sara Nelson, the president of the Association of Flight Attendants-CWA, which represents nearly 55,000 flight attendants at 20 airlines.

**EXPERTS RECOMMEND WEARING SAFETY BELT THROUGHOUT THE FLIGHT AND LISTEN TO THE SAFETY BRIEFINGS BY FLIGHT ATTENDANTS**

Flight attendants train annually in emergency response procedures, Ms. Nelson added. This includes everything from handling unruly passengers to in-cabin fires to water evacuations. There really may not be a safest part of the plane to sit in.

John Cox, a former airline pilot who runs a safety consulting firm, said the research has been inconclusive on whether there is a safest section of a plane. Some travellers believe it's the back, because of the way it absorbs energy during a crash, minimising injury to passengers, but both Cox and Guzzetti dismissed this notion. "It just depends on the crash dynamics," Cox said. "Don't worry about where you sit."

Travellers can't predict what kind of accidents they might be in. But to avoid turbulence, Cox recommends sitting "over the middle of the wing." Consider purchasing a seat for your child and placing them in a car seat.



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## Corporate Communications Directorate

FREE PRESS JOURNAL

MUMBAI

22 FEBRUARY 2025

# AHEAD OF GIS, DATIA AIRPORT GETS DGCA NOD



## It will be eighth airport of state

**Our Staff Reporter**

**BHOPAL**

Just a few days before the Global Investors Summit (GIS), a new chapter has been added into the state's aviation sector as the Director General of Civil Aviation (DGCA) has provided a licence to Datia airport. It is under 3 C/VFR category that licence in the form of aerodrome has been given to Datia airport.

Chief Minister Mohan Yadav said under the leadership of Prime Minister Narendra Modi, a new chapter was added into the progress of Madhya Pradesh. Datia airport, developed on 118 acres, has received a licence from the DGCA.

It will be the eighth aerodrome airport of the state which will be available for public use. On behalf of the state's people, he expressed gratitude to the PM. Soon, Satna and Datia airport will be inaugurated.



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DELHI

23 FEBRUARY 2025

# शिवराज सिंह को विमान में मिली टूटी-धंसी सीट

## परेशानी

कोपाल, एजेंसी। एअर इंडिया की भोपाल से दिल्ली की उड़ान में केंद्रीय कृषि मंत्री शिवराज सिंह चौहान को टूटी हुई सीट प्रदान की गई। शिवराज सिंह ने शनिवार को एअर इंडिया की आलोचना करते हुए कहा कि उन्हें 'टूटी और धंसी हुई' सीट आर्वाटित की गई। यात्रियों से पूरा पैसा वसूलने के बाद उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है। चौहान द्वारा 'एक्स' पर अपना अनुभव साझा करने के बाद एअर इंडिया ने 'असुविधा' के लिए माफी मांगी है।

शिवराज ने कहा कि वह पूसा किसान मेले का उद्घाटन करने, कुरुक्षेत्र में प्राकृतिक खेती मिशन की बैठक में भाग लेने और चंडीगढ़ में किसान संगठन के प्रतिनिधियों से मिलने को भोपाल से दिल्ली जा रहे थे। वह भोपाल से दिल्ली जाने वाली एअर इंडिया की उड़ान एआई 436 में सवार हुए थे। चौहान ने एक्स पर लिखा, मुझे सीट क्रमांक 8सी आर्वाटित हुई। मैं जाकर सीट पर बैठा, सीट टूटी और अंदर धंसी हुई थी। बैठना

## एक्स पर पोस्ट कर एयर इंडिया से पूछा सवाल



शिवराज ने एक्स पोस्ट में कहा कि मेरी धारणा थी कि टाटा प्रबंधन के हाथ में लेने के बाद एअर इंडिया की सेवा बेहतर हुई होगी, लेकिन ये मेरा भ्रम निकला। मुझे बैठने में कष्ट की चिता नहीं है, लेकिन यात्रियों से पूरा पैसा वसूलने के बाद उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है। क्या आगे किसी यात्री को ऐसा कष्ट न हो, इसके लिए एअर इंडिया प्रबंधन कदम उठाएगा या यात्रियों की जल्दी पहुंचने की मजबूरी का फायदा उठाता रहेगा।

तकलीफदायक था। शिवराज ने कहा कि सहयात्रियों ने बहुत आग्रह किया कि मैं उनसे सीट बदल कर अच्छी सीट पर बैठ जाऊं। लेकिन मैं अपने लिए किसी और को तकलीफ क्यों दूं, मैंने फैसला किया कि मैं इसी सीट पर बैठकर यात्रा पूरी करूंगा। चौहान के पोस्ट पर एअर इंडिया ने 'एक्स' पर प्रतिक्रिया देते हुए खेद जताया और इस संबंध में ध्यान देने की बात कही।

राजीव चंद्रशेखर ने कार्रवाई का आग्रह किया : शिवराज सिंह द्वारा एअर इंडिया की आलोचना के बाद केंद्रीय मंत्री राजीव चंद्रशेखर ने इसकी सेवा गुणवत्ता पर चिंता जताई। चंद्रशेखर ने टाटा समूह से तत्काल कार्रवाई करने का आग्रह किया।

उद्घयन मंत्री ने एयर इंडिया से की

बात : नागरिक उद्घयन मंत्री राम मोहन नायडू ने शनिवार को शिवराज सिंह चौहान की एयर इंडिया की फ्लाइट में टूटी सीट के बारे में शिकायत पर तुरंत जवाब दिया। नायडू ने तुरंत एयर इंडिया को आवश्यक कार्रवाई करने का निर्देश दिया और इस मुद्दे को सुलझाने के लिए व्यक्तिगत रूप से चौहान से बात की।

कांग्रेस ने केंद्र पर किया काटाक्ष : कांग्रेस पार्टी ने एयर इंडिया की फ्लाइट में असुविधा के बारे में शिवराज सिंह की शिकायत का हवाला देते हुए विमानन और रेलवे क्षेत्रों में मुद्दों को लेकर केंद्र सरकार पर कटाक्ष किया है। कांग्रेस ने एक्स पर कहा कि यात्रियों को परिवहन के विभिन्न साधनों में परेशानियों का सामना करना पड़ रहा है, लेकिन कोई समाधान नहीं है।



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DELHI

23 FEBRUARY 2025

## हवाई यात्रियों की शिकायतों में बढ़ोतरी



12,670

शिकायतें दर्ज की गई थीं 2021 में

देश में हवाई यातायात में उल्लेखनीय वृद्धि हुई है पर यात्रियों को विभिन्न समस्याओं का सामना भी करना पड़ रहा है। सरकार द्वारा जारी आंकड़ों के अनुसार यात्रियों ने वर्ष 2024 में यात्राओं से संबंधित 16,715 शिकायतें दर्ज कराईं।

### इन्हें लेकर ज्यादा शिकायतें

उड़ानों में देरी, उड़ानों का रद्द होना, चेक-इन और बोर्डिंग प्रक्रियाओं में बाधाएं, सुरक्षा जांच में देरी, खराब और टूटी सीटें तथा तकनीकी खामियां यात्रियों की प्रमुख शिकायतों में रही।

वर्ष	शिकायतें
2024	16,715
2023	12,657
2022	8,578

### पिछले वर्ष की प्रमुख घटनाएं

#### 1. देरी और रद्द

- फरवरी : जयपुर एयरपोर्ट पर एयर इंडिया की मुंबई जाने वाली एक उड़ान ने संचालन रद्द कर दिया। साथ ही, दिल्ली की दो उड़ानों को जयपुर डायवर्ट किया गया, जिससे यात्रियों को असुविधा हुई।
- दिसंबर : इस्तांबुल एयरपोर्ट पर लगभग 400 भारतीय यात्री फंस गए थे, जब इंडिगो ने अचानक अपनी दो उड़ानें रद्द कर दीं। ये यात्री 12 दिसंबर से एयरपोर्ट पर फंसे हुए थे।

#### 3. खस्ताहाल सीटें

- सितंबर : एक उद्यमी ने शिकागो से दिल्ली की एयर इंडिया की प्रथम श्रेणी की फ्लाइट में खराब सीट और गंदगी की शिकायत की। उन्होंने बताया कि सीटें फटी हुई थीं और भोजन की गुणवत्ता भी निम्न स्तर की थी। इस घटना के बाद, एयर इंडिया ने उन्हें पूरा रिफंड प्रदान किया।

#### 2. खराब एसी

- मई : दिल्ली से सैन फ्रांसिस्को जाने वाले एयर इंडिया के विमान में यात्रियों को बिना एसी के कई घंटे बैठना पड़ा, जिससे कुछ यात्रियों की तबीयत बिगड़ गई।
- जून : दिल्ली से दरभंगा जाने वाले स्पाइसजेट के विमान में बोर्डिंग के दौरान एसी बंद था, जिससे यात्रियों को गर्मी का सामना करना पड़ा। कुछ यात्रियों की तबीयत भी खराब हुई।

### समस्याएं और कारण

- फ्लाइट देरी और रद्द होना : मौसम, तकनीकी खराबी या एयरलाइन ऑपरेशन्स में देरी
- चेक-इन और बोर्डिंग : लंबी कतारें, कर्मचारियों की कमी और ओवरबुकिंग से असुविधा
- कस्टमर सर्विस की कमी : एयरलाइन स्टाफ का व्यवहार, शिकायतों का समाधान न मिलना।

(नोट : सरकार द्वारा पिछले साल दिसंबर में लोकसभा में जारी किए गए 'एयर सेवा' के आंकड़ों)



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# **Corporate Communications Directorate**

HINDUSTAN

DELHI

23 FEBRUARY 2025

## **यात्री की तबीयत बिगड़ी, विमान की आपात लैंडिंग**

चेन्नई। हैदराबाद से चेन्नई आ रहे एक विमान में शनिवार को एक पुरुष यात्री की तबीयत बिगड़ गई। इसके बाद विमान को आपात स्थिति में उतारा गया। पुरुष यात्री ने बेचैनी की शिकायत की, जिसके बाद विमान चालकों ने आपात स्थिति में विमान को उतारने का अनुरोध किया। विमान के उतरने के बाद मेडिकल टीम यात्री को देखने पहुंची और उसका इलाज किया।

# Chouhan hits out at Air India for broken flight seat

**The Hindu Bureau**  
NEW DELHI

It is “immoral” on Air India’s part and a “betrayal” of passengers’ trust to sell broken seats, Union Agriculture Minister Shivraj Singh Chouhan said on Saturday, hitting out at the airline after being assigned an “unserviceable” seat on a Bhopal-Delhi flight.

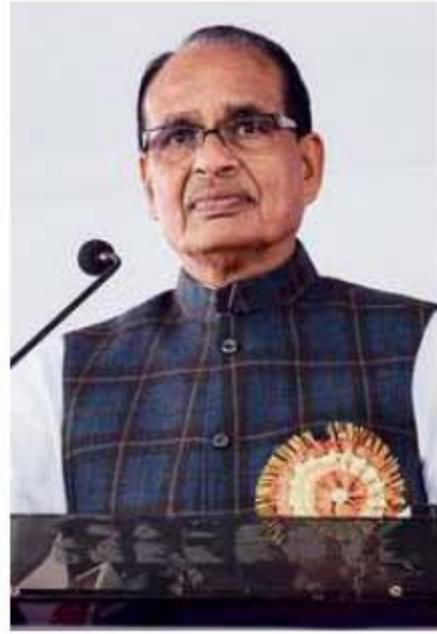
“I am not concerned about my personal discomfort, but charging passengers full fare while providing them with broken and uncomfortable seats is unethical. Is this not a betrayal of passengers’ trust? I had assumed that Air India’s service had improved under Tata’s management, but I was mistaken,” the Minister said in a post on the social media platform X.

He was booked on Air India flight AI 436, and assigned seat 8C. In his social media post, he said the seat was “broken” and “sunken” and uncomfortable to occupy.

## Report sought

The Directorate General of Civil Aviation (DGCA) has sought a report from Air India.

Civil Aviation Minister K. Rammohan Naidu spoke



Shivraj Singh Chouhan

with Mr. Chouhan on the matter.

The aircraft, a new A321 registered as VT RTB, joined the airline’s fleet in April 2023.

## Thorough investigation

Air India said in a statement that it would “conduct a thorough investigation to ensure such incidents are not repeated”.

The Minister said that the airline must stop exploiting passengers.

“Will Air India’s management take steps to ensure that no passenger suffers such discomfort in the future, or will it continue to exploit travellers’ urgency to reach their destination,” Mr. Chouhan said in his social media post.



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## Corporate Communications Directorate

HINDUSTAN TIMES

DELHI

23 FEBRUARY 2025

### AIR INDIA FACES CHOUHAN'S IRE FOR BROKEN SEAT

**Neha LM Tripathi**

[letters@hindustantimes.com](mailto:letters@hindustantimes.com)

**NEW DELHI:** The civil aviation regulator, the Directorate General of Civil Aviation, on Saturday sought a clarification from Air India regarding a complaint by Union minister Shivraj Singh Chouhan, who criticised the airline's service quality on social media after he was provided a "broken" seat on a Bhopal-Delhi flight.

In a post on X, Chouhan described his journey on flight AI436, saying he was assigned a broken and sunken seat, which made his journey uncomfortable. Chouhan expressed his disappointment, saying that he had hoped for improved service under the new management. →P8

## Corporate Communications Directorate

HINDUSTAN TIMES

DELHI

23 FEBRUARY 2025

# Air India faces flak over 'broken' seat for Chouhan

Neha LM Tripathi

letters@hindustantimes.com

**NEW DELHI:** The civil aviation regulator, the Directorate General of Civil Aviation (DGCA), on Saturday sought a clarification from Air India regarding a complaint by Union minister Shivraj Singh Chouhan, who criticised the airline's service quality on social media after he was provided a "broken" seat on a Bhopal-Delhi flight.

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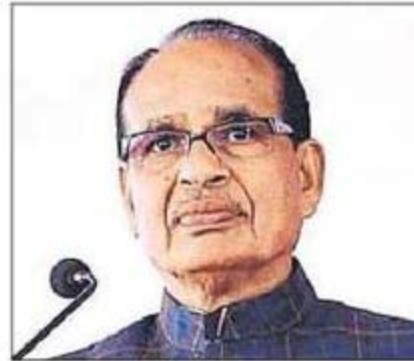
"My impression was that Air India's service would improve

after Tata took over, but it turned out to be my misconception," Chouhan said. "I don't mind discomfort in sitting, but it is unethical to make passengers sit on bad and uncomfortable seats after charging them the full fare. Isn't this cheating the passengers?" his post said.

An aviation ministry official said, "The DGCA has sought a response from Air India on the issue of broken seats highlighted by the Union minister."

An Air India spokesperson issued an apology, saying, "Air India deeply regrets the inconvenience caused to Hon'ble Union Minister Shri Shivraj Singh Chouhan ji on his flight from Bhopal to Delhi."

"This does not reflect the standard of service we strive to provide to our guests, and we are conducting a thorough investigation into the matter to ensure that such



Shivraj Singh Chouhan

incidents are not repeated," the spokesperson added.

Air India has recently commenced retrofitting operations on its legacy aircraft, which includes complete replacement of all seats with new ones and refurbished cabin interiors.

The retrofit of the narrow body aircraft is expected to be mostly completed by the middle of this year, while that of the widebody aircraft will begin shortly and will

be completed next year. The retrofit programme, scheduled to begin last year, has been delayed due to global supply issues, sector experts said.

Chouhan posted about his experience around 11am on Saturday, saying, "Today, I had to travel from Bhopal to Delhi to inaugurate the Kisan Mela in Pusa, hold a meeting of the Natural Farming Mission in Kurukshetra, and discuss matters with the honourable representatives of the Kisan Organization in Chandigarh. I had booked a ticket on Air India flight AI436 and was allotted seat 8C. When I sat down, I found the seat was broken and sunken. It was uncomfortable."

In his post, Chouhan said, "When I asked the airline staff why such a seat was assigned to me, they told me that the management had been informed earlier that the seat was not in good condition and

that its ticket should not have been sold. This is not the only seat like this, there are many others."

Chouhan mentioned that several co-passengers requested him to switch to a better seat. "But why should I trouble another person for my sake? I decided to complete my journey sitting in the same seat," he said.

Civil aviation minister Ram Mohan Naidu stepped in and said, "We spoke to Air India immediately on this issue and instructed them to take necessary action. From our side DGCA will also be looking into details of the matter promptly. And I have personally spoken to Shivrajji as well."

The ministry also spoke to Air India's CEO and managing director Campbell Wilson.

"We have advised Air India's CEO to handle the matter on top priority," a ministry of civil aviation (MoCA) spokesperson said.

## Corporate Communications Directorate

HINDUSTAN TIMES

PATNA

22 FEBRUARY 2025

# DGCA phased roll-out: More rest for pilots, tighter limits for night flying

Shruti Kakkar

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**NEW DELHI:** India's aviation regulator has proposed a new, phased roadmap to introduce stricter limits on when and how long pilots can fly in order to minimise fatigue among air crew in a submission to Delhi high court.

The Director General of Civil Aviation's (DGCA) roadmap, submitted to the Delhi high court, proposes increasing pilots' weekly rest from 36 to 48 hours starting July 1, 2025, and phasing in reduced night flying from November 1, 2025, as part of relaxed duty norms for cockpit crew.

DGCA, in its affidavit before the high court, stated that of the 22 proposed clauses pertaining to Flight Duty Time Limitation (FDTL), 15 would be implemented from July 1, 2025, while the remaining would be rolled out from November 1, 2025.



**DGCA said that 15 of the 22 proposed clauses would be implemented by July 1.** HT PHOTO

The regulator's phased approach follows stiff opposition from airlines, which led to the postponement of the original implementation date of June 1, 2024. The revised timeline was submitted after several rounds of court-ordered mediation between Air India and pilot unions, facilitated by DGCA.

The next hearing on the matter is scheduled for February 24.

Among the provisions deferred to November 1 is a

revised definition for night duty, wherein duty periods falling between midnight and 6am will be classified as night duty, instead of the current midnight to 5am standard.

Given that airlines can assign pilots to only two consecutive nights of flying, this modification is expected to reduce the extent of night flying. Additionally, DGCA has capped the number of night landings per pilot to two if their duty period extends into the night duty window.

For ultra-long-haul flights, pilots operating across two consecutive nights, including routes to and from the US, will receive an additional 24 hours of rest, increasing the mandated rest period from at least 120 hours to at least 144 hours. Pilots have long demanded the elimination of two consecutive night duties, arguing that they disrupt natural sleep cycles, induce fatigue, and compromise alertness.

Airlines, on their part, have strongly opposed the DGCA's plan to restrict night flying. In a submission to the regulator last December, IndiGo warned that the broader night flying definition would have a "severe operational impact" and urged for the current standard to remain unchanged. Air India, too, has resisted the new norm, stating it would implement the change only after a modern, data-driven fatigue risk management system is introduced.

DGCA first announced the new FDTL rules in January 2024 to address rising fatigue concerns among pilots, initially planning for implementation by June 1, 2024. However, the regulator deferred the rollout in March 2024 following resistance from airlines, which argued that the changes would require hiring 10-20% more pilots and could lead to flight cancellations during peak travel periods.



# Corporate Communications Directorate

INDIAN EXPRESS

DELHI

23 FEBRUARY 2025

## Chouhan gets 'broken' seat on flight, AI starts probe; aviation minister seeks action

**Agri minister:  
Isn't this cheating  
the passengers?**

**HARIKISHANSHARMA**  
NEW DELHI, FEBRUARY 22

UNION AGRICULTURE Minister Shivraj Singh Chouhan on Saturday expressed his anguish over the discomfort he experienced during his Air India flight from Bhopal to New Delhi after being offered a "broken" seat by the carrier. Chouhan's post on X prompted Air India to respond with an apology.

In his post, Chouhan wrote, "Today I had to come from Bhopal to Delhi, inaugurate the Kisan Mela in Pusa, hold a meeting of the Natural Farming

Mission in Kurukshetra and discuss with the honourable representatives of the Kisan Organisation in Chandigarh."

"I had booked a ticket on Air India flight number AI436, I was allotted seat number 8C. I went and sat on the seat, the seat was broken and sunken in. It was uncomfortable to sit," Chouhan wrote in Hindi, tagging the airline.

"When I asked the airline staff why the seat was allotted to me if it was bad, they told me that the management had been informed earlier that this seat was not good and its ticket should not be sold. There is not just one such seat but many more," he wrote.

Chouhan said his co-passengers requested him to change his seat but he decided against doing so. "My impression was that Air India's service would have

improved after Tata took over the management, but it turned out to be my misconception," he added.

"I don't care about discomfort in sitting but it is unethical to make passengers sit on bad and uncomfortable seats after charging them full amount. Isn't this cheating the passengers?" he asked.

Chouhan then questioned the Air India management over the incident, asking if it would "take steps to ensure that no passenger faces such inconvenience in future" or "continue to take advantage of the passengers' compulsion to reach their destination early?"

"Dear Sir, we apologize for the inconvenience caused. Please be rest assured that we are looking into this matter carefully to prevent any such occur-

rences in the future. We would appreciate the opportunity to speak with you, kindly DM us a convenient time to connect," Air India said in a response to the post.

Chouhan's ministerial colleague and Union Minister of Civil Aviation K Ram Mohan Naidu instructed the airline to take "necessary action".

"We spoke to Air India immediately on this issue and instructed them to take necessary action. From our side DGCA will also be looking into details of the matter promptly. And I have personally spoken to Shivrajji also," Naidu said in a statement.

Meanwhile, a senior Directorate General of Civil Aviation (DGCA) official said that it has sought a report from Air India over the incident.

WITH PTI INPUTS

## Corporate Communications Directorate

MILLANIUM POST

DELHI

23 FEBRUARY 2025

# 'Broken' seat: Shivraj slams AI 'Broken' seat: Shivraj Chouhan slams Air India

*Carrier orders probe; Civil Aviation Min seeks action*

**BHOPAL/MUMBAI:** Union minister Shivraj Singh Chouhan on Saturday slammed Tata Group-owned Air India for allotting him a "broken and sunk" seat, prompting his ministerial colleague K Ram Mohan Naidu to instruct the airline to take "necessary action".

Separately, Air India apologised for the incident and ordered a "thorough probe" while the DGCA sought a report from the airline in the matter.

Later in the day, Chouhan, the Union Minister for Agriculture, said he spoke about his experience so that the airline's management comes to know about it and other passengers do not face such prob-



Shivraj Singh Chouhan

lems again.

Describing the incident as an "unethical" practice wherein the airline charges passengers full fare and then makes them occupy defective seats, Chouhan in a post on X said he had boarded the Delhi-

**“ I AM NOT CONCERNED ABOUT MY DISCOMFORT, BUT CHARGING PASSENGERS FULL FARE AND THEN MAKING THEM SIT ON DEFECTIVE AND UNCOMFORTABLE SEATS IS UNETHICAL ”**

bound Air India flight AI436 from Bhopal for Delhi to inaugurate a farmers' fair in Pusa.

"I was allotted seat number 8C. When I reached my seat and sat down, I found that it was broken and sunk.

*Continued on P6*

*Continued From Page 1*

Sitting was uncomfortable," the former Madhya Pradesh chief minister wrote on X.

When he confronted the crew over the allotment of a defective seat, he was told that the management had been apprised about the condition of the seat, which shouldn't be sold to passengers.

The Union Minister claimed several seats on the flight were in a similar condition. "Fellow passengers insisted that I exchange seats with them and take a better one, but I didn't want to trouble any of my friends for my own comfort. So, I decided to complete my journey on the same seat," he stated.

Chouhan said he assumed Air India's service would have improved after being taken over by the Tata management, but he was mistaken. "I am not concerned about my discomfort,

but charging passengers full fare and then making them sit on defective and uncomfortable seats is unethical. "Isn't this a form of deception towards passengers?" he asked.

Chouhan further asked whether Air India management would take steps to ensure that no passenger faces such discomfort in the future, "or will it continue to exploit passengers' urgency to reach their destination?" From Delhi, the minister proceeded to attend the Natural Farming Mission meeting in Kurukshetra, and was due to hold discussions with representatives of the farmers' organisation in Chandigarh.

Speaking to reporters in Kurukshetra, Haryana, the minister said, "If something wrong happens, one option is not to speak a word about it. But I thought that the question was not about me. If other pas-

sengers also face the same issue, management should also know about it so that this situation doesn't arise again. If they are taking money, they must also provide proper service."

Civil Aviation Minister's office in a statement said the minister has taken "swift action" following Chouhan's post regarding Air India. "We spoke to Air India immediately on this issue and instructed them to take necessary action. From our side DGCA will also be looking into details of the matter promptly. And I have personally spoken to Shivraj ji also," Naidu said in a statement.

Meanwhile, a senior Directorate General of Civil Aviation (DGCA) official said that it has sought a report from Air India over the incident. However, it did not elaborate further.

After Chouhan shared his experience on X, Air India apol-

ogised for the "inconvenience" and ordered a "thorough" probe into the incident.

"Air India deeply regrets the inconvenience caused to Hon'ble Union Minister, Shri Shivraj Singh Chauhan ji on his flight from Bhopal to Delhi. This does not reflect the standard of service we strive to provide to our guests, and we are conducting a thorough investigation into the matter to ensure that such incidents are not repeated," an Air India Spokesperson said.

Also, taking note of Chouhan's post, Air India replied on X, "Dear Sir, we apologize for the inconvenience caused. Please be rest assured that we are looking into this matter carefully to prevent any such occurrences in the future. We would appreciate the opportunity to speak with you, kindly DM us a convenient time to connect."

AGENCIES

## Corporate Communications Directorate

NAVBHARAT TIMES

DELHI

23 FEBRUARY 2025

# मंत्री शिवराज को एयर इंडिया के प्लेन में मिली टूटी सीट, ऐक्शन का आदेश

■ पीटीआई, भोपाल/मुंबई

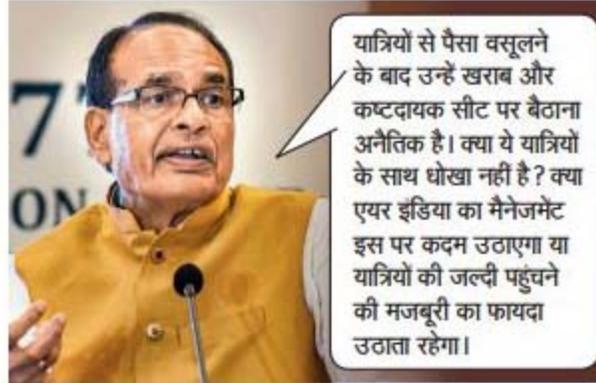
केंद्रीय कृषि मंत्री शिवराज सिंह चौहान ने शनिवार को कहा कि एयर इंडिया के प्लेन में उन्हें टूटी और धंसी हुई सीट दी गई। शिवराज ने कहा कि यात्रियों से पूरा पैसा वसूलने के बाद एयरलाइन को उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है। उन्होंने X पर अनुभव शेयर किया।

DGCA ने कहा, एयर इंडिया से रिपोर्ट मांगी।

सिविल एविएशन मंत्री के. राममोहन ने कहा कि हमने इस मुद्दे पर तुरंत एयर इंडिया से बात की

और उन्हें जरूरी ऐक्शन लेने का निर्देश दिया। DGCA के एक वरिष्ठ अधिकारी ने कहा, उन्होंने एयर इंडिया से रिपोर्ट मांगी है।

शिवराज ने अपने पोस्ट में कहा कि उस सीट पर बैठना तकलीफदायक था। ऐसी एक नहीं और भी सीटें हैं। मेरी धारणा थी कि टाटा मैनेजमेंट के हाथ में लेने के बाद एयर इंडिया की सेवा बेहतर हुई होगी, लेकिन ये मेरा भ्रम निकला।



## एयर इंडिया ने मंत्री से माफी मांगी

शिवराज सिंह की शिकायत पर एयर इंडिया ने खेद जताया है। एयरलाइन के प्रवक्ता ने एक बयान में कहा, 'हम इस मामले की गहन जांच कर रहे हैं ताकि यह सुनिश्चित हो सके कि ऐसी घटनाएं दोबारा न हों। कृपया आश्वस्त

रहें कि हम भविष्य में ऐसी किसी भी घटना को रोकने के लिए इस मामले पर ध्यान दे रहे हैं। हम आपसे बात करने का अवसर चाहते हैं। कृपया, हमें संदेश भेजें कि आपसे कब बात हो सकती है।'



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

# Corporate Communications Directorate

NAVODHYA TIMES

DELHI

23 FEBRUARY 2025



## घरेलू हवाई यात्रियों की संख्या जनवरी में 14.5 प्रतिशत बढ़कर 1.5 करोड़ रही

नई दिल्ली (एजेंसी): भारत में घरेलू हवाई यात्रियों की संख्या जनवरी में 1.5 करोड़ रहने का अनुमान है। यह जानकारी एक रिपोर्ट में दी गई। जनवरी 2025 में घरेलू हवाई यात्रियों की संख्या में मासिक आधार पर 0.7 प्रतिशत और पिछले साल की समान अवधि की तुलना में 14.5 प्रतिशत का इजाफा देखने को मिला है।

आई.सी.आर.ए. की रिपोर्ट में बताया गया कि एयरलाइन ट्रैफिक इस साल जनवरी में प्री-कोविड स्तर (जनवरी 2020) के आंकड़े से 17.9 प्रतिशत अधिक था। रिपोर्ट के अनुसार वित्त वर्ष 25 के पहले 10 महीनों (अप्रैल 2024 से लेकर जनवरी 2025 तक) में कुल 13.72 करोड़ यात्रियों ने घरेलू मार्गों पर उड़ान भरी है।



भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

## Corporate Communications Directorate

PIONEER

DELHI

23 FEBRUARY 2025

### शिवराज को खराब सीट देने पर एअर इंडिया से जवाब तलब

राजेश कुमार। नई दिल्ली

एअर इंडिया की भोपाल से दिल्ली की उड़ान (एआई 436) में केंद्रीय कृषि मंत्री शिवराज सिंह चौहान को टूटी हुई सीट प्रदान की गई। सिंह ने शनिवार को एअर इंडिया को आलोचना करते हुए कहा कि उन्हें 'टूटी और धंसी हुई सीट आर्वाइट की गई। यात्रियों से पूरा पैसा वसूलने के बाद उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है। मामला सामने आने पर नागरिक विमानन महानिदेशालय ने एयर इंडिया, उसके पायलट और चालक दल से जवाब तलब कर एक दिन में जवाब मांगा है। केंद्रीय नागरिक उड्डयन मंत्री राम मोहन नायडू ने एयर इंडिया के साथ अपने असुविधाजनक उड़ान अनुभव के बारे में चौहान से बात की और उन्हें शीघ्र कार्रवाई का आश्वासन दिया। साथ ही निराशा व्यक्त की कि एयरलाइन ने अपने प्रबंधन में सुधार नहीं किया है जिससे उनकी अपेक्षाएँ गलत साबित हुईं।

मंत्री ने कहा कि ऐसी एक नहीं और भी सीटें हैं। सहयात्रियों ने बहुत आग्रह किया कि वह उनसे सीट बदल कर अच्छी सीट पर बैठ जाएँ लेकिन मैं अपने लिए किसी और सहयात्री को तबदीली क्यों दूँ। सिंह ने कहा



कि उन्होंने फैसला किया कि वह इसी सीट पर बैठकर अपनी यात्रा पूरी करेंगे। उनको धारणा थी कि टटा के हाथ में प्रबंधन आने के बाद एअर इंडिया की सेवा बेहतर हुई होगी, लेकिन यह मेरा भ्रम था। उन्होंने एयर इंडिया से भविष्य के यात्रियों के लिए ऐसी समस्याओं को रोकने के लिए सुधारात्मक कार्रवाई करने का आग्रह किया, जिस पर एयर इंडिया ने एक्स पर जवाब दिया दिया, प्रिय महोदय, आपको हुई असुविधा के लिए हमें खेद है। कृपया आश्वस्त रहें कि हम भविष्य में ऐसी किसी भी घटना को रोकने के लिए इस मामले पर ध्यान दे रहे हैं। हम आपसे बात करने का अवसर चाहते हैं कृपया हमें संदेश भेजें कि आपसे कब बात हो सकती है।



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## Corporate Communications Directorate

PUNJAB KESARI

DELHI

23 FEBRUARY 2025

# एयर इंडिया विमान में शिवराज चौहान को मिली टूटी और धंसी हुई सीट

पंजाब केसरी/भोपाल/मुंबई

केंद्रीय कृषि मंत्री शिवराज सिंह चौहान ने शनिवार को एअर इंडिया की आलोचना करते हुए कहा कि उन्हें 'टूटी और धंसी हुई' सीट आवंटित की गई। उन्होंने कहा कि यात्रियों से पूरा पैसा वसूलने के बाद एयरलाइन का उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है। बाद में एअर इंडिया ने 'असुविधा' के लिए माफी मांगी है और घटना की 'गहन' जांच के आदेश दिए हैं। चौहान ने कहा कि वह कुरुक्षेत्र में प्राकृतिक खेती मिशन की बैठक में भाग लेने और चंडीगढ़ में किसान संगठन के प्रतिनिधियों से चर्चा करने के लिए भोपाल से दिल्ली जा रहे थे। केंद्रीय मंत्री ने कहा कि वह भोपाल से दिल्ली जाने वाली एअर इंडिया की उड़ान एआई436 में सवार हुए



### जांच के आदेश

थे। उन्होंने लिखा, मुझे सीट क्रमांक 8सी आवंटित हुई। मैं जाकर सीट पर बैठा, सीट टूटी और अंदर धंसी हुई थी। बैठना तक लीफ दायक था। जब मैंने विमानकर्मियों से पूछा कि खराब सीट थी

तो आवंटित क्यों की? उन्होंने बताया कि प्रबंधन को पहले सूचित कर दिया था कि ये सीट ठीक नहीं है, इसका टिकट नहीं बेचना चाहिए। ऐसी एक नहीं और भी सीटें हैं।" उन्होंने कहा, "सहयात्रियों ने बहुत अप्रह किया कि मैं उनसे सीट बदल कर अच्छी सीट पर बैठ जाऊं लेकिन मैं अपने लिए किसी और मित्र को तकलीफ क्यों दूं, मैंने फैसला किया कि मैं इसी सीट पर बैठकर अपनी यात्रा पूरी करूंगा।

## Corporate Communications Directorate

RASHTRIYA SAHARA

DELHI

23 FEBRUARY 2025

# एयर इंडिया की सर्विस को लेकर टूटा मेरा भ्रम : शिवराज

■ एयर इंडिया ने 'असुविधा' के लिए माफी मांगी है और घटना की 'गहन' जांच के आदेश दिए

**भोपाल/मुंबई (भाषा)।** केंद्रीय कृषि मंत्री शिवराज सिंह चौहान ने शनिवार को एयर इंडिया की आलोचना करते हुए कहा कि उन्हें 'टूटी और धंसी हुई' सीट आवंटित की गई। शिवराज चौहान ने कहा, यात्रियों से पूरा पैसा वसूलने के बाद एयरलाइन का उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है। चौहान द्वारा 'एक्स' पर एक पोस्ट के जरिये अपना अनुभव साझा करने के बाद एयर इंडिया ने 'असुविधा' के लिए माफी मांगी है और घटना की 'गहन' जांच के आदेश दिए हैं। चौहान ने कहा, वह पूरा किसान मेले का उद्घाटन करने, कुरुक्षेत्र में प्राकृतिक खेली मिशन की बैठक में भाग

लेने और चंडीगढ़ में किसान संगठन के प्रतिनिधियों से चर्चा करने के लिए भोपाल से दिल्ली जा रहे थे। केंद्रीय मंत्री ने कहा, वह भोपाल से दिल्ली जाने वाली एयर इंडिया की उड़ान एआई436 में सवार हुए थे।

मध्यप्रदेश के पूर्व मुख्यमंत्री ने 'एक्स' पर एक पोस्ट में लिखा, मुझे सीट क्रमांक 8सी आवंटित हुई। मैं जाकर सीट पर बैठा, सीट टूटी और अंदर धंसी हुई थी। बैठना तकलीफदायक था। जब मैंने विमानकर्मियों से पूछा कि खराब सीट थी तो आवंटित क्यों की? उन्होंने बताया, प्रबंधन को पहले



कृषि मंत्री शिवराज चौहान ने कहा, उन्हें 'टूटी और धंसी हुई' सीट आवंटित की गई। यात्रियों से पूरा पैसा वसूलने के बाद एयरलाइन का उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है

सूचित कर दिया था कि ये सीट ठीक नहीं है, इसका टिकट नहीं बेचना चाहिए। ऐसी एक नहीं और भी सीटें हैं। उन्होंने कहा, सहयात्रियों ने बहुत आग्रह किया कि मैं उनसे सीट बदल कर अच्छी सीट पर बैठ जाऊं लेकिन मैं अपने लिए किसी और मित्र को तकलीफ क्यों दूं, मैंने फैसला किया कि मैं इसी सीट पर बैठकर अपनी यात्रा पूरी करूंगा। मेरी धारणा थी कि टाटा प्रबंधन के हाथ में लेने के बाद एयर इंडिया की सेवा बेहतर हुई होगी, लेकिन ये मेरा भ्रम निकला। उन्होंने अपने पोस्ट में कहा, मुझे बैठने में

कष्ट की चिंता नहीं है लेकिन यात्रियों से पूरा पैसा वसूलने के बाद उन्हें खराब और कष्टदायक सीट पर बैठाना अनैतिक है। क्या ये यात्रियों के साथ धोखा नहीं है? क्या आगे किसी यात्री को ऐसा कष्ट न हो, इसके लिए एअर इंडिया प्रबंधन कदम उठाएगा या यात्रियों की जल्दी पहुँचने की मजबूरी का फायदा उठाता रहेगा।

केंद्रीय मंत्री को हुई असुविधा के लिए 'खेद' व्यक्त करते हुए एयर इंडिया के प्रवक्ता ने एक बयान में कहा, हम इस मामले की गहन जांच कर रहे हैं ताकि यह सुनिश्चित हो सके कि ऐसी घटनाएं दोबारा न हों। उन्होंने कहा, एयर इंडिया माननीय केंद्रीय मंत्री शिवराज सिंह चौहान जी को भोपाल से दिल्ली की उड़ान में हुई असुविधा के लिए गहरा खेद व्यक्त करता है। एयर इंडिया के प्रवक्ता ने कहा, यह उस सेवा के मानक को नहीं दर्शाता है जिसे हम अपने मेहमानों को प्रदान करने का प्रयास करते हैं।

# Corporate Communications Directorate

SUNDAY STANDARD

DELHI

23 FEBRUARY 2025

## CARRIER ISSUES APOLOGY

# SHIVRAJ SLAMS AIR INDIA OVER BROKEN SEAT

EXPRESS NEWS SERVICE  
@ New Delhi

IT took a Union minister to expose the shoddy service provided to flyers by airlines. Agriculture Minister Shivraj Singh Chouhan on Saturday lambasted Tata Group-owned Air India for allotting him a "broken and sunk" seat, prompting his ministerial colleague K Rammoan Naidu to instruct the airline to take "necessary action".

Separately, Air India apologised for the incident and ordered a probe while the DGCA sought a report from the airline.

Later in the day, Chouhan said he spoke about his experience so that the airline's management comes to know about it and other passengers do not face such problems again.

Describing it as an "unethical" practice where the airline charges passengers full fare and then makes them occupy defective seats, Chouhan in a post on X said he was travelling from Bho-

pal to Delhi to inaugurate a farmers' fair in Pusa, attend the Natural Farming Mission meeting in Kurukshetra, and hold meetings with representatives of protesting farmers' organisation in Chandigarh.

He boarded the Delhi-bound Air India flight AI436 from Bhopal and was allotted seat 8C. "When I reached my seat, I found it was broken and sunk. Sitting was uncomfortable," he said on social media.

When he confronted the crew over the defective seat, he was told that the management had been apprised about the issue.

"Charging passengers full fare and making them sit on defective and uncomfortable seats is unethical. Isn't this a form of deception towards passengers? Will Air India take steps to ensure no passenger faces such discomfort or will it continue to exploit passengers?" he asked.

The civil aviation ministry asked Air India's CEO and MD Campbell Wilson, to address the matter on priority.





भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

## Corporate Communications Directorate

TIMES OF INDIA

DELHI

23 FEBRUARY 2025

# After getting 'broken seat', Shivraj slams AI for 'cheating' passengers

TIMES NEWS NETWORK

**New Delhi:** Union agriculture minister and ex-MP CM Shivraj Singh Chouhan found himself facing an uncomfortable journey Saturday when he was allotted a broken seat on an Air India flight from Bhopal to Delhi. His experience reignited concerns about Air India's service standards while the airline attempts to improve its operations under Tata Group's ownership.

Expressing his frustration on X, he wrote: "Today, (Feb 22) I had to come from Bhopal to Delhi... I had booked a ticket on Air India flight number AI 436. I was allotted seat number 8C. I went and sat on the seat, the seat was broken and sunken in. Sitting was uncomfortable." Chouhan was allotted the seat de-



Agriculture minister Shivraj Singh Chouhan met Jagjit Dalal and other farmer leaders in Chandigarh. The next round of talks will be on March 19 | P 12

spite the crew informing the management about the unserviceable seat & requesting it not be sold. "Is this not cheating passengers?" he asked.

► **DGCA slaps notice, P 23**

# DGCA slaps notice on Air India after it sold broken seat to Chouhan

► **Continued from P 1**

Shivraj Singh Chouhan was allotted a broken seat on an Air India flight. The aircraft in question was an Airbus A321 (VT-RTB), just a year old. This raises questions about Air India's maintenance of even its newest fleet.

Chouhan further said: "I had the belief that after coming under Tata management, Air India's service must have improved, but this turned out to be my illusion. After charging passengers the full amount, seating them on a bad and uncomfortable seat is unethical. Is this not cheating the passengers?"

Co-passengers offered him their seats, he said. "But why should I trouble another for my comfort? So, I decided to complete my journey in the same seat...", he posted.

The incident prompted Union aviation minister Ram Mohan Naidu to step in: "We spoke to Air India and instructed them to take necessary action. From our side, DGCA will also be looking into details of

matter promptly. And I have personally spoken to Shivraj ji also." DGCA has now sought a report from Air India regarding the issue. This comes after a 2022 directive from the regulator that explicitly instructed the airline not to sell unserviceable seats, following complaints from business-class passengers who were downgraded to economy due to unusable seats.

Air India responded to Chouhan's post, apologising for the inconvenience. Later, an airline spokesperson issued an official statement: "This does not reflect the standard of service we strive to provide to our guests, and we are conducting a thorough investigation into the matter to ensure that such incidents are not repeated."

Supply chain constraints have delayed the repair of Air India's older aircraft, with the airline stating that its entire narrow-body fleet, like the one Chouhan flew on, is expected to be revamped this year.

However, the overhaul of its aging wide-body Boeing 777 and 787 aircraft will take an additional two years.

# INDIAN AVIATION SOARS WITH RAPID FLEET EXPANSION AND GREENER SKIES

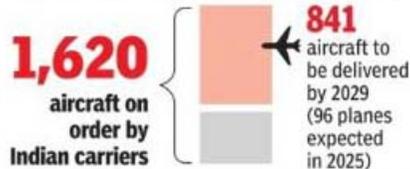
India's aviation sector is set for expansion, driven by aircraft orders and rising passenger demand. The country's airlines operate a younger fleet, resulting in lower carbon emissions compared to global counterparts. Major Indian airports, including Mumbai, Delhi and Bengaluru, are witnessing substantial growth in international capacity, while cities like Varanasi, Hyderabad and Indore are set for the highest capacity addition this year. **Manju V** reports



**TOP INTERNATIONAL ROUTES TO INDIA** In 2025

UAE	<b>1.33Cr</b> (transit hub advantage)	
Thailand	Singapore	<b>3.4L</b> — Seats
<b>3.8L</b>		

## AIRCRAFT ORDERS & DELIVERIES



**In comparison: 1,094 aircraft** were delivered globally by Airbus and Boeing in 2024

## A YOUNGER, GREENER FLEET

Indian carriers operate younger fleets, leading to lower CO2 emissions:

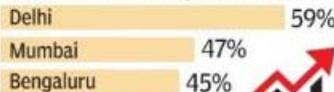


Global GDP outlook for 2025 and 2026 is similar to 2024 at about 2.4%. India GDP growth nearing 7% is the highest in the world  
**Cirium** | AVIATION ANALYTICS COMPANY & DATA SOURCE



## GROWTH IN CAPACITY

**International: 2019 (pre-Covid) vs 2025**



**Domestic: 2025 vs 2022**

Varanasi, Hyderabad, and Indore set to witness the highest percentage growth in domestic capacity



## Meta Analysis

India is the third-largest domestic aviation market in the world but lags several nautical miles behind the top two markets, the US and China. Its airline fleet size is a key indicator of the gargantuan gap. While the Indian airline industry operates a fleet of 732 aircraft, China Eastern Airlines alone operates a fleet of 658 aircraft. The global airline fleet had around 28,400 aircraft in service as of 2024. United Airlines, the world's largest airline, has a fleet of 1,006 aircraft. In 2020, there were about 5,882 aircraft in the US commercial aircraft fleet.

## INTERNATIONAL CAPACITY GROWTH

