

**GOVERNMENT OF INDIA  
CIVIL AVIATION DEPARTMENT**



OFFICE OF THE  
**DIRECTOR GENERAL OF CIVIL AVIATION**  
OPP. SAFDARJUNG AIRPORT, NEW DELHI - 110 003  
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भारत सरकार  
नागर विमानन विभाग  
महानिदेशक नागर विमानन का कार्यालय  
सफदरजंग एयरपोर्ट के सामने  
नई दिल्ली - ११० ००३

File No. DGCA-27036/16/2024-AED-DGCA

Dated: 31.05.2024

**Show Cause Notice**

Whereas, it has come to the notice of DGCA that flight AI-179 dated 24.05.2024 and flight AI- 183 dated 30.05.2024 were inordinately delayed and passengers were put to discomfort due to insufficient cooling in the cabin. Further, repeated incidences of passengers being put to discomfort by M/s Air India in violation of various DGCA CAR provisions have come to notice.

Whereas perusal of available information reveals that M/s Air India has violated the provisions of Para 3.4 and Para 3.8 of CAR Section 3, Series M, Part IV on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights". M/s Air India is time and again failing in taking due care of passengers and compliance of aforementioned CAR.

Now, therefore M/s Air India is hereby, called upon to Show Cause as to why enforcement action shall not be initiated against the airline for the aforesaid violation. The reply of M/s Air India should reach this office within 03 days from the date of issue of this notice, failing which, the matter would be processed ex-parte.

  
(Amit Gupta) 31/5/24  
Director

To,

The Accountable Manager  
Air India  
Airlines House  
New Delhi