

# Give real-time update on delays, DGCA tells airlines

DEEPAK PATEL  
New Delhi, 15 January

India's aviation regulator on Monday asked airlines to give real-time updates on flight delays, as it issued a standard operating procedure (SOP) in the wake of severe disruptions caused by fog since Sunday morning and flared tempers among passengers.

Earlier, Aviation Minister Jyotiraditya Scindia posted on X that the Directorate General of Civil Aviation (DGCA) would release an SOP for airlines to enhance "communication and facilitation" for passengers who had been affected by flight cancellations and delays.

On Sunday, a passenger on-board an IndiGo flight (6E2175) physically assaulted a pilot who was making an announcement about a delayed takeoff due to fog in Delhi. Scindia termed such behaviour on the part of passengers "unacceptable".

On Sunday, a large number of flights operating to and from Delhi were disrupted. As many as 926 flights were delayed and 129 cancelled amid dense fog, according to flightradar24.com. The situation persisted on Monday (see chart).

In the SOP, the DGCA asked airlines to cancel flights that are anticipated to be delayed or are delayed for over three hours on account of fog or other adverse weather conditions. This will help obviate "congestion at the airport and mitigate passenger inconvenience", it noted.

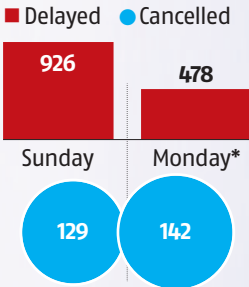
The regulator also asked airlines to publish real-time updates on flight delays on their websites and provide advance information to passengers via SMS, WhatsApp and email. It also asked airlines to sensitise their airport staff to "suitably



A passenger hit an IndiGo pilot when he was announcing a delay in take-off at Delhi airport on Sunday

## GREY SKIES

Flights to and from Delhi airport that were affected



\* Till 2.30 PM  
Source: Flightradar24.com



PHOTO: REUTERS

communicate with and continuously guide and inform the passengers about flight delays".

Scindia also asked the GMR Group-led Delhi International Airport Limited (DIAL), which runs the airport in the national capital, to expedite refurbishment of its fourth runway.

The Runway 28/10 has been closed for renovation since mid-September. It is the second runway at the airport to be equipped with the CAT-III Instrument Landing System (ILS), which can guide a CAT-III-proficient pilot during the aircraft's descent and landing when visibility is as low as 50 metres.

On Sunday, the airport was compelled to suspend operations even on CAT-III runways (which cannot handle zero-visibility scenarios). "The decision was taken keeping passenger safety in mind, which remains the foremost priority for all in the aviation ecosystem," Scindia said.

In a statement in response to the assault, IndiGo said the passenger was declared unruly and handed over to local law enforcement agencies. The assault was referred to an independent internal committee for appropriate action and to add the passenger on a "no-fly list" as laid down in regulatory guidelines.

# Half of top economists expect world economy to weaken in '24



PHOTO: PTI

## FORECAST

- 77% expect labour markets and 70% expect financial conditions to relax in 2024
- 93% in South Asia and 86% in East Asia and Pacific expect economic outlook to remain positive
- 69% in China predict moderate growth
- 77% in Europe anticipate weak or very weak growth
- 60% in the US, West Asia and North Africa expect moderate or stronger growth this year

ANEKA CHATTERJEE  
Bengaluru, 15 January

More than half (56 per cent) of chief economists expect the global economy to weaken in 2024, with most saying the pace of geo-economic fragmentation will accelerate, according to the latest "Chief Economists Outlook" released on Monday at the World Economic Forum (WEF).

The report indicates that the global economic prospects remain subdued and uncertain. Challenges include tight financial conditions, geopolitical rifts, and the rapid development of generative artificial intelligence (AI).

Forty-three per cent of chief economists predict unchanged or improved conditions, while a significant majority expect labour markets (77 per cent) and financial conditions (70 per cent) to relax in the coming year.

Despite regional variations in growth forecasts, no region is expected to experience very strong growth in 2024, although there has been a reduction in high inflation expectations across all places.

"Amid accelerating divergence, the resilience of the global economy will continue to be tested in the year ahead.

Though global inflation is easing, growth is stalling, financial conditions remain tight, global tensions are deepening and inequalities are rising — highlighting the urgent need for global cooperation to build momentum for sustainable, inclusive economic growth," said Saadia

Zahidi, managing director, World Economic Forum.

The economic outlook for South Asia and East Asia and Pacific remains positive and largely consistent with previous surveys, with the majority expecting at least moderate growth in 2024 (93 and 86 per cent, respectively).

However, China's outlook is more cautious, with 69 per cent predicting moderate growth due to weak consumption, decreased industrial production, and concerns in the property market.

In Europe, the economic forecast has significantly deteriorated since September 2023, with 77 per cent of respondents anticipating weak or very weak growth. The outlook in the United States and the West Asia and North Africa has also dimmed, with approximately 60 per cent predicting moderate or stronger growth this year, a decrease from 78 and 79 per cent, respectively.

However, growth expectations in Latin America and the Caribbean, sub-Saharan Africa, and Central Asia have improved, with predictions pointing towards moderate growth.

About 70 per cent of chief economists believe that geo-economic fragmentation will intensify this year. Many suggest that geopolitical factors will contribute to volatility in the global economy and stock markets, promote localisation, strengthen geo-economic blocs, and expand the North-South divide over the next three years.



## Artificial intelligence will affect almost 40% of jobs, IMF says

Artificial intelligence (AI) will affect almost 40 per cent of global jobs, with advanced economies facing greater exposure than emerging markets and low-income countries, according to an International Monetary Fund (IMF) analysis.

"In most scenarios, AI will likely worsen overall inequality, a troubling trend that policymakers must proactively address to prevent the technology from further stoking social tensions," IMF Managing Director Kristalina Georgieva said in a blog post on the study.

AI's income inequality effect will largely depend on how much the technology complements high earners. More productivity from high-income workers and companies would boost capital returns, widening the wealth gap, Georgieva said.

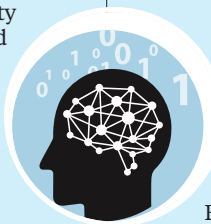
Countries should provide "comprehensive social safety nets" and retraining program-

mes for vulnerable workers, she said. While there's potential for AI to fully replace some jobs, the more likely scenario is that it'll complement human work, according to the analysis. Advanced economies may have about 60 per cent of jobs affected, more than emerging and low-income countries.

Georgieva's take on artificial intelligence coincides with the meeting of global business and political leaders at the World Economic Forum in Davos, Switzerland, where AI is a topic of discussion.

Companies have been throwing cash at the emerging technology, sometimes sparking concern among employees about the future of their roles.

One example is Buzzfeed, which announced plans to use AI to help with content creation and closed its core news department, laying off more than 100 staffers.



BLOOMBERG

## 'India tops the trust in businesses, NGOs'

India tops the charts in terms of trust in businesses and non-governmental organisations (NGOs), but it is fourth in terms of trust in media and fifth for the government, an annual trust barometer showed on Monday.

The Edelman Trust Barometer 2024, released in Davos ahead of the World Economic Forum Annual Meeting, put Saudi Arabia on the top for trust shown by their people in the government and China for trust in media. In terms

of trust shown in one's employer, Indonesia emerged at the top followed by India at the second place. The 24th annual survey, carried out in 28 nations, showed developing countries having a lead over developed ones in terms of overall trust perception of their respective populations. On the overall index, prepared on the basis of average per cent trust in NGOs, business, government and media, India moved to second place from fourth in 2023.

PTI



Business Standard

Present

INDIA

MORTGAGE LEADERSHIP CONCLAVE

The Evolving Ecosystem of Housing Finance



Watch this space

Business Standard

Insight Out

NICE

Presents

TEAMMARKSMEN

CX TRANSFORMATION CONCLAVE 2023

DELHI - NCR EDITION™

#CXTransformation

07<sup>TH</sup> DEC 2023

TAJ CITY CENTRE, GURUGRAM

REVOLUTIONIZING CUSTOMER EXPERIENCE

NAVIGATING THE FUTURE AT THE CX TRANSFORMATION CONCLAVE

The Delhi-NCR edition of Team Marksmen Network's CX Transformation Conclave spotlighted eye-opening customer experience strategies for a new era of customer engagement

THE DIVERSE SPEAKER ROSTER INCLUDED

ANITA NAYYAR

COO-Media, Branding & Communications

Patanjali Ayurved Limited

BHIMSEN GULABANI

COO, Transformation

Renault India Pvt. Ltd.

NIDHI CHADHA

Head of Customer Success

Raliance-Jio Infocomm

SAHIL KHANNA

Director Customer Experience & Growth

Adidas

In 2024, we're at a tech crossroads. The rise of Digital & AI transformation opens doors for mass personalization, aiming to craft extraordinary CX. Yet, introducing AI requires meticulous planning—consider the intricacies of data, integration, and change. The game-changer? Navigate wisely by fusing CX tools and data on a cutting-edge cloud-native platform. That's the winning play for future-proofing and growth.

SANJAY GUPTA, VP – South Asia and Middle East, NICE

AI is not going to eliminate people, it will eliminate those who cannot use AI. Humans are evolving, they need to know the technology, how technology needs to be used, brainstorm around it, what more can be done. When we talk about hands on experience, you don't need to write the complex codes or queries. Why would you write the codes when you can write a code which can write the codes for you? That's the skillset to be developed

AALOK PRADHAN

Head Contact centre Ops, CX, COE - Digital & AI, TVS Motor Company

I think the CX industry is progressing by leaps & bounds from a personalisation standpoint, with GenAI starting to play a critical role in this transformation. However, while the industry is abuzz from a GenAI standpoint, the technology is still in its infancy, and we'll have to be cautious about how it matures and the resulting end-product. It cannot lack empathy, as that has been a core value from a customer experience standpoint, and once it matures and empathy is embedded in the personalisation engines, we should be able to see a much-refined product which caters to both customers' and the organisations' needs.

ARPIT AGGARWAL, Head CX, Strategy & CRM Revenue, Tata CLiO

Currently there is a transition where the importance of customer experience is growing and balancing of technology and human intervention has to be done. In TATA Power Delhi Distribution Limited, over 2 million customers are being served across life cycle, with customers looking to get in touch as per the 3 tier model of Albert Maherin – through verbal, vocal, and visual means. Similarly, whenever the internal communication happens we have a structure called TIPPS - technology, Infrastructure, Process, and People, which leads to customer satisfaction.

RAJEEV KHARYAL, Head Customer Service, TATA Power Delhi Distribution limited

ENQUIRE NOW

contact@teammarksmen.com

+91 99607 30059

www.teammarksmen.com

Presenting partner

Digital partner

Magazine partner

Media partner

Brought to you by

NICE

MARKSMEN DAILY

in Focus

Business Standard Insight Out

TEAMMARKSMEN