

Government receives report on flight arrangement issues from Greater Bay Airlines

In relation to the cancellation of a number of flights in February and March by Greater Bay Airlines (GBA), the Government received the report and supplementary information submitted by GBA to the Civil Aviation Department (CAD) on January 29 and February 7 respectively, as requested by the Government.

The report revealed that the main causes of the failure in flight scheduling were a lack of internal communication and a lack of co-operation from customer service operations. GBA indicated that it has conducted an in-depth review and taken necessary measures to contact all of the some-5 000 affected passengers and properly provide them with alternatives, including ticket refunds and transfers to alternative flights. In addition, GBA reassured that it is committed to providing passengers with stable and reliable services, and ensuring that similar incidents would not occur again in future.

The report proposed a number of improvement measures, including strengthening internal management procedures for flight scheduling arrangements, enhancing internal communication on changes to flight schedules and destinations, ensuring fleet and manpower stability and reliability, and enhancing customer service's ability to cope with unforeseen incidents.

The Transport and Logistics Bureau and the CAD will closely follow up on the implementation progress of the various improvement measures proposed in the GBA report and supplementary information, with a view to preventing the recurrence of similar incidents. The Government will also continue to maintain close communication with GBA on its aviation network development, fleet and manpower situation, ensuring steady and orderly growth of local airlines while optimising the use of civil aviation resources.

A summary of the report submitted by GBA on January 29 is at the Annex.