

**GOVERNMENT OF INDIA**  
**MINISTRY OF CIVIL AVIATION**  
**Lok Sabha**  
**UNSTARRED QUESTION NO. : 2615**  
**( TO BE ANSWERED ON THE 16th March 2023 )**  
**AMENDMENT OF CAR RULES**

**2615. SHRI MANICKAM TAGORE B.**

**Will the Minister of CIVIL AVIATION**

**be pleased to state:-**

- (a) whether it is a fact that the Directorate General of Civil Aviation (DGCA) is contemplating to issue new norms to compensate passengers whose tickets have been involuntarily downgraded by airlines and if so, the details thereof;**
- (b) whether it is also a fact that the said move comes against the backdrop of rising complaints pertaining to involuntarily downgrading tickets of a particular class and if so, the details thereof;**
- (c) whether it is also a fact that the DGCA proposes to amend the Civil Aviation Requirement (CAR) pertaining to facilities to be provided to passengers by airlines; and**
- (d) if so, the details thereof?**

**ANSWER**

**Minister of CIVIL AVIATION (Shri Jyotiraditya M&#46; Scindia)**

**(a) to (d): Yes Sir. In order to ensure appropriate protection for the air travellers in case of downgrading, Directorate General of Civil Aviation (DGCA) has amended already issued Civil Aviation Requirement (CAR), Section 3-Air Transport, Series M, Part IV titled 'Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights', with the inclusion of following provisions effective from 15th February 2023:**

**"In case the passenger is downgraded involuntarily and is carried in a class lower than that for which the ticket is purchased, the airline shall reimburse the passenger as follows:**

**(i) For domestic sector: - 75% of the cost of ticket including taxes.**

**(ii) For international sector: -**

**30% of the cost of ticket including taxes for flights of 1500 km or less.**

**50% of the cost of ticket including taxes for flights between 1500 km to 3500 km.**

**75% of the cost of ticket including taxes for flights more than 3500 km."**

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