

GOVERNMENT OF INDIA
MINISTRY OF CIVIL AVIATION
Lok Sabha
UNSTARRED QUESTION NO. : 576
(TO BE ANSWERED ON THE 25th July 2024)
FLIGHT DELAYS

576. MRS RUCHI VIRA

Will the Minister of CIVIL AVIATION

be pleased to state:-

- (a) whether the passengers had to bear the mental and financial difficulties as a result of flight delays due to increase in air traffic or other reasons during the last five years;**
- (b) if so, the reasons therefor and the reaction of the Government thereto; and**
- (c) the action/steps taken/likely to be taken by the Government in this regard?**

ANSWER

Minister of State in the Ministry of CIVIL AVIATION (Shri Murlidhar Mohol)

(a) and (b): Scheduled domestic airlines operate their flights as per the schedules approved by Directorate General of Civil Aviation (DGCA). However, at times the flights are delayed due to various reasons which include weather, technical, operational etc. The details of passengers affected due to flight delays and the amount spent on facilities provided to them by the airlines in the last 05 years are at Annexure.

(c): In order to ensure appropriate protection of air travellers in case of flight disruptions, cancellations / delays, without due notice to the passengers booked on the flights, DGCA has issued Civil Aviation Requirement (CAR), Section -3- Air Transport, Series- M Part IV on "Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights".

Annexure

Year	Number of PAX affected (in Lakhs)	Amount spent on facilities (Rs. in Lakhs)
2020	2.06	62.07
2021	8.03	391.09
2022	14.83	1587.11
2023	22.51	2653.87
2024*	11.00	1285.132

* Data up to May 2024