

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:7156  
ANSWERED ON:11.05.2000  
OFF LOADING OF AIR PASSENGERS  
A. VENKATESH NAIK;DR. KIRIT SOMAIYA;RAMSHETH THAKUR

**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) the reasons for making overbooking of seats by the airlines officials;
- (b) whether the passengers will be compensated if they do not get seats in a particular flight even after having the confirmed tickets; and
- (c) if so, the details thereof and if not, the reasons therefor?

**Answer**

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

- (a): Some overbooking is an industry practice to provide for no-show passengers and thus maximise the utilization of seat capacity.
- (b) and (c): Offloaded passengers are given boarding passes on the immediate next flight and provided boarding and lodging at Air India's cost of taxi fares to their places of residence. They are also permitted to make STD/ISD/Local calls. There is no provision for cash compensation.