

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1970
ANSWERED ON:13.03.2008
COMPENSATION TO PASSENGERS ON DELAY OF FLIGHT
Chowdhury Shri Adhir Ranjan;Gawali Smt. Bhavana Pundlikrao

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government proposes to make any norm/law to provide compensation to passengers, if any flight is delayed/cancelled during the foggy season;
- (b) if so, the details thereof; and
- (c) the time by which it is likely to be implemented?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) to (c)No, Sir. However, Government is monitoring the punctuality of airline operations. While there are several factors like bad weather, technical snags, air traffic congestion etc. which may be beyond the control of airlines, some of the delays could be attributable to the airline industry. Government is already working with airlines industry through the forum of the Federation of Indian Airlines on the need to maintain the approved schedules. Government is also continuously improving the infrastructure at the airports and reviewing procedures to accommodate more flights at busy airports.