

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4505
ANSWERED ON:24.04.2008
AI PASSENGERS STRANDED AT THE AIRPORT
Nikhil Kumar Shri

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Governemnt is aware that Air India has left behind nearly 100 passengers stranded at the Rajasansi International Airport as reported in the Hindustan Times dated March 31, 2008;
- (b) if so, the facts and the details thereof;
- (c) whether the Government proposes to investigate the matter and to take corrective measurers; and
- (d) if so, the details thereof?

Answer

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

(a) and (b) : The flight in question, AI-187 of 30th March, 2008 from Amritsar to Toronto, was overbooked in Economy Class and 58 passengers had to be offloaded. The offloaded passengers were re-booked on the first available flight to Birmingham/Toronto and sent home with reimbursement of transportation charges.

(c) & (d)As per industry practice, airlines overbook their flights to optimize utilization of capacity, as all passengers booked on a flight do not turn up at the airport. However, at times more passengers than expected do turn up and the airline has no option but to resort to offloading. However, for passengers holding tickets, paid in Indian Rupees, for destinations to USA, UK and Europe, compensation is granted in the form of a Miscellaneous Charges Order (MCO), which can be used for future transportation.