

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:1002  
ANSWERED ON:23.10.2008  
OVERBOOKING IN FLIGHTS  
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**Will the Minister of CIVIL AVIATION be pleased to state:**

- (a) whether the overbooking is a common phenomenon in the aviation industry especially in Air India;
- (b) if so, the reasons therefor;
- (c) whether the Government has any proposal to implement stricter norms/rules to compensate the passengers in case of denial of boarding and also last minute cancellation of flights; and
- (d) the compensation made to them so far during the last three years where such cases have been reported?

**Answer**

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

- (a) and (b): Overbooking is a standard industry practice world over. Almost all airlines overbook flights in line with demand pattern and individual experience of no shows on flights across their network. This is done to minimise loss of revenues due to last minute no shows, as airline seats are perishable product.
- (c): In case of denied boarding except no shows or cancellations, schedule domestic airlines reschedule the passenger to next available flight or give cash compensation, etc. Airlines also refund the tickets as per regulations issued by DGCA.
- (d): Details of Denied Boarding compensation paid by NACIL for all the stations - both Indian and Foreign during the last three years are as under:-

2005-06	Rs.115,713,757.04
2006-07	Rs.67,747,417.49
2007-08	Rs.49,843,914.58 (Prov.)