

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:1146

ANSWERED ON:10.03.2005

COMPENSATION TO PASSENGERS

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Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is aware that several domestic and international flights are frequently delayed and cancelled causing great inconvenience to passengers and also loss of precious time, energy and money;

(b) if so, whether the Government would consider providing compensation to the affected passengers on the pattern of European regulation;

(c) if so, the details thereof; and

(d) if not, the reasons therefor?

Answer

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

a) :- In spite of best efforts by airlines to operate flights as per the scheduled timings and routing, at times flights do get delayed/disrupted due to last minute technical or operational reasons, including weather conditions, which are generally beyond their control.

(b), (c) and (d):- There is presently no proposal to bring about legislation to compensate the affected passengers on the pattern of EU Regulations. However, in the eventuality of delay/disruption/cancellation of flights, most airlines are providing certain facilities like full refund of fares, alternate arrangement to take the passenger to the destination, either by air or by other modes of transport, complimentary service of beverages, snacks or meals to the delayed and/or stranded passengers, reimbursement of taxi fares from residence to airport and return, overnight lay over accommodation in case of flight cancellation etc. depending on circumstances, feasibility and the preference of the passenger.